

# Public Document Pack



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

Town House,  
ABERDEEN 06 March 2019

## OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **THURSDAY, 14 MARCH 2019 at 2.00 pm.**

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

### BUSINESS

#### DETERMINATION OF URGENT BUSINESS

- 1 There are no urgent items at this time

#### DETERMINATION OF EXEMPT BUSINESS

- 2 There are no items 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

## **MINUTE OF THE PREVIOUS MEETING**

- 5 Minute of the Previous Meeting of 17 January 2019 - for approval (Pages 5 - 10)

## **COMMITTEE PLANNER**

- 6 Committee Business Planner (Pages 11 - 18)

## **NOTICES OF MOTION**

- 7 There are no reports under this heading

## **REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES**

- 8 There are no reports under this heading

## **FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES**

- 9.1 Performance Report - COM/19/090 (Pages 19 - 52)

## **GENERAL BUSINESS**

- 10.1 Young Carers Service - update - CUS/19/086 (Pages 53 - 140)
- 10.2 Gray Street and Salisbury Terrace - OPE/19/152 (Pages 141 - 216)
- 10.3 Lochside Academy - flooding on safe routes to school - PLA/19/209  
(Pages 217 - 220)
- 10.4 Alive @ 5 - OPE/19/087 (Pages 221 - 244)
- 10.5 Council Housing Rent Management - CUS/19/213 (Pages 245 - 250)
- 10.6 Detrunking of the A90 - OPE/19/191 (Pages 251 - 276)

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.aberdeency.gov.uk/ecCatDisplayClassic.aspx?sch=doc&cat=13450&path=0>

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## OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 17 January 2019. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillors Bell and Grant, Vice-Conveners; and Councillors Cooke, Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Hutchison, Lumsden, Macdonald, Nicoll (as substitute for Councillor Townson) and Jennifer Stewart.

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

<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=619&MIId=6182&Ver=4>

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

### DETERMINATION OF EXEMPT BUSINESS

1. The Convener proposed that the Committee consider item 11.1 (Use of Plastic Based Materials in Roads Construction) with the press and public excluded.

**The Committee resolved:-**

in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting for item 11.1 of the agenda (article 10 of this minute refers) so as to avoid disclosure of information of the class described in paragraph 6 of Schedule 7A to the Act.

### DECLARATIONS OF INTEREST

2. Councillor Lumsden declared an interest in relation to item 15 on the Committee Business Planner, Gray Street and Salisbury Terrace, as a resident of Gray Street. Councillor Lumsden noted that there was not a substantive report on the agenda and as such, would remain in the meeting during consideration of the planner.

**The Committee resolved:-**

to note the declaration of interest from Councillor Lumsden.

### MINUTE OF THE PREVIOUS MEETING OF 6 NOVEMBER 2018

3. The Committee had before it the minute of the previous meeting of 6 November 2018, for approval.

**The Committee resolved:-**

**OPERATIONAL DELIVERY COMMITTEE**  
17 January 2019

to approve the minute as a correct record.

**COMMITTEE BUSINESS PLANNER**

4. The Committee had before it the committee business planner as prepared by the Chief Officer – Governance.

**The Committee resolved:-**

- (i) to agree to remove items 4 (Countryside Ranger Service Five Year Plan); 5 (Autism Strategy and Action Plan); 6 (Various Small Scale Traffic Management and Development Associated Proposals Stage 3); 8 (Rapid Rehousing Transition Plan); 9 (Payment to Foster Carers, Adopters and Associated Services); 10 (Performance Report); 11 (Notice of Motion by Councillor Delaney on plastic roads); and 12 (Enforcement of the Private Rented Housing Sector);
- (ii) to transfer item 23 (Roads Hierarchy) to the City Growth and Resources Committee;
- (iii) to remove item 32 (Review of Broad Street Partial Pedestrianisation) as this will be combined with the report on Broad Street Partial Pedestrianisation and Safety Review;
- (iv) in regard to item 7 (Bedford Area Traffic Management Proposals), to request that information on when taxis will be allowed to operate through the bus gate be included in the Service Update and that the item be removed from the planner once the Service Update is issued;
- (v) to agree that an item be added on the planner for the March Committee which would detail the outcome of the proposed works and any further remedial action that may be required to alleviate flooding on the identified safe routes to Lochside Academy; and
- (vi) to otherwise note the information on the Business Planner.

**PERFORMANCE REPORT - COM/19/085**

5. The Committee had before it a report by the Chief Operating Officer and the Director of Customer Services, which provided members with a summary of the key performance measures relating to the Operations Function. Appended to the report were the performance summary dashboard and the performance analysis of exceptions.

**The report 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.

**The Committee resolved:-**

## OPERATIONAL DELIVERY COMMITTEE

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to approve the recommendation contained within the report with no further observations made.

### **VARIOUS SMALL-SCALE TRAFFIC MANAGEMENT AND DEVELOPMENT ASSOCIATED PROPOSALS STAGE 3 - OPE/19/157**

6. The Committee had before it a report by the Chief Operating Officer which considered objections that had been lodged with respect to proposed Traffic Regulation Orders (TROs) at the public advertisement stage.

**The report recommended:-**

that the Committee –

- (a) acknowledge the objections received as part of the statutory consultation in relation to “The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 210X” and considers the contents of the objections; and
- (b) approve the making of “The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 210X” produced in Appendix 4.

**The Committee resolved:-**

- (i) to approve recommendation (a); and
- (ii) to instruct the Chief Operating Officer to delay the proposals for two Committee cycles to allow officers to carry out further traffic volume and speed surveys now that the AWPR has opened and report these results to the May meeting of Operational Delivery Committee.

### **RAPID REHOUSING TRANSITION PLAN - CUS/19/155**

7. The Committee had before it a report by the Director of Customer Services, which sought approval for the Rapid Rehousing Transition Plan document, which was submitted in draft form to the Scottish Government for their deadline of 31 December 2018.

The Committee heard from Kay Diack, Housing Access and Support Manager, who spoke in furtherance of the report and answered various questions from members.

**The report recommended:-**

that the Committee approve the Draft Rapid Rehousing Transition Plan 2019-2024.

**The Committee resolved:-**

- (i) to approve the Draft Rapid Rehousing Transition Plan 2019-2024;
- (ii) to request that officers provide an update to members on the feedback that was due to be received from the Scottish Government on the Transition Plan; and

## OPERATIONAL DELIVERY COMMITTEE

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- (iii) to thank officers for the tremendous amount of work that had gone into the production of the Plan and the Committee report.

### **AUTISM STRATEGY AND ACTION PLAN - HSCP.18.105**

8. The Committee had before it a report by the Chief Operating Officer, which sought approval of the revised Autism Strategy and Action Plan for Aberdeen City.

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

That the Committee –

- (a) approve the Autism Strategy and Action Plan, which would take effect from 1 April 2019;
- (b) note that the Autism Strategy and Action Plan had been approved by the Aberdeen City Health and Social Care Partnership Integration Joint Board in December 2018; and
- (c) note that progress reports on implementation would be provided to the Operational Delivery Committee annually.

The Committee heard from Jenny Rae, Strategic Development Officer, who spoke in furtherance of the Autism Strategy and Action Plan and answered questions from members.

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

- (i) to approve the recommendations as contained within the report; and
- (ii) to thank officers for all of their efforts and hard work in producing the Autism Strategy and Action Plan.

### **PAYMENT TO FOSTER CARERS, ADOPTERS AND ASSOCIATED SERVICES - OPE/19/082**

9. The Committee had before it a report by the Chief Operating Officer, which sought agreement for the payments paid to foster carers, adopters, kinship carers and carers who provide supported lodgings and set out the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs. The report provided details on the proposed increases/changes to the fees and allowance.

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

that the Committee approve, subject to the City Growth and Resources Committee of 7 February 2019 agreeing that any additional funding required shall be committed from the Council Contingencies as per paragraph 4.4 of the report, the following, with effect from 1 January 2019:-

- (a) A 3% increase in the level of Fostering and Kinship Allowance, Payment for Skill Fees and Adoption Allowance;



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- (b) Supported Lodgings Allowance 1% increase;
- (c) Curator-ad-litem/ Reporting Officer 1% fee increase;
- (d) That there be no change to the level of fee charged for Inter-Country Adoptions; and
- (e) That there be no change to the level of fee for Independent Chairs of Adoption and Permanence/Fostering Panels.

**The Committee resolved:-**

to approve the recommendations as contained within the report.

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

**USE OF PLASTIC BASED MATERIALS IN ROADS CONSTRUCTION - OPE 19/083**

**10.** The Committee had before it a report by the Chief Operating Officer, which informed the Committee of the findings of investigations into the use of plastic materials in roads construction following Councillor Delaney's notice of motion of 6 September 2018.

**The report recommended:-**

that the Committee agree that further evidence and consideration was required before committing to using recycled plastic in road construction within Aberdeen.

**The Committee resolved:-**

- (i) to thank officers for the work which has gone into this comprehensive report;
- (ii) to acknowledge that whilst significant benefits may be possible from the currently available product, additional evidence is required prior to committing budget; and
- (iii) to instruct the Chief Operating Officer to bring back a report to this committee when there is sufficient evidence on the benefits of conducting a trial of this product in Aberdeen.

**Councillor John Wheeler, Convener**

**OPERATIONAL DELIVERY COMMITTEE**  
17 January 2019

	A	B	C	D	E	F	G	H	I
1	<b>OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER</b> 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.								
2	<b>Report Title</b>	<b>Minute Reference/Committee Decision or Purpose of Report</b>	<b>Update</b>		<b>Chief Officer</b>	<b>Directorate</b>	<b>Terms of Reference</b>	<b>Delayed or Recommended for removal or transfer, enter either D, R, or T</b>	<b>Explanation if delayed, removed or transferred</b>
3	<b>14 March 2019</b>								
4	Carers Strategy	Operational Delivery Committee 29/5/18 - To instruct officers to bring back to a future meeting of the Committee in early 2019, an update on the implementation of the strategy and the subsequent development of services for young carers		Billy Nicol	Integrated Children's and Family Services	Operations	7.1		
5	Detrunking of the A90/A96 following the opening of AWPR			Doug Ritchie	Operations and Protective Services	Operations	1 & 3		
6	Gray Street and Salisbury Terrace			Graeme McKenzie	Operations & Protective Services	Operations	Purpose 1	D	Delayed from January due to ongoing consultation with objectors.
7	Lochside Academy - flooding issues around safe routes to school	At the Education Operational Delivery Committee on 17 January 2019, an item was referred to be considered by this committee on the flooding issues at Lochside Academy		Gordon Spence/ Gale Beattie	Strategic Place Planning/ Corporate Landlord	Place/ Resources			

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2									
8	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.		Alan Robertson	Operations and Protective Services	Operations	Purpose 1	T	Delayed from May. Had been awaiting info from the Scot Govt and Scottish Water to understand the funding implications and how section 7 is to be funded. local authorities.
9	Alexander Ogston Plaque	To seek permission to erect a plaque in the name of Alexander Ogston.		Jenny Brown	City Growth and Resources	Place	Purpose 1	T	Due to the committee changes at Council on 4/3/19 this will now be reported to City Growth and Resources.
10	Alive @ 5	At the Operational Delivery Committee on 6 September, it was agreed to instructs the Chief Officer for Operations and Protective Services to review the progress of the trial and report back to Operational Delivery Committee on 14 March 2019.		Jack Penman	Operations and Protective Services	Operations	3		

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2									
11	Council Tenants Arrears	At Full Council on 17 December 2018, it was agreed "to instruct the Director of Customer Services to report to the ODC on 14 March 2019 detailing how many Council tenants are in arrears, stating the reasons and whether additional support is necessary in order to prevent those individuals from falling further into financial insecurity."		Derek McGowan	Early Intervention and Community Empowerment	Customer			
12	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
13	<b>16-May-19</b>								
14	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 future actions should be progressed, what resources will be needed and how these can be sourced following the production of the school's travel plan.	To be reported in 2019 following the production of the Ferryhill School Travel Plan	Amye Simpson	Strategic Place Planning	Place	5		
15	Windmill Brae	Operational Delivery Committee 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.		Ross Stevenson	Operations and Protective Services	Operations	3 and 4	<b>D</b>	Delayed due to the complexity of some of the responses received as part of the statutory consultation, and as a result of how the scheme links to the City Centre Master Plan
16	Proposed Road Sign Policy	To clarify the situation regarding requests for directional signs.		Jack Penman	Operations & Protective Services	Operations	1		

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2									
17	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.	UK Government have still not released the outcome of their Review and Consultation. The High Court have also recently approved a Judicial Review into the Community Bus Permits, which will potentially result in further impact. Officer will report in May to update on all matters.	Chris Cormack	Strategic Place Planning	Place	1	D	Awaiting a final response from Department of Transport.
18	Various Small Scale Traffic Management Stage 3	At ODC on 17 January 2019, it was agreed to instruct the Chief Operating Officer to delay proposals for Westerton Road Prohibition of Waiting, for two committee cycles, to allow officers to carry out further traffic volume and speed surveys now that the AWPR has opened and report these results to the May meeting of Operational Delivery Committee.		Tolu Olowoleru	Operations and Protective Services	Operations	1		
19	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.		Joanna Murray/ David Dunne	Strategic Place Planning	Place	3 and 5	D	The report has been delayed from January and rescheduled to allow officers to gather feedback from other local authorities.
20	Policy that Specifies the Existing Granite Sett and Lock Block Streets - NOM Former Cllr Corall	Council 15/03/17 referred the terms of the motion to Communities, Housing and Infrastructure Committee. "agrees to instruct the Interim Director of Communities, Housing and Infrastructure to develop a policy that specifies: a. the location of existing granite sett and lock block streets; b. which ones should be maintained; and c. what maintenance procedure should be used; and gives a commitment that any future repair work will be carried out sympathetically and appropriately."		Angus Maclver/ Paul Davies	Operations and Protective Services	Operations			

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2									
21	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		D	Delayed from May 2018. The initiative is linked to funding through Smarter Cities which is being explored. Funding currently being
22	Annual Committee Effectiveness Report	To present the annual effectiveness report for the Committee.	To be reported in May 2019	Lynsey McBain	Governance	Governance	GD 7.4		
23	Review of Broad Street Partial Pedestrianisation including safety review.	Council on 5/3/18 agreed to 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. Combined with this report is the safety review and the instruction from Council on 5/3/18 was to instruct the Chief Officer Strategic Place Planning to conduct a full review of the Broad Street pedestrianisation (one year after opening) on the effectiveness of the scheme, the implications on the City Centre network and the CCMP and report back with recommendations taking into account rec (b) to the relevant committee at the earliest opportunity.	This report will now combine both of the aspects of the Broad Street review. The partial pedestrianisation and the safety review.	Tara Gavan	Strategic Place Planning	Place	Purpose 1		
24	Performance Report	To provide Committee an update in regards to the performance every cycle.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
25	Hydrogen Buses and Facilities in Aberdeen	At Council on 10 September 2018, it was agreed that a report come to the first Operational Delivery Committee following consultation with an outline strategic appraisal on how the Council intends to increase charging and refuelling infrastructure across the city including potential funding sources available and estimated cost implications.”		Gale Beattie/David Dunne	Strategic Place Planning	Place			
26	Scottish Road Works Commissioner Annual Performance	Annual report on performance from the Scottish Road Works Commissioner.		Angus MacIver/ Kevin Abercrombie	Operations and Protective Services	Operations	Purpose 1		
27	Cycle Paths on Union Street	To request that a report be brought back to Committee in regards to the feasibility of cycle paths on Union Street, subject to consultation from the City Centre Masterplan, and to include information on a potential dedicated segregated cycle lane.		Joanna Murray	Strategic Place Planning	Place	GD 5		

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2									
28	Child Poverty	A local authority and each relevant Health Board must, as soon as reasonably practicable after the end of each reporting year, jointly prepare and publish local child poverty action report	To be reported after 1 April 2019	Derek McGowan	Early Intervention and Community Empowerment	Operations			
29	<b>17-Sep-19</b>								
30	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		Ken Neil	Operations and Protective Services	Operations	5		
31	Unadopted Roads Waste and Recycling Collection Policy	At the Zero Waste Management Sub Committee in June 2017, it was agreed to revise the policy in August 2019.		Pam Walker	Operations and Protective Services	Operations	GD 7.1		
32									
33									
34	<b>12-Nov-19</b>								
35									
36	<b>Reports for 2020 and beyond</b>								
37	Autism Strategy and Action Plan	At the ODC on 17 January 2019, it was agreed that annual reports would be submitted on the progress of implementation of the Action Plan.		Jenny Rae	Health and Social Care Partnership		GD 7.1		
38	Use of Plastic Based Materials in Roads Construction	At ODC on 17 January 2019, it was agreed to instruct the Chief Operating Officer to bring back a report to this committee when there is sufficient evidence on the benefits of conducting a trial of this product in Aberdeen.		Paul Davies	Operations and Protective Services	Operations	3 and 5		



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2									
39	Motion by Councillors Boulton and Delaney - Suitable Bus Laybys on the Hazlehead to Westhill Road	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	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.	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1		No date specified for reporting back as this will depend on any new development in the area of the Prime Four site.
40	<b>To be reported by Service Update</b>								
41									
42	Haudagain Improvement Scheme		<b>Agreed at Committee in April 18 that an update report would be provided every cycle.</b>	Neil Carnegie	Early Intervention and Community Empowerment	Customer	Purpose 1		
43	Property Level Flood Protection Grant Scheme	Agreed in May 2018 that this would be removed once Service Update circulated.		Alan Robertson	Capital	Resources	GD3		
44	One Stop Employability Shop	Will be deleted after service update received.		Matt Lockley	City Growth	Place	1		
45	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.		Hazel Stevenson	Early Interventions and Community Empowerment	Customer	Purpose 1		<b>To be reported by means of service update</b>
46	Crematorium Management Compliance Report	Report every second committee to update members. Procedures and PI's update	To be reported every second cycle by means of Service Update	Steven Shaw	Operations and Protective Services	Operations	3.1		This report was previously under the Public Protection Committee but will now report to Operational Delivery.

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47	Aberdeen in Bloom	Housing and Environment - The Committee agreed to receive a report each year on the Aberdeen in Bloom campaign.		Steven Shaw	Operations and Protective Services	Operations	Purpose 1		To be reported by means of service update.
48	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.	<b>Service Update</b>	Steven Shaw	Operations and Protective Services	Operations	Purpose 1		<b>To be reported by means of service update.</b>

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	14 <sup>th</sup> March 2019
<b>REPORT TITLE</b>	Operational Delivery Performance Report
<b>REPORT NUMBER</b>	COM/19/090
<b>DIRECTORS</b>	Rob Polkinghorne and Andy MacDonald
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Louise Fox
<b>TERMS OF REFERENCE</b>	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

It is recommended that the Committee provide comments and observations on the performance information contained in the report Appendices 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 report is to provide members with key performance measures in relation the Operations function (non-Education). The report includes some measures which predate the move to the transitional structure and are 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 in undertaking 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 A provides an overview of current performance across the Operations (non-Education) function, with reference to recent trends and performance against target.
- 4.4 Appendix B, shows further analysis of several performance measures, listed below, which have been identified as exceptional: -
- a. The percentage of Repairs Inspections completed within 3 working day target
  - b. % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)
  - c. Food Safety Hygiene Inspections % premises inspected more than 12 monthly
  - d. Percentage of all street light repairs completed within 7 days
  - e. Sickness Absence - Average Number of Days Lost
  - f. % Waste diverted from Landfill
  - g. Rent loss due to voids – Citywide
  - h. Percentage of tenants satisfied with the standard of their home when moving in YTD
  - i. Average time taken to relet all properties (Citywide - days)  
**(Measures g, h, i merged)**
  - j. % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed
- 4.5 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
-  Data only – target not appropriate

## 5. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report.

## 6. LEGAL IMPLICATIONS

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

## 7. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	No significant related financial risks.	L	N/A
<b>Legal</b>	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.
<b>Employee</b>	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
<b>Customer</b>	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report
<b>Environment</b>	No significant related environmental risks.	L	N/A
<b>Technology</b>	No significant related technological risks.	L	N/A
<b>Reputational</b>	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.

## 8. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	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.
<b>Prosperous People</b>	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.
<b>Prosperous Place</b>	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.
<b>Enabling Technology</b>	The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	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.
<b>Organisational Design</b>	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.
<b>Governance</b>	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
<b>Workforce</b>	The performance report does and will continue to support understanding of the role and development of the workforce.

<b>Process Design</b>	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.
<b>Technology</b>	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
<b>Partnerships and Alliances</b>	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.

## 9. IMPACT ASSESSMENTS

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

## 10. BACKGROUND PAPERS

[Performance Management Framework](#)  
[Aberdeen City Council Strategic Business Plan Refresh](#)  
[Local Outcome Improvement Plan](#)

## 11. APPENDICES (if applicable)

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

## 12. REPORT AUTHOR CONTACT DETAILS

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## Operational Delivery Committee Performance Report Appendix A

## Operations

## Building Services

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£9,592k		£10,732K		£11,916K		£12,998K
Staff Costs - % Spend to Date (FYB)	61.5%		68.8%		76.4%		100%
Sickness Absence - Average Number of Days Lost	13		13.1		13		10
The year to date average length of time taken to complete emergency repairs (hrs)	3.29		3.28		4.22		4.1
The year to date average length of time taken to complete non emergency repairs (days)	4.75		4.73		4.73		8.3
Percentage of reactive repairs carried out in the last year completed right first time	93.13%		93.06%		92.93%		93.6%
Percentage of repairs appointments kept	99.25%		99.24%		99.29%		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.	94.9%		94.9%		94.7%		80%
The percentage of Repairs Inspections completed within 3 working day target (year to date)	44.2%		43%		40.1%		78%

## Environmental Services

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Value	Status	Value	
Staff Costs - Cumulative Expenditure	£6,765k		£7,558K		£8,395K		£8,388K
Staff Costs - % Spend to Date (FYB)	67.2%		75.1%		83.4%		100%
Sickness Absence - Average Number of Days Lost	16.2		15.5		14.9		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 - Number of Discrepancies	0		0		0		0
Number of Scheduled and Actual Cremations	132		149		236		
Number of Crematorium Procedures checked	10		10		12		
Number of Crematorium Procedures carried out as documented	8		10		12		
% of Crematorium Procedures carried out and found to be in order	100%		100%		100%		100%
Number of Crematorium records examined	6		6		6		
Number of Crematorium records in order	6		6		6		
% of Crematorium records found to be in order	100%		100%		100%		100%

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	123		123		153		

## Facilities Management

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£8,121K		£9,135K		£10,153K		£9,996K
Staff Costs - % Spend to Date (FYB)	67.7%		76.2		84.6%		100%
Sickness Absence - Average Number of Days Lost	15.3		15		15		10

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of children taking school lunches in the year – Primary (YTD)	427,909		660,951		1,064,614		1,120,063
Number of meals provided during holiday projects (YTD)	168		9,359		9,359		

## Fleet and Transport

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£1,125K		£1,236K		£1,376K		£1,349K
Staff Costs - % Spend to Date (FYB)	69.5%		79.4%		85%		100%
Sickness Absence - Average Number of Days Lost	7.6		8.7		10.5		10

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Council fleet lower emission vehicles (YTD)	93%		93%		93%		73%

## Integrated Children's Service (excluding Education)

Performance Indicator	November 2018		December 2018		January 2018		Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
* Supported children with an allocated social worker (%) - Integrated Children's and Family Service	90%		88%		88%		90%		88%		89%		
* Looked After Children with an allocated social worker (%) - Integrated Children's and Family Service	98%		97%		99%		100%		98%		97%		
* Looked After Children looked after at home (%)	12%		14%		15%		14%		13%		13%		
* Looked After Children looked after in Kinship (%)	21.5%		20.9%		20.7%		19.5%		20.7%		21.1%		
* Looked After Children looked after in Foster Care (%)	51%		51%		51%		48%		51%		51%		

\* The indicators are reporting on proportions of children who are allocated to a social worker, looked after at home, with friends and family or are in foster care. As such there are no 'targets' other than a notional target of 100% allocation rates. Where the rate is not 100% is due to referral systems and the child has not yet had allocation confirmed in a system as opposed to being left 'unallocated'. The service is working to keep as many looked after children at home when it is safe to do so, so although there is no target, an increase in this proportion is seen as positive and is compared to the National and comparator authorities data in the CLAS returns. Similarly the proportions of looked after with kin and foster are compared with CLAS returns.

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Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence - Integrated Children's & Family Services	7.7		7.9		7.9		10

Operational Health and Safety

Performance Indicator	November 2018		December 2018		January 2018		Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month - Building Services)	0		0		0		0		0		1		
Accidents - Reportable - Employees (No In Month - Facilities)	0		0		0		0		1		0		
Accidents - Reportable - Employees (No In Month - Environmental)	0		0		0		0		2		1		
Accidents - Reportable - Employees (No In Month - Fleet)	0		0		0		0		0		0		
Accidents - Reportable - Employees (No In Month - Roads)	0		0		0		1		0		0		
Accidents - Reportable - Employees (No In Month - Waste)	0		0		0		1		0		2		
Accidents - Non-Reportable - Employees (No In Month -	0		1		0		3		1		1		

Performance Indicator	November 2018		December 2018		January 2018		Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Environmental)													
Accidents - Non-Reportable - Employees (No In Month - Building Services)	2		0		2		5		5		6		
Accidents - Non-Reportable - Employees (No In Month - Facilities)	2		1		2		3		7		4		
Accidents - Non-Reportable - Employees (No In Month - Fleet)	0		0		0		0		1		0		
Accidents - Non-Reportable - Employees (No In Month - Roads)	2		1		1		1		0		4		
Accidents - Non-Reportable - Employees (No In Month - Waste)	6		1		4		5		3		9		

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Environmental)	4		5		1		40
Vehicle, Plant and Equipment Accidents (Roads)	1		0		1		10
Vehicle, Plant and Equipment Accidents (Waste)	7		0		1		40
Fleet Compliance Incidents (Environmental)	1		17		6		60
Fleet Compliance Incidents (Fleet)	0		0		2		15
Fleet Compliance Incidents (Roads)	3		0		5		15
Fleet Compliance Incidents (Waste)	9		12		3		60

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£2,806K		£3,147K		£3,487K		£3,486K
Staff Costs - % Spend to Date (FYB)	67.1%		75.2%		83.4%		100%
Sickness Absence - Average Number of Days Lost	4.3		4.8		4.8		10
Non Domestic Noise % responded to within 2 days	97.2%		82.4%		100%		100%
High Priority Pest Control % responded to within 2 days	98.4%		93.7%		100%		100%
High Priority Public Health % responded to within 2 days	95.3%		100%		98.1%		100%
Dog Fouling - % responded to within 2 days	100%		89.5%		98.1%		100%
HMO Licenses in force	1,291		1,299		1,281		
HMO License Applications Pending	144		136		147		

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
** % of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	9.45%		11.63%		19.23%		
** % of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	0%		5.45%		11.65%		
** % of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	18.55%		41.43%		59.13%		
** % of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	0%		12.9%		21.8%		
% of Samples reported within specified turnaround times (ASSL)	76.14%		69.3%		73.64%		80%
% of External Quality Assurance reported results that were satisfactory (ASSL)	97.87%		92.06%		98.31%		95%
Number of Air Quality Management Areas	3		3		3		

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of Noise Management Areas	15		15		15		
Food Safety Hygiene Inspections % premises inspected 6 monthly	100%		100%		100%		100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%		100%		98.4%		100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	42.05%		53.06%		59.79%		100%

\*\* Output from the Tobacco and NVP test purchasing work is not targeted on a quarterly basis because it is not carried out on a uniform basis throughout the year. This is project work scheduled to take place on three occasions throughout the year – in May/June, October or March – specifically around the school holidays when the 16 year old volunteers required to carry out the work are available. This is understood by the Scottish Government and why the outputs are reported to them on an annual basis against an annual target of 10%.

Business Advice visits are carried out either because a complaint has been received or prior to the test purchasing programmes to confirm that businesses are aware of the legal requirements around tobacco and e-cigarettes. Proactive visits are also undertaken to new tobacco/NVP sellers in the city through additions to the Scottish Government register or officer knowledge/observation. Again, these types of visits do not tend to be spread evenly throughout the year and therefore quarterly targeting is not appropriate. These are measured against an annual target of 20%.

#### Road and Infrastructure Services

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£4,280K		£4,867K		£5,458K		£5,902K
Staff Costs - % Spend to Date (FYB)	60.4%		68.7%		77.1%		100%
Sickness Absence - Average Number of Days Lost	12.9		11.4		11.4		10
Percentage of all traffic light repairs completed within 48 hours	93.1%		97.3%		95.7%		95%
Number of Traffic Light Repairs completed within 48 hours	54		73		89		
Percentage of all street light repairs completed within 7 days	50.91%		27.79%		60.79%		90%
Number of Street Light Repairs completed within 7 days	392		105		476		
Number of Street Light Repairs completed within the month taking over 28days	75		31		182		

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Potholes Category 1 and 2 - % defects repaired within timescale	99.7%		100%		100%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	295		268		448		

## Waste Services

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£4,024K		£4,674K		£5,091K		£4,974K
Staff Costs - % Spend to Date (FYB)	67.4%		78.3%		85.3%		100%
Sickness Absence - Average Number of Days Lost (Waste)	25.3		25.3		24.7		10

Performance Indicator	Q1 2018/19		Q2 2018/19		Q3 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	85.9%		87.4%		79.4%		85%
Percentage of Household Waste Recycled/Composted	40.7%		40.2%		47.3%		43%
*** Percentage of Household Waste - Energy from Waste	32.5%		34.4%		31%		

\*\*\* There is no target set for Energy from Waste, since overall targets are focussed on diverting waste from landfill, not on sending it for EFW.













The diversion target encompasses both waste sent for EFW or other non-landfill treatment (such as wood for biomass), recycling and composting. The two targets in the table above illustrate progress in the overall diversion rate and the recycling/composting figure, indicating the element of diversion that is due to those activities and giving a clear indication of how our recycling services are developing.

A separate EFW target is not appropriate as it does not necessarily show progress on diversion, which is our main objective.




## Customer















## Community Safety

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	96.8%		96.9%		96.8%		95%
Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	96.61%		96.3%		95.87%		100%
Number of cases of anti-social behaviour reported in the last year (SSHC definition)	2,920		3,190		3,508		
Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	88.9%		90.3%		90.3%		80%




## Customer Service

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of all Contact Centre calls answered within 30 seconds	78.54%		76.64%		78.95%		60%







## Housing

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Homeless Applications Arising From Private Sector	16.1%		16%		15.3%		18%
Number of homeless applications received in the year	1,119		1,208		1,360		
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By Scottish Government on a Quarterly Basis)	6.7%		6.7%		6.1%		5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	99.5%		99.4%		99.5%		100%










Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
YTD % of statutory applicants found to be intentionally homeless	4%		4%		4%		6%
Average time taken to relet all properties (Citywide - days)	47.2%		48		50.2		46
Rent loss due to voids - Citywide	1.4%		1.42%		1.45%		1%
Voids Available for Offer Month Number - Citywide	296		344		347		
Number of Households Residing in Temporary Accommodation at Month End	461		478		495		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	22.5		22.4		22.4		24
Percentage of tenants satisfied with the standard of their home when moving in YTD	66.7%		65.1%		63.9%		75%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	93.2%		92.8%		91.9%		90%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	96.1%		96%		95.4%		75%
YTD % of new homeless tenancies sustained for more than a year	88.18%		87.18%		87.36%		94%
Gross rent Arrears as a percentage of Rent due	6.34%		6.33%		6.87%		6.2%
Private Sector Leasing Stock at month end	139		134		134		
Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties))	£252,371		£317,073		£256,511		
Legal repossessions following decree - Citywide	61		66		71		
Satisfaction of new tenants with the overall service received (Year To Date)	84%		84%		85.2%		90%

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	100%		100%		100%		99.5%

## Libraries

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	75,447		55,510		71,745		
Number of visits to libraries - virtual	46,035		38,521		52,073		

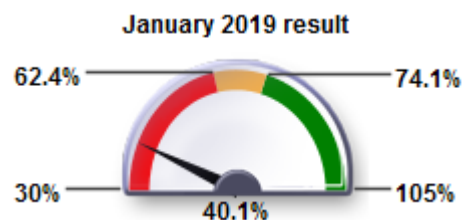
## Revenues and Benefits

Performance Indicator	November 2018		December 2018		January 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£87m		£97.2m		£107.6m		£107.5m
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	11.13		10.92		10.92		12
Correct amount of Housing Benefit paid to customer (monthly)	95.68%		95.56%		95.56%		95%

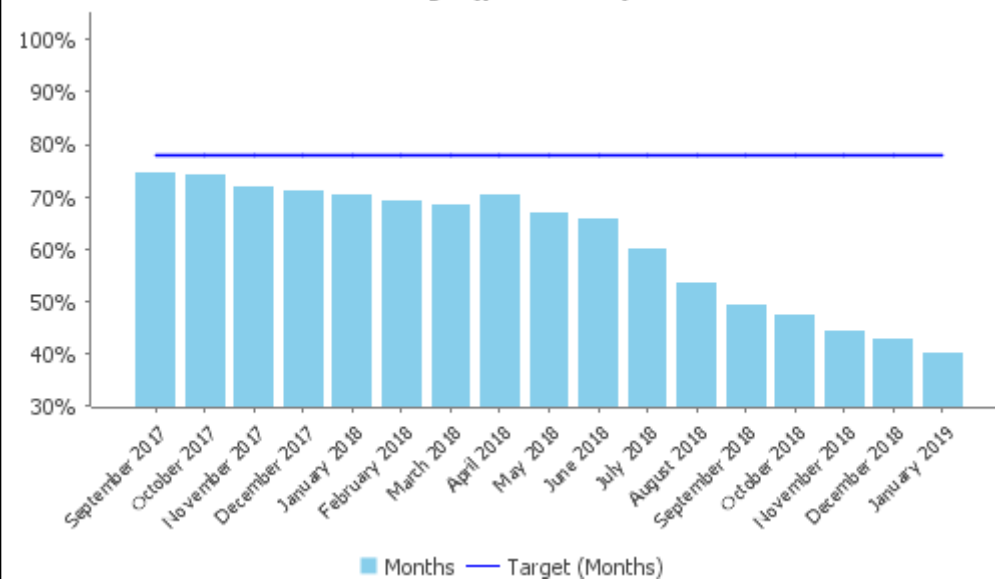
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## Operational Delivery Committee Performance Report Appendix B

The percentage of Repairs Inspections completed within 3 working day target (year to date)



**HOUKPIRI3a The percentage of Repairs Inspections completed within 3 working day target (year to date)**



### 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.

This indicator, along with others, feeds in to measures which monitor whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'.

### Benchmark Information:

This measure is not currently benchmarked.

**Target:**

The 2018/19 target for the % of reactive repairs inspected within 3 working days is **78%**

**Intelligence:**

The reporting of pre-inspections has recently been changed from completion time to actual response time. This means that a more accurate reflection of performance is measured, based on the actual attendance by staff to conduct an inspection instead of full completion which may include a number of checks involving owners/other Council services and additional back office processes.

From 1st November 2018 to date, there has been some improvement in averaged three month performance in comparison with the previous 'quarter' (when based on monthly figures only, as shown below). This table indicates the substantive decline in performance experienced in the autumn of 2018, the reasons for which given in the Report to the November meeting of the Committee, are beginning to display a recovering statistical trend albeit there has been a dip in January's monthly figure, partly due to festive period holidays and partly due to increased number of inspection requests over the January period.

As yet, this improving monthly trend has not begun to substantially impact on the Year-To-Date outcome trend direction.

Month by month data is as shown below:

- Apr - 72.11%
- . May - 64.97%
- . Jun - 66.17%
- . Jul - 42.66%
- . Aug - 29.68%
- . Sep - 16.73%
- . Oct - 13.41%
- . Nov - 29.66%
- . Dec - 30.12%
- . Jan - 24.31%

As previously reported, the data for this PI is calculated on a year to date basis so under performance in previous months will continue to impact in the interim. We are, however, confident that performance will improve over the coming months linked to the issues identified below, and the proposed intervention being outlined.

An anomaly has been identified in how the job record system records inspection timescales, in particular where a tenant requests an inspector to attend on a day that is outwith the 3 day inspection target. We are now actively seeking an urgent solution to this issue which, from initial investigations, should result in a significant improvement in the percentage completed on target. We are, on average, receiving approx. 1000 pre-inspections per month and will continue to work with Housing Management and the Customer Contact Centre to assess the pre-inspections being raised to ensure that we deliver the most efficient customer journey on a consistent basis.

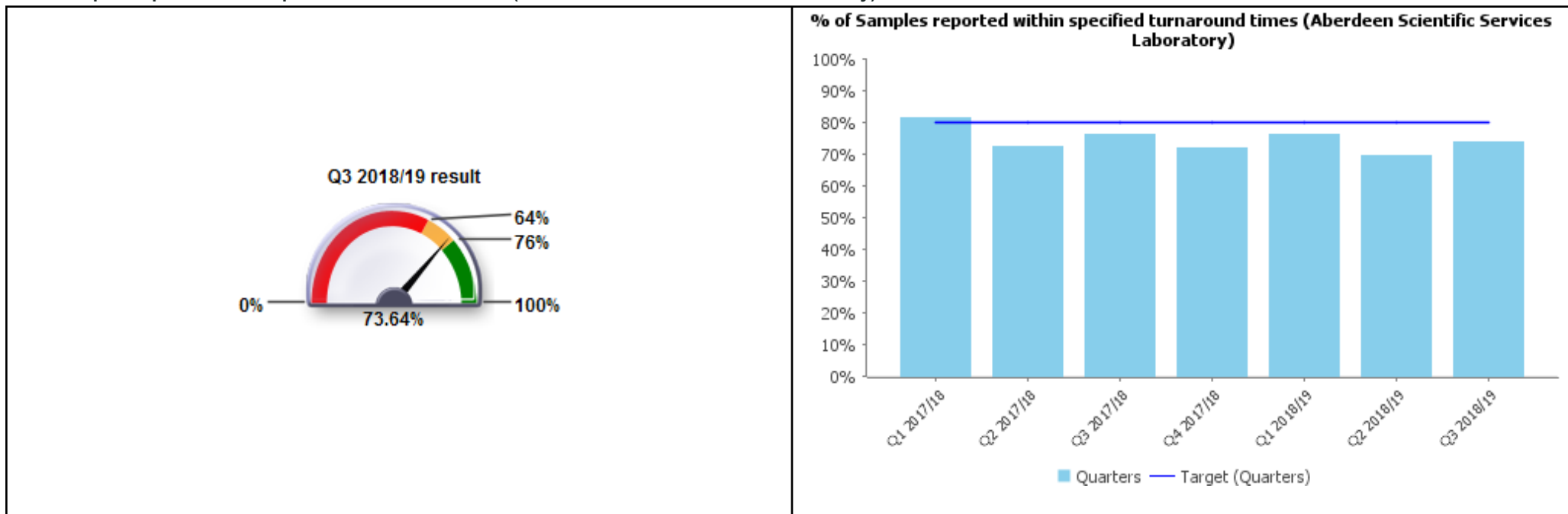
**Responsible officer:**

Graham Williamson

**Last Updated:**

January 2019

% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)



**Why is this important?**

Turnaround time statistics are recorded to allow management to monitor laboratory performance in this area and to highlight any specific work areas or sections that may be of concern.

**Benchmark Information:**

Turnaround time targets for local authority samples are set in-house and, although similar to other Public Analyst laboratories, they are not specifically bench marked against them. Turnaround time targets for private samples are also set in-house, but at a level that is comparable to the turnaround times produced by competitor private laboratories.

**Target:**

The current target for this measure has been set at 80%

**Intelligence:**

Current turnaround time targets are consistently being met for all work areas, with the exception of Water Chemistry and Food Microbiology.

The primary reason for the current problems with Water Chemistry is due to the laboratory's commitment to the AWPR-CJV programme. This programme has resulted in a 12% increase in income since May 2015, resulting in increased pressure on existing staff. Demands have fallen slightly during Q3, allowing for the slight increase which can be seen from Q2. This lower level of demand has continued during Q4 to date so it is expected the performance, when measured for that period in its entirety, will be further improved. There is, however, the possibility (not currently known definitively) that AWPR work may recommence in March which might in turn impact on Q1 outcomes for Q1 of 2019/10/

The primary reason for the current problems with Food Microbiology is due to the retirement, at the end of July, of the Public Analyst who previously also filled the role of Food Examiner. Although the Public Analyst position has been filled, the current PA is not a trained Food Examiner (there is an extremely limited pool of people qualified and experienced both as a Public Analyst and a Food Examiner and none applied for this role). Until that position is resolved, the current Principal Scientist (Microbiology) is carrying out the duties of the Food Examiner, in addition to their own role. This has had an inevitable knock-on effect on the reporting of food microbiology samples, as the current Public Analyst gains the experience required to fulfil the Food Examiner role. However, interim reports are sent out on a routine basis to ensure clients are kept informed of any potential issues with samples, so backlog in production of final reports is not viewed as a serious problem.

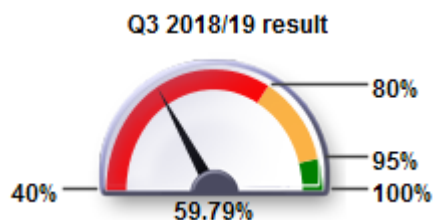
**Responsible officer:**

**Last Updated:**

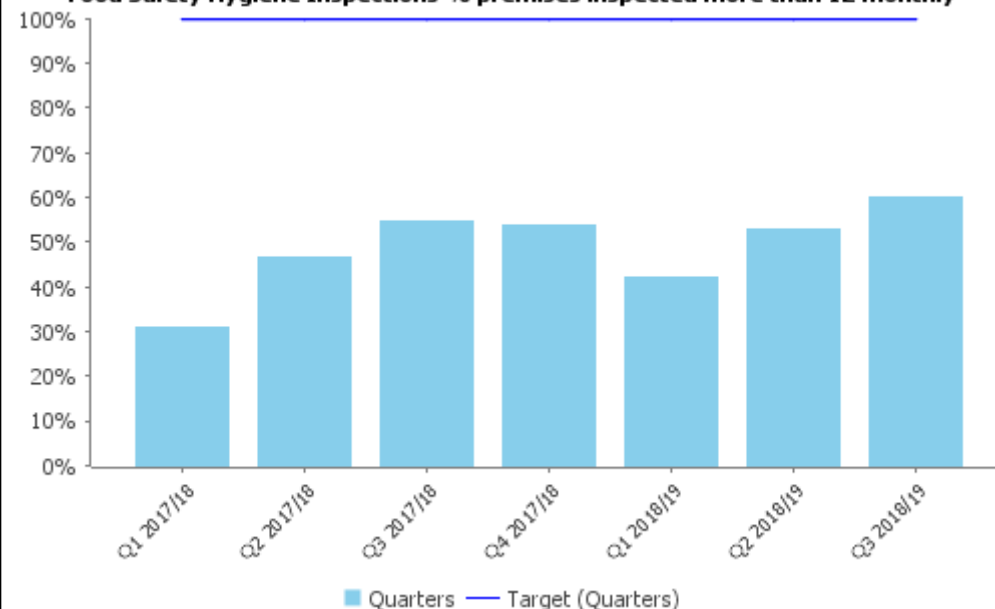
James Darroch	Q3 2018/19
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Food Safety Hygiene Inspections % premises inspected more than 12 monthly



Food Safety Hygiene Inspections % premises inspected more than 12 monthly



**Why is this important?**

This indicator, along with two others, monitors performance against the planned food premises inspection plan, as outlined in the Service Plan.

**Benchmark Information:**

This indicator can be benchmarked against other Scottish Local Authorities on an annual basis as it is collated and reported online by Food Standards Scotland

**Target:**

The current target is for 100% of all planned inspections to be undertaken on time, as required by the Food Law Code of Practice (Scotland)

**Intelligence:****Description of Food Premises**

The food hygiene risk rating of food premises is assessed at each full inspection by the officers. The risk assessment considers the risk of cross contamination, vulnerability of consumers, premises structure, food hygiene practices, and confidence in management. Premises are rated A-E with A being the highest risk and inspected most frequently (every 6 months). Category A and B premises are both considered high risk and feature takeaway premises, care homes, and catering premises with poor food handling practices. The majority of Aberdeen City food businesses are risk category C and are largely school kitchens, restaurants and other caterers. Category D premises include retail premises, some low risk catering premises that are well managed with adequately controlled risks. Category E's are extremely low risk and a typical category E premises is a retail premises selling low risk wrapped foods with a long shelf life.

**Overview of Performance**

This PI is part of a suite of 3 PIs that relate to food hygiene inspections. This PI relates to the inspection of medium risk category C and low risk category D food premises (inspected more than 12 monthly). Category E are not inspected routinely but instead are subjected to other interventions. Category A and B premises are naturally prioritised for inspection, due to the higher risk. Other high-risk work includes response to complaints and other situations judged to present a risk to public health. When resources are stretched, lower risk visits tend to be the casualty. Some services are essential for businesses to trade, e.g. fish export certification, these will also be prioritised.

The PI for the highest risk establishments is OPS1.15 and to date we have achieved 100%.

Medium risk establishments are covered by OPS1.16 and to date we have achieved 98.40%.

Additionally, 26 inspections were undertaken during Quarter 3 that are not within scope of the PIs. These are a combination of inspections overdue from previous quarters, new unrated food businesses and inspections due at the start of Quarter 4. A further 79 revisits to non-compliant establishments were also undertaken.

There has been a slight improvement in performance against this PI in Q3. This may be due to the restructuring of the team in September, but it is too early to be definitive. Notably, the improvement relates to inspection of Category C rated establishments during the quarter which has improved from 85.29% to 90.79%.

Quarter 3 - 95 establishments due and 70 inspected on time - 73.68%. Of these, 76 were C rated establishments (18 month frequency) of which 69 were inspected on time (90.79%). Of the 19 D rated establishments (2 year inspection frequency), only 1 was inspected on time (5.26%).

Year to date - 291 premises due. 174 premises inspected on time (59.79%). Of these, 195 were C rated establishments (18 month frequency) of which 164 were inspected on time (84.10%). Of the 96 D rated establishments (2 year inspection frequency), only 10 were inspected on time (10.42%).

**Service Challenges**

There are currently 2.85 vacant posts for field officers within the Commercial Team, approximately 18.4% under establishment to undertake inspections. A recruitment exercise has been undertaken but unfortunately no appropriate applications were received. The posts are to be re-advertised this year.

A service review looking to make transformational changes is on the way. The focus is to try to realise efficiency savings to release resource to tackle a greater percentage of these lower rated establishments. These changes include greater use of mobile working and use of digital tools as well as adjustments to practices and procedures. Rapid progress is currently being made towards digitisation as part of the digital strand of the transformation process. Additionally, from September 2018, the team has been re-structured into separate response and proactive inspection teams for a trial period with the intention of reducing the impact of response activity on the proactive inspection programme.

The PIs for food premises inspections are used as a proxy for the work of the Commercial section which also undertakes Occupational Health & Safety, Port Health, Animal Health & Welfare and Licensing Standards. There is a necessity to review the relative priorities of food and health and safety interventions, so as to ensure health & safety controls are effectively enforced, and that officers can maintain competence. Additionally, depending on the details of the Brexit agreement, there remains a high possibility of a need for greater activity relating to the import and export of foods. The European Union's Technical Paper has indicated that a 'No Deal' scenario would require specific certification to be provided for every consignment of food travelling between the UK and Europe. The Service is working with other Scottish LAs, COSLA and Scottish Government to influence the nature of any required certification scheme to minimise the resource implications and costs to industry, whilst delivering the assurances required by Europe. The potential for a currently unquantifiable impact on performance remains which is being monitored continuously.

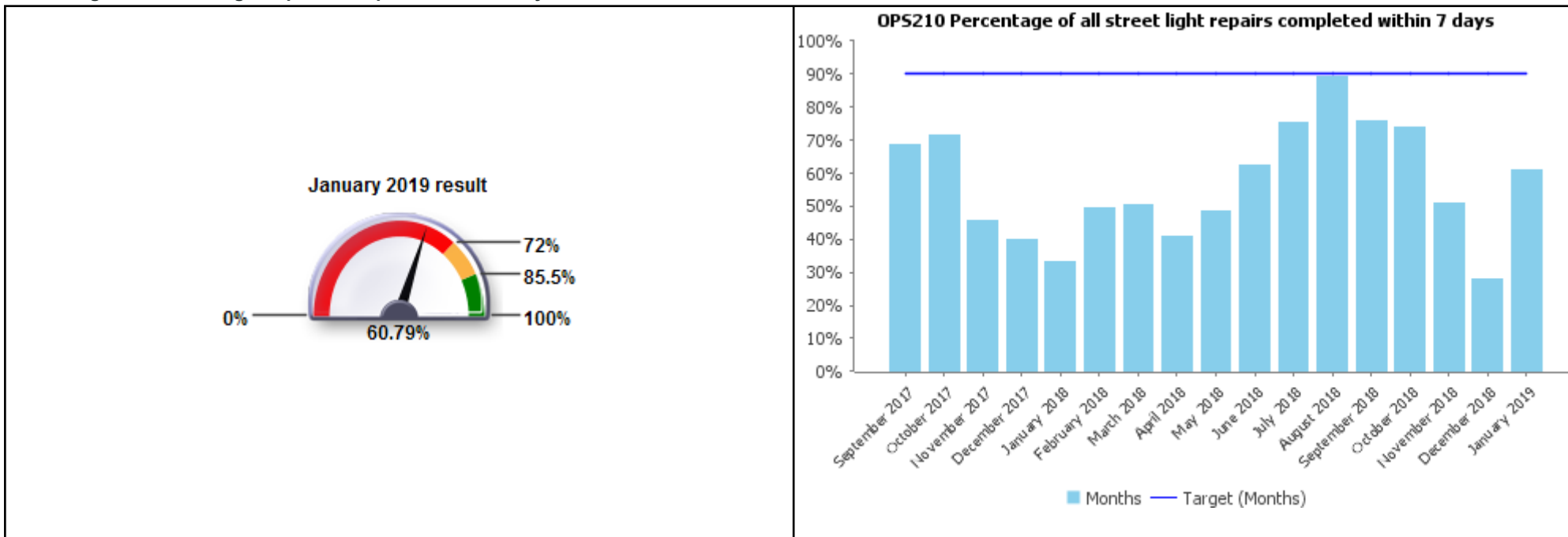
**Responsible officer:**

Andrew Morrison

**Last Updated:**

Q3 2018/19

Percentage of all street light repairs completed within 7 days



**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:**

In 2017/18 our year-end figure was 50.15%, significantly worse than the 2016/17 outcome of 59.07%. Benchmarking data for 2017/18 produces an outcome of 54.6% against the APSE family group average of 84.54% and Scotland wide average of 87.39%

**Target:**

The target for this indicator for 2017/18 was set at 90% and will be maintained at that level for 2018/19.

**Intelligence:**

Of 1,311 faults due to be completed during December 2018 and January 2019, 581 (44.29%) were completed within the 7-day target timescale, with the figure for January being substantially improved on the previous two months. Comparing this with the same period during 2017/18 also produces an improved result (36.43% completed on time in December 2017 and January 2018)

While it is inevitable that as the number of faults increases as we move into the winter months and it will be difficult to maintain the level of performance currently being achieved, it is hoped that the possible use of sub-contractors, which is currently being considered subject to available budget, will have a positive impact. However, the available pool of sub-contractors is extremely limited. Unfortunately, the lack of in-house resources and limited supply of sub-contractors in this area currently being experienced due to more competitive hourly rates provided by the still buoyant housing market, means we are prevented from putting in place any other service improvements. However, Officers are currently in discussions with our HR team in relation to an apprenticeship scheme which it is hoped will have a positive impact, longer term if implemented.

In addition, staff resources are also being employed in carrying out LED conversion work which, while impacting negatively on-time repairs in the short term will, in the longer term, result in the lowering of maintenance requirements across the city.

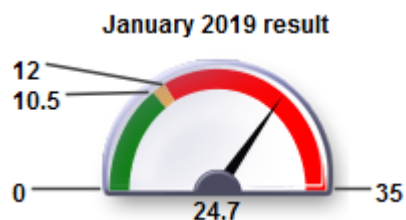
**Responsible officer:**

**Last Updated:**

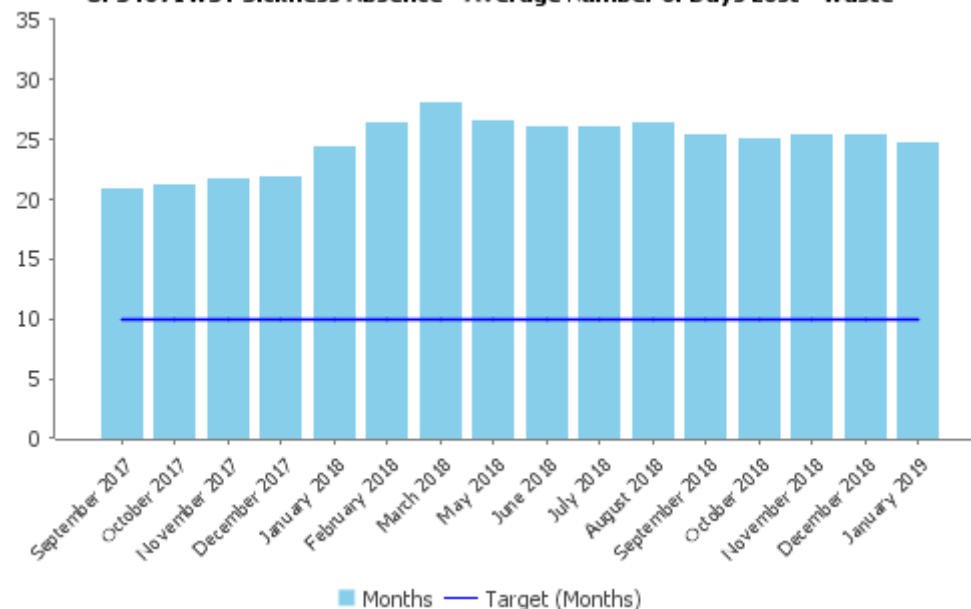
Doug Ritchie

January 2019

Sickness Absence - Average Number of Days Lost



OPS4071WST 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 report for 2017/18, the average number of days lost per employee (non-teacher) ranges from 16.78 to 8.36 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.65 days) approx. 0.24 days higher than the 2017/18 Scottish average of 11.41 and 20th from a total of 33 Councils. This shows an improvement in ranking (from 23rd) but little overall change in average number of days lost for non-teaching staff.

**Target:**

The target for the Average Number of Days lost per employee has currently been held at 10 days per annum for 2018/19.

**Intelligence:**

Across the Operations function, average days lost per employee due to sickness absence is currently 10.2 days (3.9 short-term and 6.3 long-term) and in comparison, the figures for the Operations and Protective cluster are 14.5 days (4.8 short and 9.7 long-term).

The average number of days lost for Waste remains the highest within Operations and Protective services by some margin, with an overall day lost score of 24.7 days as at January 2019.

Both long and short-term absence categories have fallen slightly since the start of the financial year (long term – 1.5 days reduced and short term 1.2 since March of 2018). The service continues to work on reducing long term absence in particular, but it should be noted that the higher level of sickness is, in the main, attributable to a small number of employees with extended levels of long term absence. The physical nature of the service also means that opportunities for long term absentees to return on “light duties” are limited and this can have a negative effect on the length of absence in some cases. This is, however, considered and implemented wherever possible.

Although not all are directly comparable due to organisational changes, the majority of services in Operations and Protective services (including the Waste Service) have seen a statistical improvement in YTD outcomes when compared with the prior two years and although, in most instances, these levels are still out with target tolerances, there is some evidence of progress towards the corporate objective.

In the past few months the Council’s Health & Wellbeing Officer has been assisting services with support to help improve health. Topics range from mental health training sessions, support to give up smoking as well as healthy eating sessions and leaflets.

For Operations and Protective Services, the breakdown of the main reason categories relating to instances of absence during for the 12-month period to January is as follows (figures for 12 months to November bracketed):

Musculoskeletal – 33.9% (44.5%)  
 Gastrointestinal – 12% (7.9%)  
 Respiratory – 10.7% (3.1%)  
 Psychological – 20.1% (21.1%)  
 Neurological – 5% (2%)  
 Cardiovascular – 6.2% (8.8%)  
 Malignancy – 5.2% (8.9%)

On a corporate level, the Council adopted a replacement for the Maximising Attendance policy, the Supporting Attendance and Wellbeing policy, at the meeting of the Staff Governance Committee on the 1st November 2019.

<https://committees.aberdeencity.gov.uk/documents/s89889/Supporting%20Attendance%20and%20Wellbeing%20policy.pdf>

Colleagues in the People and Organisation cluster, and in Health and Safety teams, have been providing additional advice, and on-line support for both employees and management, around a variety of early intervention themes relating to absence management, and implementation of the new policy, which has been welcomed by Operational services in assisting their delivery of priority prevention themes.

The Sickness Absence report, discussed at the January meeting of the Staff Governance Committee, is the most recent point of data availability on short and long-term absence levels enabling

comparisons between and across clusters, and which endorsed the corporate approaches for reducing sickness absence across the Council.

<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=614&MId=6248&Ver=4>

Additional intelligence gathering is currently being undertaken in conjunction with individual services and the BI&PM cluster to develop a greater understanding of the effect of the application of Council policies in diverse work settings, and to further assess the use of bespoke initiatives which will enhance the effectiveness of delivery of these policies.

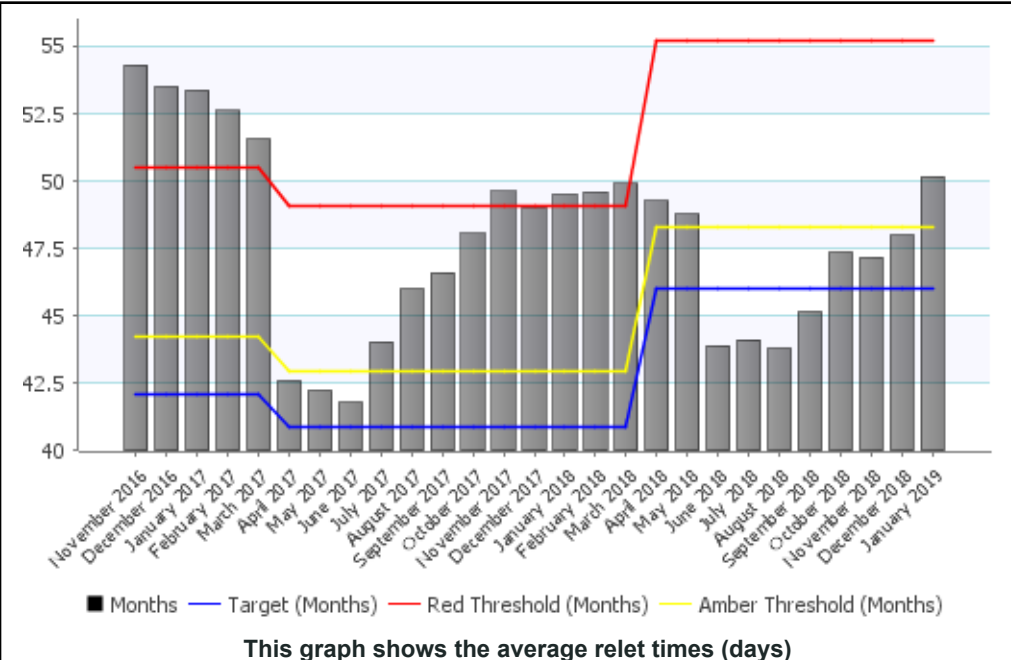
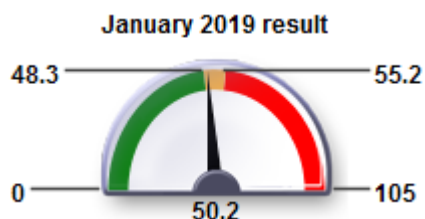
**Responsible officer:**

**Last Updated:**

All

January 2019

Average time taken to Relet all properties, Void Rent Loss and New Tenants Satisfaction with the Standard of home when moving in



Page 48

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 4 – Quality of Housing stipulates that Social Landlords ensure that: 'tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

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.*

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*



**Benchmark Information:**

**2017-18**

Average relet times was **49.9** days against the Scottish average of **30.7** days.  
 Rent Loss due to Voids was **1.19%** against the Scottish average of **0.84%**  
 Percentage of new tenants satisfied with the standard of their home when moving in was **64.4%** against the Scottish average of **84.9%**

**Target:**

**Targets 2018/19**

Average number of days to relet all properties was set at **46** days.  
 Rent Loss due to Voids was set at **1.00%**  
 Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

**Intelligence:**

The year to date average time to re-let all properties is **50.2** days this an increase on the **47.2** days last reported to committee.

The year to date % of rent lost due to void properties is **1.45% (£1,011,794)** a slight increase on the **1.40%** last reported to committee.

The year to date % of tenants reporting that they are satisfied with the standard of their home when moving in is **63.9%** this is a decrease on the **66.7%** last reported to committee.

We have experienced reducing demand for 2 bedrooomed properties which has contributed to longer void periods and have applied special letting initiatives in response. Waiting periods for setting care packages in a small number of very sheltered housing lets has also impacted on relet times.

Building services have deployed significant additional resources to improve void repair timescales. Over the past month the total number of voids has reduced by **52 (14%)**. We are also working towards completing all repair work within the void period and this should have a significant impact on satisfaction levels. Under current work arrangements, the tenant satisfaction increases significantly once all post void period repairs have been completed.

Building services are also in the process of extending use of its digital work scheduling system for voids properties which will also improve service efficiencies.

Additional housing officers are being recruited to enable letting processes to proceed more swiftly and will also create increased capacity to help ensure that tenants meet their tenancy obligations in respect of repair and maintenance. This will, as a result, reduce the level of repair work required during void periods.

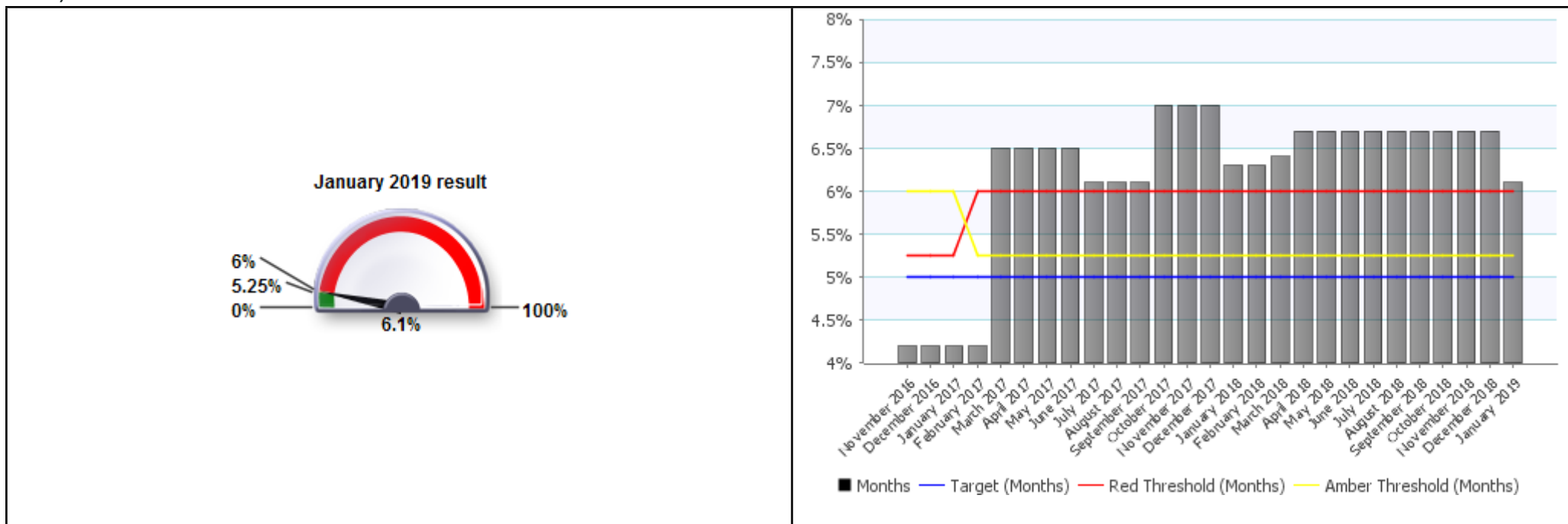
**Responsible officer:**

Neil Carnegie

**Last Updated:**

January 2019

YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By Scottish Government on a Quarterly Basis)



**Why is this important?**

The Scottish Social Housing Charter 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 12 – Homeless People - stipulates that Local councils perform their duties to homelessness people so that; *Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.*

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to ‘Sustain/improve performance in respect of the SSHC outcomes’ and that people at risk of losing their homes get advice on preventing homelessness.

**Benchmark Information:**

The 2017-18 % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed was **6.4%** against the Scottish LA average of **6.4%**

**Target:**

The 2018/19 target for % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **5%**

**Intelligence:**

Year to date the % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **6.1%**, a decrease on the **6.7%** reported at the last committee.

The organisation has committed to eradicating repeat homeless presentations within 12 months as part of the 5 year Rapid Rehousing Transition Plan and has set up new monitoring procedures to analyse cases currently falling into this category. We are also in contact with the housing associations and letting agents in the city to establish better joint working protocols and carry out similar analysis of homeless households utilising their stock.

In line with the Rapid Rehousing Transition Plan, the Housing Access & Support Service is reviewing the homeless journey to streamline processes and ensure households spend as little time as possible in temporary accommodation reducing the number we lose contact with over the course of the homeless process. We have also identified the target of ensuring every household has support in place from first contact with the service to support service users through the homeless process and transitioning into their mainstream accommodation. Estate Management Services are also in the process of reviewing their work in relation to the Rapid Rehousing Transition Plan and have started to establish new protocols for households struggling to maintain accommodation. Particular focus is being applied to strengthening their ties with partner organisations involved with tenants who are considered to be at risk of losing accommodation and re-entering the homelessness process.

**Responsible officer:**

Kay Diack

**Last Updated:**

January 2019

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## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	14 March 2019
<b>REPORT TITLE</b>	Young Carers Service - Update
<b>REPORT NUMBER</b>	CUS/19/086
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Graeme Simpson
<b>REPORT AUTHOR</b>	Billy Nicol
<b>TERMS OF REFERENCE</b>	Remit 1

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### 1. PURPOSE OF REPORT

- 1.1 To provide Committee with an update on the Young Carers Service as requested by Committee on 29 May 2018.

### 2. RECOMMENDATION

That the Committee:-

- 2.1 Note the update within the report.

### 3. BACKGROUND

#### **Commissioning of a Young Carers Service**

- 3.1 To support the implementation of the Carers (Scotland) Act 2016, Aberdeen City received £725,000 from the Scottish Government. Of this, £150,000 was allocated to develop services to support Young Carers. (This is recurring funding). The majority of young carers in Aberdeen City are not known to the social work service, nor would they meet the eligibility criteria for a social work service. Referrals to the service need to be accessible to the Named Person and other relevant professionals i.e. School Nurse; Health Visitor or Community Worker. Given that eligibility is determined by the professional completion of a Young Carers Statement, self-referrals are not appropriate.

- 3.2 The proposal to tender the Young Carers Service was approved by the Strategic Commissioning Committee on 13 September 2018. This process has now concluded, and the tender was won by Barnardo's who are recruiting staff and aim to start delivering the service from 1 April 2019. It will be necessary, in the first year to promote the new service; support universal services; and consider the needs of Young Carers through the use and embedment of the toolkit. Whilst promotion of the service will need to continue beyond the first year, it is hoped that other agencies will have a fuller appreciation of the needs of Young Carers and embed the toolkit by the end of the first year.

### **The Young Carers Toolkit**

- 3.3 From a young carer's perspective the Action Plan accompanying the Carer's Strategy included three key stages:

**Think Young Carers** – including piloting the Young Carers Toolkit with schools and other services; introducing the Young Carers Statement; providing training for staff to develop their awareness and recognition of the needs of Young Carers;

**Support Young Carers** – developing information and advice; creating opportunities for support groups and short breaks; and involving young carers in the commissioning of new services; and

**Make a difference for Young Carers** – reviewing use of Young Carers Statements; updating consultation; and promoting greater awareness amongst the wider community.

- 3.4 The Young Carers toolkit was initially originally launched in June 2018 and was piloted over the remainder of 2018 with an evaluation undertaken thereafter to consider whether any further development was required. Changes were made to the toolkit on the basis of feedback from the consultation period and the toolkit (attached as **Appendix A**) was fully launched on 23 January 2019 at a multi-agency event and is now live across the City. This will be further developed by Barnardo's in consultation with other agencies and Young Carers in the first twelve months of the new service.

### **The Young Carers Small Grant**

- 3.5 The proposed proportion of the £150,000 (£25,000) that is being retained each year to enable the Young Carers Service to apply for a grant on behalf of the young person and/or their family was also approved at the Strategic Commissioning Committee on 13 September 2018. The process for this is being developed and takes account of Delegated Power 24 (General Delegations to Chief Officers). This is being managed through Aberdeen City Council's Financial Assistance process. Applications can be made by the Young Carers Service to for any child or young person aged 5 - 18 who are in education in Aberdeen and either identify themselves as a Young Carer or are identified as a Young Carer by schools or education practitioners working with them and have agreed to having a Young Carers Statement.

- 3.6 There is no definitive criteria but the following are examples of what sort of activities financial assistance might be applied for:
- 3.6.1 Activities that give the young person respite from their caring role e.g. sports, sports equipment, art classes, art equipment or a short break with or without the cared for person.
- 3.6.2 This aspect of the service is being developed in consultation with Young Carers to ensure that we meet their needs. There have been no funds applied for to date as the service is not implemented.

### **Continuing Professional Development/Awareness Raising**

- 3.7 A Continuing Professional Development video was commissioned by the Council to start raising awareness of the profile of hidden young carers immediately. It was also launched at the multi-agency event on 23 January 2019. It can be used with practitioners and young people.

### **Summary**

- 3.8 There has been real progress in providing support to Aberdeen's Young Carers; the commissioning of the new service; and developing and launching the Young Carers toolkit and statement. It is also encouraging to note that there has been an increase in the number of Young Carers identified on the SEEMiS case management system since the Strategy was launched (**Table 1**).

**Table 1**

<b>2014/15</b>	<b>3</b>
<b>2015/16</b>	<b>5</b>
<b>2016/17</b>	<b>9</b>
<b>2017/18</b>	<b>12</b>
<b>2018/19 – year to date</b>	<b>29</b>

## **4. FINANCIAL IMPLICATIONS**

- 4.1 At its meeting on 13 September 2018, the Strategic Commissioning Committee approved expenditure of (1) £125,000 per annum for a period of four years and three months for the commissioning of the service and (2) £25,000 per annum for a period of four years and three months for the Young Carers Grant Programme both of which will be delivered from within the available recurring monies awarded by the Scottish Government and which have been allocated to the Young Carers - £150,000.
- 4.2 Following a commissioning process, Barnardo's were awarded the tender and will deliver the Young Carers Service from 1 April 2019 until 31 March 2023. As a result, contractual funding will only be required for four years rather than four

years and three months as approved by the Strategic Commissioning Committee on 13 September 2018.

## 5. LEGAL IMPLICATIONS

- 5.1 The Carers (Scotland) Act 2016 came into effect on 1 April 2018. The Act extended and enhanced the rights of carers in Scotland, including Young Carers to help improve their health and well-being so that they may continue to care and have a life alongside caring. Failure to develop a service which can support and meet the needs of Young Carers will result in the Council failing to deliver on its new statutory duties and deliver on the approved Carers Strategy Action Plan.

## 6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	The allocation of funds to support the implementation of the Carers (Scotland) Act 2016, as it applies to Young Carers, has been agreed. It is felt that £150,000 per annum will enable an effective service to be delivered.	L	The Scottish Government has indicated that the amount allocated to support the implementation of the Act is likely to rise. It would be anticipated that any rise proportionately impacts on the money available to Young Carers. It is anticipated that this increase in money proportionately reflects the increase of visible Young Carers in need of support.
<b>Legal</b>	The Council has a duty to provide services to support Young Carers. An Action Plan has been agreed.	L	The Carers Strategy – A Life Alongside Caring, ensures that the Council will meet its statutory duties.
<b>Employee</b>	The launch of the Young Carers Toolkit has begun to enable staff across Aberdeen City's Children's Services Partnership to be better aware of the needs of Young Carers.	L	The Toolkit was piloted for six months to inform its development and was fully launched on 23 January 2019 at a multi-agency event and is now live across the City.  It is expected that the commissioning of a new



			service for Young Carers will continue to assist in raising the profile of young carers across the multiagency partnership.
<b>Customer</b>	Young Carers are a vulnerable group of young people whose needs require to be recognised and met.	L	The Toolkit will assist professionals understand and recognise the needs of Young Carers in order that the new service can offer appropriate support. The Toolkit will also support identification.
<b>Environment</b>	N/A		
<b>Technology</b>	N/A		
<b>Reputational</b>	There is a risk that if the Council does not develop appropriate services to meet the needs of Young Carers then this will be highlighted by regulatory bodies and by the public.	L	The Carers Strategy – A Life Alongside Caring, ensures that the Council meets its statutory duties.

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	The impact of caring upon those young carers who carry out this role will be reduced enabling them to better fulfil their education or employment aspirations within need to improve the City's Development of a Young Workforce.
<b>Prosperous People</b>	Opportunities for improved outcomes for children and families within the city, affected by the impact of caring will be maximised, by the availability of increased levels of recognition and support.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	Young Carers have been actively consulted in the development of the Carers Strategy and their views and needs were reflected within the tender process. The Young Carers Toolkit enables staff to

	understand their roles and responsibilities in relation to this vulnerable group and will support them to deliver high quality services in response.
<b>Organisational Design</b>	The Carers (Scotland) Act 2016 Implementation Group represents staff and thus services, from across a range of agencies, but in particular from the Council and IJB.
<b>Workforce</b>	The Carers (Scotland) 2016 Act and the Aberdeen City Carers Strategy bring a number of new and different obligations for staff. Dedicated resource is available to ensure that both the Carers (Scotland) Act 2016 and the strategy are implemented. Appropriate information and training will continue to be given to all staff along with revised tools and processes.
<b>Partnerships and Alliances</b>	The Carers (Scotland) Act 2016 Implementation Group represents staff and thus services, from across a range of agencies, including the Council and the IJB. The Group will continue to seek the views of carers in driving forward implementation of the strategy.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	EHRIA sent to Equalities Team on 11 February 2019.
<b>Data Protection Impact Assessment</b>	not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	not applicable

## 9. BACKGROUND PAPERS

OPE.18.022, Carers Strategy, Operational Delivery Committee - 29 May 2018

COM.18.108, Young Carers Service, Strategic Commissioning Committee – 13 September 2018

## 10. APPENDICES


**Appendix A:** Think Young Carer: Multi Agency Toolkit to Support Young Carers – January 2019

## 11. REPORT AUTHOR CONTACT DETAILS

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# THINK YOUNG CARER



## Multi-Agency Toolkit to Support Young Carers

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January 2019

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## Foreword from Councillor Jenny Laing

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In Scotland new legislation, Carers (Scotland) Act 2016, has given all Carers a heightened profile and an opportunity to receive the support that they need and deserve. Aberdeen Health & Social Care Partnership and Aberdeen City Council have developed a Carers Strategy to help drive the implementation of the legislation. For Young Carers this gives them the entitlement for the first time for an assessment that will be known as a Young Carers Statement.

Young Carers are likely to be one of the biggest single groups of children in need. Estimates suggest that in a city the size of Aberdeen, there may be up to 2000 children and young people aged between 5 to 18 years who undertake caring responsibilities for a family member or close friend. Caring for another person is a complex but not always a negative experience for children and young people. Young Carers in Aberdeen City have told us that they feel very proud about their caring responsibilities. Young Carers make a significant contribution to their families and the impact of their caring role on their own lives can be considerable and not always negative. Understandably some Young Carers are anxious about the person they care for this can adversely affect their own wellbeing, some others access restricted experiences and these restrictions can compromise their educational progress and health.

I am delighted to endorse the introduction of this toolkit which includes approaches to help Practitioners identify and support Young Carers. Following the best practice described in the Toolkit will result in a better-informed workforce across partnership services and improved outcomes for all Young Carers in Aberdeen.

A handwritten signature in black ink that reads "J Laing". The signature is fluid and cursive, with the first letter of each name being capitalized.

Cllr Jenny Laing

# Introduction

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## The Carers Act

**The Carers (Scotland) Act 2016** came into effect in April 2018. The Act provides Carers and Young Carers with new rights that complement those already existing as set out in the **Carers Recognition and Services (Scotland) Act 1995**. The Carers Act also establishes a duty for Local Authorities to develop a strategy to clarify how they will discharge the new duties. The Aberdeen City Carers Strategy (2018-2021) can be found [here](#).

[Aberdeen City Carers Strategy \(2018-2021\)](#)

The **Children and Young People (Scotland) Act 2014** places the wellbeing of all children and young people in Scotland at the heart of all children's services. This act is underpinned by the Getting It Right For Every Child (GIRFEC) approach which is already well established across Aberdeen City.

## Who are Young Carers?

A Carer is generally defined as a person of any age who provides unpaid help and support to a relative, friend or neighbour who due to illness or disability cannot manage to live independently without the carer's help.

The **Carer (Scotland) Act 2016** defines a "Young Carer" as a person who is -

"Under 18 years old or has attained the age of 18 years while a pupil at a school and has since attaining that age remained a pupil at that or another school."

The tasks and level of caring undertaken will vary according to the nature of the illness or disability, the level and frequency of need for care and the structure of the family. A caring role may be undertaken on an ongoing basis or be of a more transient nature. Caring responsibilities may include physical, practical and/or emotional support due to illness, disability, mental health or substance misuse. This may include supporting siblings where the parent/s is unable to fully undertake the parenting role. A child or young person can still be identified as a Young Carer even if they are not the primary carer.

For Young Carers this might include:

- Practical tasks like cooking, housework or shopping
- Physical care, such as helping someone out of bed or up the stairs
- Emotional support, such as talking to someone who is distressed
- Personal care, such as helping someone dress, washing or toileting
- Household management such as paying bills, managing finance or collecting prescriptions
- Administering medication
- Interpretation such as helping someone communicate
- Looking after brothers and sisters



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## The Potential Impact of a Caring Role

Young Carers report feeling tremendously proud of their caring responsibilities and caring is not always a negative experience, they learn many practical and caring skills. There are some risks associated with being a Young Carer and it is really important that all staff working with children and young people are aware of how caring responsibilities can impact on long term outcomes so that they can mitigate these risks.

Young Carers may be more likely to experience difficulties at school. Caring responsibilities can have an adverse effect on health and employment. Being a Young Carer can impact on a young person's health, social life and self-confidence. Young Carers can find it hard to balance their caring role with their education and this can impact on school attendance and school performance. Very few Young Carers disclose their caring responsibilities and hide the reason why they have less spare time than other peers. Many Young Carers are bullied because of their caring role.

Each caring role is different and sometimes Young Carers need some extra help. Some Young Carers tell us that they can feel:

- Stressed by too much responsibility
- Tired by caring through the night and/or repeatedly lifting a heavy adult
- Worried about the person they care for
- Anxious about making time for homework or missing school
- Embarrassed by their situation
- Physically tired
- Isolated and unhappy
- Low self-esteem, anger or guilt

Young Carers obviously have the same rights as all children and young people. The challenges Young Carers face can deny them their full rights and Practitioners need to be aware of and mitigate this risk.



# Aims of this Toolkit

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This Toolkit aims to support schools and services to increase awareness of the needs of Young Carers and put in place the reasonable adjustments necessary to ensure that Young Carers reach their full potential. It also offers guidance on how to develop a Young Carers Statement.

Multi-Agency partners have identified 5 key actions to help schools and services become Carer Friendly. The Toolkit will be kept under review to ensure that it continues to guide best practice across our schools and services.

## **1. Informed staff**

All Practitioners in schools and services should understand the challenges that Young Carers may face and the potential risks associated with being a Young Carer. This should include an understanding of the new legislative requirements afforded to Young Carers to support planning through the provision of a Young Carers Statement.

## **2. Effective Systems to identify Young Carers**

Robust procedures should be in place to ensure that children, young people and their families are afforded every opportunity to disclose caring responsibilities without fear of discrimination from Practitioners or peers.

## **3. A Carer Friendly Ethos.**

Schools and services should raise awareness of the needs of Young Carers to promote a positive ethos of inclusion. This positive ethos will better enable Young Carers to seek and access additional support.

## **4. Personalised planning to meet individual needs**

Practitioners should be able to confidently undertake child centred single and multi-agency assessments. This will enable Practitioners to develop single and multi-agency plans which coordinate the right support, from the right people at the right time.

## **5. Effective Multi-Agency Partnerships**

Effective multi-agency partnership plays a pivotal role in identifying and supporting Young Carers. All Young Carers live in unique situations and therefore the support required from services across the Partnership will be varied.

Schools and services should routinely review how effectively they are performing against these 5 key actions in order to continually improve practice.

## Section 1 - Informed Staff

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It is essential that all staff in schools and services across Aberdeen understand the implications of having caring responsibilities and have a sense of how to recognise any 'hidden' Carers. This is best achieved by raising awareness through professional learning opportunities and training should be made available to all staff. As a minimum, this professional learning should focus on;

- what caring roles involve and how they potentially impact upon attainment and wellbeing;
- the indicators that a child or young person has a caring role;
- approaches to identifying 'hidden' Young Carers and what all staff can do within their own role; and
- potential sources of support including who is the lead for Young Carers in school.

A partnership training package will be made available to all agencies across Aberdeen City. This package will include a film and accompanying training materials.

Some members of staff will require more detailed understanding including all Named Persons, members of Senior Leadership Teams, School Nurses, Community Paediatricians, Social Work staff and a Young Carer's Champion/Lead if identified. This group should have an understanding of:

- Distressed and distressing behaviour which Young Carers may exhibit alongside a knowledge how best to manage these.
- The knowledge and skills necessary to complete a Young Carers Statement to improve wellbeing, attainment and achievement.
- Services who can offer support and the eligibility criteria for specialist support for Young Carers
- How best to embed a culture of acceptance and understanding of Young Carers within the school community
- Strategies to empower Young Carers to shape their support and influence change.

In most cases the child's Named Person will have a key role in assessing and planning for individual Young Carers. Generic concerns may be better supported by the provision of a Young Carers Lead/Champion and schools may wish to consider this approach to help lead and monitor the impact of work in this area.

In summary schools and services should:

- Ensure that all staff have access to general Young Carer training
- Ensure that staff in senior positions have access to enhanced training
- Decide if it would be appropriate to appoint a Young Carers Champion or if this responsibility will sit with the Named Person.



## Section 2 - Identifying Young Carers

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Being able to identify Young Carers is key to offering them the support they require to minimise any negative impact caring can have on educational attainment and wellbeing. Many children and young people choose to keep their caring role hidden and the onus is on the staff team to look for any outward signs which are recognisable to informed Practitioners. Practitioners must be mindful that these indicators may also be indicative of other concerns and that the list below is not exhaustive, but a level of professional curiosity will be required to understand any changes.

- Distressed or distressing behaviour
- Frequently absent
- Tired, anxious or withdrawn
- Difficulties socialising
- Mature for age
- Victim of bullying
- Unable to attend trips/extracurricular activities
- Often late for school
- Not handing in homework
- Not performing to their ability
- Concerned about a relative
- Isolated
- Secretive about home life
- Signs of neglect
- Poor diet
- Difficulty concentrating
- Physical problems such as a sore back
- Possible financial difficulties

Clear systems should be in place to highlight any changes in behaviour that could indicate a wellbeing concern; these approaches will be in keeping with the partnership GIRFEC Operational Guidance, 2016.

It is important to consider that being a Young Carer does not implicitly mean that a child/young person is in need of additional support although this could change in the future, some only require to be routinely asked how they are and all responses should be proportionate to need. All services must maximise opportunities to keep a watching brief upon a Young Carer's wellbeing and highlight any changes immediately to the Named Person to enable timely planning and intervention. Any child protection concerns must be raised in keeping with agreed policy.

Identifying Young Carers can often be challenging for many reasons and Young Carers have supported us to understand some of the barriers they face. Some of these barriers could be overcome by asking parents to identify their child as a Young Carer during school admission and when engaging with any service.



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**“I didn’t think it would make a difference if I marked ‘young carer’ on a form, why would it?”**

**“Maybe a person just doesn’t see themselves as a Young Carer. Maybe they don’t know that they are because it is just their life.”**

**“I am embarrassed to tell other people because they might not understand. Some teachers in school don’t understand and some do.”**

**“Not knowing who to ask or what to do to get help might make someone not see the point in telling others they are a Young Carer.”**

**“The council have got more important things to worry about than me.”**

**“A Young Carer might be worried to tell anyone because they might have to leave the family home.”**

Many children and young people do not recognise themselves as Young Carers. Raising the profile of caring across services and the school community and being open about the support available to Young Carers should help to reduce children and young people feeling this way. It is really important that children and young people are clear of who to approach for help, this will usually be the Named Person but could be a Carers Champion. Schools should make use of the suite of teaching activities within this toolkit and Aberdeen City Council’s Young Carer film and accompanying materials to raise the profile of Young Carers.

In summary, schools and services should:

- Ensure there are clear systems to escalate wellbeing concerns and encourage professional curiosity
- Ensure staff are aware of any known Young Carers
- Utilise admission processes to establish if children or young people have a caring role
- Raise the profile of caring across the school community.

## Section 3 - Developing a Young Carer friendly ethos in our schools

Creating a whole school ethos of acceptance and equality will benefit all children and young people including Young Carers, an ethos of acceptance will better enable Young Carers to seek support.

To achieve an ethos of acceptance and equality, members of the Senior Management Team will be a positive role model and will have established close and effective working arrangements with a range of agencies and partners as exemplified in How Good is Our School 4 Quality Indicator 3.1.

Where Young Carers have been identified their attendance, attainment and wellbeing should be carefully tracked to ensure that any dips in performance are identified and supported at the earliest opportunity.

Known Young Carers should be supported to guide how the school becomes more carer friendly. They should be central to any self-evaluation and inform the direction of travel as they are the experts.

It is suggested that Senior Managers within schools consider identifying a Lead/champion for Young Carers and publicise this within the school community. This may be any member of staff interested in undertaking a leading role.

The strategies to become a Young Carer Friendly School are listed below. Aberdeen City Council has developed a multi-agency training film to support practitioners to meet Young Carers needs and also a teaching film for children and young people in schools to raise the profile of Young Carers. These tools should be used to support development of a Young Carer friendly ethos in schools.

Many schools will already have systems in place to reflect many of the actions, so the lead/champion should first evaluate where the school is to determine which areas to develop first. Those marked essential will be required to comply with the Carers (Scotland) Act 2016.

### Whole school strategies to support a Young Carer friendly ethos

To be evidenced to comply with legislation	In place	A priority for action	To be developed
Ensure all staff undertake and maintain CPD to best equip them to; <ul style="list-style-type: none"> <li>• What caring roles involve and how they potentially impact upon attainment and wellbeing;</li> <li>• The indicators that a child or young person has a caring role;</li> <li>• Approaches to identifying 'hidden' Young Carers and what all staff can do within their own role; and</li> <li>• Potential sources of support including who is the lead for Young Carers in school</li> </ul>			
As school policies are being reviewed give proportionate consideration as to how the needs of Young Carers impact on the policy.			
Track and monitor the attendance, attainment, progress and wellbeing of identified Young Carers and use this information to inform next steps for individuals, classes, whole school and ASG approaches.			
Lessons which challenge inequality and bullying by delivering positive messages regarding the protected characteristics.			



Recommended for Best Practice	In place	A priority for action	To be developed
Establish a Working Group of school staff to support the needs of Young Carers within school and across the ASG.			
Develop a Young Carers school policy in collaboration with pupils			
Establish a Young Carers peer support group			
Consider the need to include developing the schools approach to supporting Young Carers in the School Improvement Plan			
Promote positive images and information about disability, illness and Young Carers throughout the school (Appendix 9)			
Deliver regular assemblies to raise the profile of Young Carers in unison with positive messages about disability, ill health, alcohol and substance misuse (Young Carers may wish to inform the content of assemblies and the use of partnership services should be considered)			
Raise the profile of Young Carers through the Pupil Council and through the Parent Council. This may involve creating a Young Carer's leaflet or policy. (Appendix 5)			
Include positive articles in the school newsletter/web pages to raise awareness of Young Carers			
<p>Utilise lesson plans focusing on raising the profile of Young Carers. This could include utilising the expertise of Multi-Agency Services through presentations and workshops. Lessons should cover:</p> <ul style="list-style-type: none"> <li>• <i>What being a Young Carer means</i></li> <li>• <i>What kinds of caring responsibilities Young Carers have</i></li> <li>• <i>Potential varied impacts of being a Young Carer.</i></li> <li>• <i>Where Young Carers can seek support</i></li> </ul> <p>Appendix 12</p>			
Use of a school post box to enable anonymous concerns/ideas to be brought to the attention of practitioners			
Publicise the school commitment to Young Carers within the school prospectus and website			
Publicising the School Young Carers Lead and contact details within the prospectus, website, newsletters, and during induction processes			
During parent/carer curriculum information evenings, and where appropriate include information on Young Carers			

Recommended for Best Practice	In place	A priority for action	To be developed
Maintaining a prominent display board containing information on progress within school to support Young Carers and signpost services			
Support charities which focus on disabilities, mental health, substance misuse or carer support			
Use the Pupil Council or Young Carers Group to establish differing ways to celebrate Young Carers day on the 25th January and Young Carers week during the second week in June.			
Ensure that libraries include stories and information which address disability, mental health, substance misuse and caring roles. (See Appendix 10)			

In summary a number of actions will be required depending upon the individual circumstances of the school. In order to realise these, it is suggested that schools:

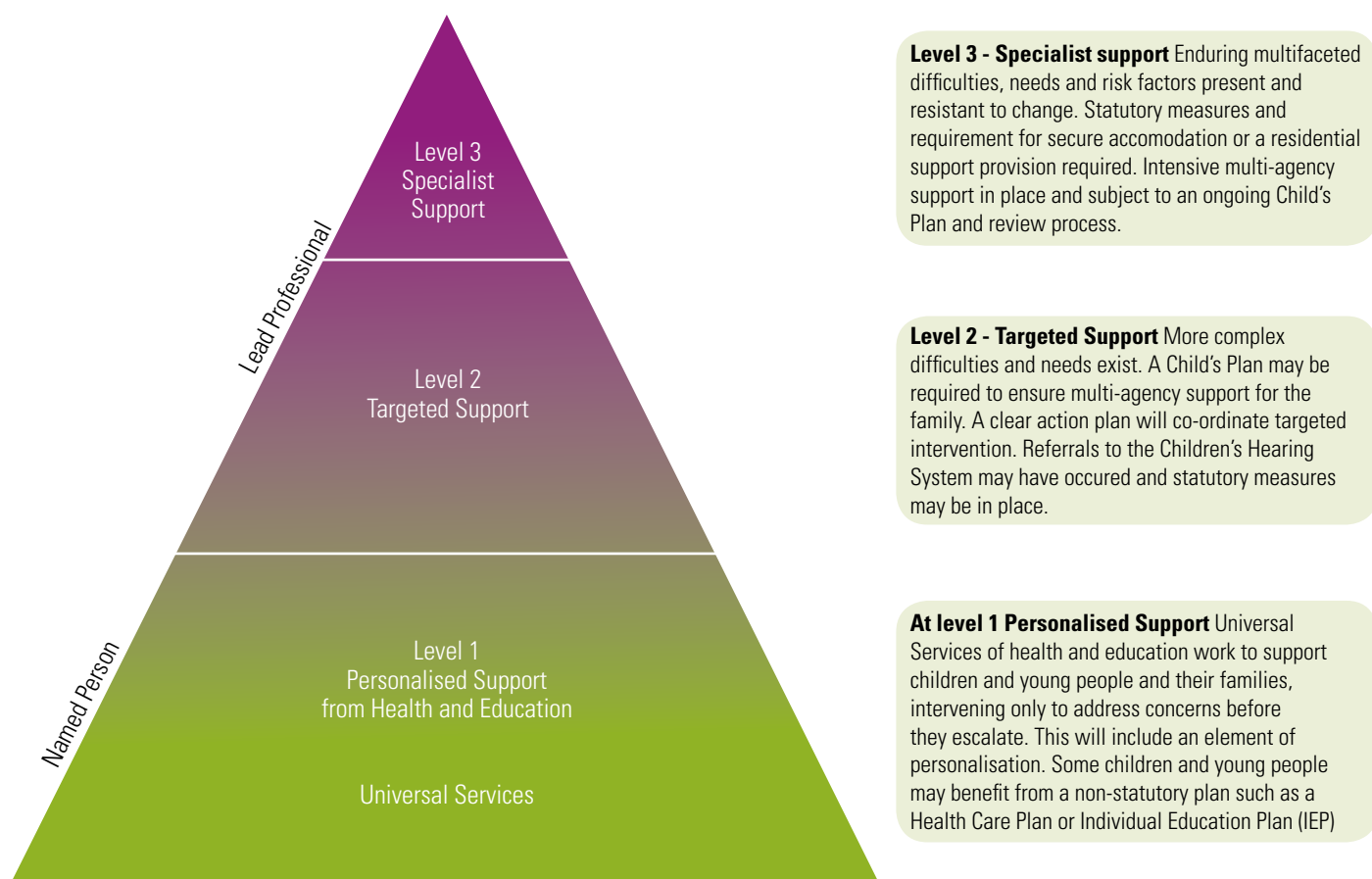
- Self-evaluate against the HGIOS 4 QI 3.1 to determine next steps
- Involve identified Young Carers fully in decision making and planning
- Identify and publicise a Young Carers lead or champion
- Carefully track the performance of identified Young Carers





## Section 4 - Personal planning to meet individual needs and the Young Carer's Statement

The GIRFEC approach in Aberdeen is based on all Partners working together at the earliest opportunity to support a child or young person, and their family. The GIRFEC Tiered Intervention Framework supports partnership working to improve outcomes for all children and young people, inclusive of Young Carers. It is a continuum of support; ensuring interventions are timely, appropriate, and proportionate.



The Staged Intervention Framework used in Education has been developed to align fully with Tiered Intervention Framework. This framework enables Education Practitioners to respond proportionately to unmet wellbeing needs whilst fully upholding the principles underpinned by GIRFEC. More information on the Tiered Intervention and Staged Intervention Framework can be found in [Aberdeen City Council, GIRFEC Operational Guidance, 2016.](#)

The Carers (Scotland) Act 2016 implements changes to how Young Carers can access support through 'Young Carers Statements' (YCS). Under previous legislation, a carer had to provide 'regular and substantial' care in order to access a support plan. However, now all Young Carers are entitled to a Young Carer's Statement and their needs will be assessed separately from the needs of the person that they are caring for.

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## Eligibility Criteria

### Quality of Life indicators and SHANARRI

The Carers (Scotland) Act 2016 gives all Young Carers a right to a Young Carer Statement (YCS). Through this, young carers will identify their need for support to meet their personal outcomes. The preparation of the YCS is an opportunity to discuss the caring situation and consider the impact caring has upon a number of areas in a Young Carer's life and the risk of the carer not being able to continue in that role. These areas, or quality of life indicators form the framework for eligibility criteria for carers. For Young Carers though, they have been aligned to the SHANARRI framework, which those working in Children's Services are more familiar with. See Appendix 1

### Application of Eligibility Criteria

In determining a Young Carer's need for support it is important to recognise that a Young Carer's needs in relation to the SHANARRI indicators (Appendix 1) will not always exist in isolation from one another. It is appropriate and desirable that indicators should be explored in relation to one another. For example, it would be appropriate to discuss the impact of insufficient household income in relation to the effect that financial hardship can have upon a Young Carer's emotional health and well-being. Similarly, some indicators may be overarching, such as the ability to have a life alongside caring, which may be affected by the cumulative impact of the caring role upon several areas of a Young Carer's life.

The Act also provides for a discretionary power to provide support to Young Carers even where their caring role is not assessed to be impacting upon their personal outcomes. This will be within the threshold for personalised support in the Aberdeen Integrated Children's Services Tiered Intervention Framework, as described above. For example, they may access and benefit from a variety of information, advice and support including discussions with professionals (from school, health and social care teams and third sector organisations), to signposting to benefits advice or community groups. Even though a Young Carer may have no current assessed needs against these indicators, if they are caring for a terminally ill person where the current situation is not having a major impact upon their personal outcomes, but where it can be foreseen that the demands on them will increase dramatically in a short space of time, then providing additional support, as described below, may be appropriate.

Those Young Carers whose assessed needs against the indicators outlined in Appendix 1 meet the threshold for targeted support in the Aberdeen Integrated Children's Services Tiered Intervention Framework, as described above, will be eligible for additional support. This means Young Carers whose caring responsibilities are adversely affecting their development and who require time limited targeted intervention. Such supports may be provided by a range of universal, and commissioned services within the city.

Young Carers whose assessed needs against the indicators meet the additional threshold for specialist support in the Aberdeen Integrated Children's Services Tiered Intervention Framework, as described below at Section 5, will also be eligible for support from, or on behalf of, specialist services such as social work. These will be Young Carers whose welfare is being significantly impaired by their caring responsibilities.

Further guidance on the identification and assessment of a Young Carer's needs and their eligibility for support is provided at Appendix 2.

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## Responding to needs

Once the decision is made to provide support, the necessary arrangements should be made to put this in place. The Young Carer must have as much involvement as they wish in relation to the provision of support or services, a collaborative approach is required. Reasonable steps must be taken to ensure that their right to dignity is respected. In determining the support to be provided for both eligible and non-eligible needs, the Young Carer's own strengths and capabilities along with their wider support network, community, cultural and spiritual networks should be taken into account.

The Young Carer should also be given the opportunity to choose from the four options provided in the Social Care (Self-Directed Support) (Scotland) Act 2013 unless they are deemed to be ineligible under the terms of the legislation. Examples of how Young Carers may use these options to meet their eligible needs are detailed in Appendix 3.

There is a duty under Section 24(4)(a) of the Carers (Scotland) Act 2016 to provide, or arrange, replacement care based on the Young Carer's needs, whether or not the cared-for person has eligible social care needs in their own right. Young Carers may not be charged for any proportion of funded support provided to meet substantial and critical identified personal outcomes and needs.

## Who is responsible for the Young Carers Statement?

As with Child's Plans the responsibility for completing Young Carers Statement falls within the remit of the Named Person and Lead Professional. Where a multi-agency response is required it is the responsibility of all relevant Multi-Agency Partners to contribute to this. If an agreement cannot be reached as to who is the most appropriate Practitioner to act as the Lead Professional, Practitioners should refer to the resolution pathway in Aberdeen City Council's GIREFC Operational Guidance, 2016. Careful consideration should be given to the Young Carer's view of who is most appropriate to write the YCS.

For Young Carers who are aged 16 years until their eighteenth birthday who are not enrolled in school, the Named Person Service will be provided by a Central based Education Officer. The Central based Officer would take responsibility for writing the YCS, where a multi-agency response is not required, and no Lead Professional identified.

## Where a child or young person is affected by a 'caring role' but is not a Young Carer

A child or young person aged under 18, who lives in a household where there is a caring role being undertaken may have unmet wellbeing needs although they are not directly responsible for caring. These children and young people **do not** require a Young Carer's Statement but as with all children and young people they may require a wellbeing assessment to determine whether intervention is required.



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## The Young Carer's Statement

Where a child/young person is known to be a Young Carer the Named Person within school should be made aware and through careful dialogue offer a Young Carers Statement. The child/young person is free to decline the YCS, but it is important that they understand the purpose of it and the potential benefits. In this situation it may be appropriate to signpost Young Carers to alternative forms of support and agree on a date to revisit this. Young Carers are deemed to have additional support needs unless a wellbeing assessment demonstrates otherwise.

When it is identified that a child/young person is either affected by a caring role or is a Young Carer, a wellbeing assessment must be undertaken using the SHANARRI indicators and consideration given to the proportionate use of the My World Triangle and the Resilience Matrix, to identify any unmet wellbeing needs. For some, the Young Carer's Statement will be brief, whilst others who undertake high level caring roles, a more detailed plan will be required. The child/young person should be placed at the centre of this process and their voice should fully inform the assessment.

This assessment will support Practitioners in planning effectively to meet their needs at either a Universal, Targeted or Specialist level. It will support Practitioners in identifying whether a single or multi-agency response is required. If a child or young person has a Young Carers Statement they do not require a separate Child's Plan.

## Placing the child/young person at the centre of the Assessment and Planning Process

Best practise when undertaking the Wellbeing Assessment is to start with the premise that, children are children first, whose rights must be upheld in accordance with the UNCRC. Article 12 of the UNCRC states that children and young people have the right to be heard and listened to, especially in decisions affecting them. It is the responsibility of the Named Person and/or Lead Professional to ensure that the Young Carer's voice fully informs the Assessment and Planning Process.

Practitioners should consider different means for capturing the child/young person's opinions and feelings in an appropriate way. This is best done on a 1-1 basis: Young Carers are all individuals and varied and flexible approaches are required. Some Young Carers may feel comfortable attending a Multi-Agency Meeting, whilst others may not. It is most important to capture their voice in a manner appropriate and comfortable for them. Practitioners in Universal Services are well placed to do this due to their daily contact and capacity to build relationships with Young Carers. The Young Carer's Statement Guidance (Appendix 4) has useful prompts and questions to support dialogue to inform assessment and ensure that the Young Carer is placed at the centre of this process. Additionally, the Young Carer's wellbeing indicator prompts will give Practitioners additional questions to support assessment (Appendix 1).

The Young Carer's Statement should be used to encourage ambition and support Young Carers to realise their full potential. They should be supported in recognising the skills and qualities they have acquired through caring and supported to set aspirational goals.



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## Consider the location and time of meetings to formulate the Young Carer's Statement

Practitioners need to give consideration to the time and venue of meetings in accordance with the needs of those attending, specifically the Young Carer and the cared-for person. It may be more practical and appropriate that some communications take place via home visits, telephone, text or email and recorded and shared appropriately. More information on holding an effective Multi-Agency meeting can be found at [Effective Multi Agency meeting](#). This is a brief guide highlighting best practice for Multi-Agency Meetings.

## Information Sharing

Information sharing about Young Carers is particularly complex when considering the nature of the information which may be shared and about whom. Information of a confidential and personal nature may be disclosed regarding not only the Young Carer but also the cared-for person. **Practitioners should adhere to the following;**

*'Only share information that you consider relevant, necessary, legitimate, appropriate and proportionate to your worry or concern. Unless there is a potential risk of harm to the child or young person you should ensure that they or their parents/carers have agreed to the information being shared - children have a right to express their views and have them taken into account when decisions are made about what should happen to them.'*

Practitioners Guide to Information Sharing, Confidentiality and Consent (2018).

[Practitioners Guide to Information Sharing, Confidentiality and Consent](#)

## Sections of the Young Carer's Statement

There are some key considerations for Practitioners when developing a Young Carers Statement.

### Current circumstances

In the current circumstances section of the YCS, Practitioners, in collaboration with the Young Carer must establish the nature and extent of care provided at the time. This must consider fully the impact of caring upon the Young Carer's day-to-day life. It is vital to acknowledge the positive impacts of caring such as feeling valued, appreciated and proud, as well as the potential adverse effects. When a child/young person is known to be a Young Carer the wellbeing assessment requires assessment of the;

- Impact of caring responsibilities upon wellbeing
- Appropriateness of the caring responsibilities undertaken
- Capacity to undertake caring responsibilities
- Willingness to carry out those caring responsibilities.

Key points for practitioner consideration on each of these additional areas of assessment are detailed below.

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### Impact of Caring Responsibilities upon wellbeing

Assessment of the impact of caring upon wellbeing must;

- Recognise that each child is a unique, holistic individual
- Assess whether deviations from positive wellbeing are a result of caring responsibilities or whether there is another underlying cause.
- Consider whether the parents/carers have the capacity to meet the Young Carers needs.
- Seek and consider parental/carer views about their child's wellbeing and barriers to education
- Consider differences of opinions regarding the child's caring role and the impact upon their wellbeing and record these.
- Consider any adverse impacts on educational attainment
- Consider any adverse impacts on capacity to build and sustain friendships

### Appropriateness of Caring responsibilities

Assessment of the appropriateness of caring responsibilities must consider;

- Appropriateness in relation to age and stage of development
- Whether the child is giving excessive care which significantly limits their own life
- Whether responsibilities are out with the competence of the Young Carer
- Whether responsibilities place the Young Carer at risk of harm or significant harm
- Whether responsibilities are physically strenuous
- Inappropriate tasks may include;
  - o Intimate personal care
  - o Administering medicine
  - o Emotional support beyond their competence.
  - o Parenting of siblings

### Capacity to undertake caring responsibilities

Practitioners need to consider whether caring responsibilities are adversely affecting the Young Carer's;

- Physical wellbeing and or mental wellbeing
- Capacity to attend education provision or risk of affecting this
- Capacity to reach full potential across the totality of the curriculum
- Relationship with the person that they are caring for
- Inclusion in school, community and extracurricular activities
- Opportunities to be listened to and involved in decisions affecting them

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### Willingness to care

The Young Carer should be asked sensitively how they feel about their caring role, if they have been consulted about it previously and whether they want to continue to undertake it as it currently is, change aspects of it, or stop all caring responsibilities. This conversation should be managed realistically given the time and context to plan additional services which may be required.

## **Analysis**

In the analysis section of the Young Carer's Statement, Practitioners should, using the wellbeing assessment, analyse whether the Young Carer is undertaking responsibilities which they need to be protected from. Consideration should be given to whether the root causes of any wellbeing concerns are the caring responsibilities being undertaken. The analysis must be informed by the assessment of the impact of caring upon wellbeing, willingness to care, appropriateness of care, or capacity to care as outlined above.

## **Planning Interventions**

As with the majority of children and young people, many of the wellbeing concerns identified during the assessment process will be supported at a Universal or Targeted level, with a smaller percentage of Young Carers meeting the eligibility criteria for specialist support.

## **SMART Young Carer's Statements**

SMART planning must be evident in all YCS Action Plans so that change may be understood, measured and owned by all partners who have contributed, including the child or young person and their family. The succinct 'Child's Plan; SMART Action Plan Guidance' will support Practitioners in creating SMART Young Carer's Statements.

[Guidance for Creating SMART Action Plans](#)

## **Aberdeen21**

Aberdeen21 has been implemented locally across the Integrated Children's Services Partnership to support positive outcomes for children and young people, inclusive of Young Carers. It provides a bank of 21 'Indicators' of positive wellbeing and a bank of agreed measures for interventions. This supports all partners in creating SMART action plans which achieve desired outcomes.



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## Bank of specific interventions for Young Carers

Where the assessment and analysis section of the YCS has identified unmet wellbeing needs, a focus on delivering specific interventions should be given to improve outcomes. It is better to support Young Carers through early intervention rather than allowing them to struggle later. Young Carers who have already accessed Universal support are less likely to refuse additional support should their caring role increase, and/or their situation deteriorates.

Whilst many interventions may be similar to those in a Childs Plan and unique to the child/young person, many will also be specific to the caring commonality which Young Carers have. Through consultation with Young Carers in Aberdeen City it has been identified that many interventions which could alleviate some of the challenges that Young Carers may face are simple and sustainable and can be applied at a Universal level.

**“I would like to do activities in school, like football that I do not get the chance to do at home. That would help me be less stressed.”**

**“Planned time in school to revise would help. Some subjects should know my situation so teachers don’t get angry at me and fail me”**

**“I would like to get a chance to have time away from caring, like a break if I get tired.”**

**“A free period might help to sit down and calm down in a quiet space. Sometimes I need that and I don’t get that at home.”**

**“I would like help with my homework or for the teacher to understand that sometimes I don’t have time to do it. It is not that I don’t want to do it.”**

**“I would like if my guidance teacher talked to other teachers to tell them what my life is like so they might understand if I am having a bad day.”**

**“I might like a support group with other young carers who get me.”**

**The interventions generated by young carer’s in Aberdeen are simple, sustainable and may prevent a situation from escalating.**



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It is important that interventions are regularly monitored in alignment with the Young Carer's situation, as things can change rapidly due to the fluidity and transient nature of caring roles. Therefore, regular communication and review are essential, and a flexible approach is required. Below is a bank of interventions which may be utilised at a Universal Level to support Young Carers and their families, intervening early to address concerns before they escalate. This list is not exhaustive but is indicative of potential interventions.

If the Young Carer requires support to access the curriculum you could consider:

- Agreeing pupil progress Review Meetings to identify changes in behaviour/attainment and consider whether these may be due to caring role
- Establishing an absence and lateness routine, where reception staff and class teachers are informed proportionately, to guide their responses and plan interventions (see absence routine section below)
- Targeted numeracy or literacy support for Young Carers at risk of underperforming
- Homework clubs or additional study sessions particularly during exam/prelim time
- Sensitivity in situations where a Young Carer forgets materials and planned interventions, such as having spare materials available
- Pre-agreed plans in the event that homework is not complete as a result of caring responsibilities
- Alternatives to parent evenings where this is challenging for the cared-for person to attend
- Additional planning to support attendance at school events/trips
- Appropriate adjustments to ensure the school and its communications are accessible to families of Young Carers
- Peer mentoring to support those most at risk of not achieving
- If the Young Carer is undertaking a transition between primary and secondary school, between schools or moving on to further education consider the need for an enhanced transition.



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A Young Carer in need of some wellbeing support may benefit from:

- Support from an identified adult within school/Universal Services (consider if regular ongoing planned 1-1 support is appropriate or if it is overwhelming for the Young Carer).
- Proportionately sharing information with relevant school/universal staff with informed and explicit consent (see Information Sharing in Informed staff above)
- Opportunities to access a quiet, safe space within school, either in a planned capacity and/or on an as and when needs basis
- Planned opportunities to have a school nurse review
- Wellbeing programmes or nurture groups to increase resilience, confidence, coping skills and building positive friendships
- Strategies to raise mental and physical health awareness
- Planned opportunities to socialise and be with friends
- Additional counselling for Young Carers in crisis
- Planned opportunities to speak to the cared-for person during breaks and lunchtimes to reduce anxiety

A Young Carer may also benefit from some Community support including:

- Culture, leisure, and health and wellbeing activities built into the school day
- Planned opportunities to undertake hobbies
- Effective signposting of targeted interventions which are not delivered in school and support to access these
- Access to appropriate Third Sector organisations <http://www.grampiancaredata.gov.uk/>
- Access to 'What's on in Aberdeen Libraries' available at [www.aberdeencity.gov.uk/Library](http://www.aberdeencity.gov.uk/Library)



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## Establishing an absence routine

Attendance and punctuality is frequently a challenge for Young Carers due to the nature of their caring responsibilities. Where school recognises attendance and punctuality concerns it is important to firstly establish if these are due to the caring role. In situations where it has been established that it is not due to caring responsibilities, Aberdeen City Councils Attendance Policy should be followed. In situations where absence is caused by the caring role it may also be appropriate to follow this policy. Where concerns are arising from the caring role, the responsibility lies with the school to establish a routine (flexibility may be required) and communicate regularly regarding this with all relevant persons. Schools should consider;

- Setting a time limit for absence
- Whether sending work home to be completed during the absence is appropriate
- How to communicate with the parent if they are unable to phone school
- Sharing relevant and proportionate information with school reception staff
- Careful monitoring of attendance and punctuality
- Additional assessment and support if Young Carers are missing large amounts of school.

When a young person is absent from school due to their caring role the exceptional domestic circumstances code should be entered as the reason on SEEMIS.

## Consideration of whether the Young Carer needs respite from their caring role

The Young Carer's Statement requires Practitioner consideration of the need for breaks from their caring role. Breaks from caring must be given priority in planning and careful consideration to whether support is required to enable breaks and whether the Young Carer wants this. Breaks from caring may take various forms depending on the needs of the Young Carer. For example, a break may entail a planned attendance at regular after school curricular activities, planned sleep overs at a relative's home, or access to a more specialist respite provision.

Aberdeen City Council's Family Information Service provides information on wellbeing services, libraries, and sport and expressive arts activities for children and young people. There is also information available about holiday activities through the, 'Summer in the City' guide being offered by partner agencies. FIS is a single point of contact for the signposting of all services and information relevant to Young Carers and should be utilised by all services.

<https://www.aberdeencity.gov.uk/services/education-and-childcare/family-information-service>

'Take a Break Scotland' also provides grants for short breaks for the carers of disabled children, young people and their families in Scotland. <https://takeabreakscotland.org.uk/>

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## Additional Care Planning

The Young Carer's Statement must include information on emergency care planning (contingency planning), future care planning, anticipatory care planning and where appropriate, advanced care planning (when the cared-for person is receiving end of life care). These are detailed below. Such plans will usually be made in partnership with Multi-Agency Practitioners.

### Emergency Care planning

The Emergency Plan provides information on immediate care needs of the cared for person. This will increase the confidence that the Young Carer has that the cared-for person's health and social care needs will be provided for in the event that they cannot continue to provide care. It will also alleviate concerns regarding the care provision for the Young Carer. The emergency plan must be appropriate, taking into account the Young Carer's age, maturity and capacity. This section of the plan should include;

- Emergency contacts
- A plan of action if something happens whilst the Young Carer is in school
- A plan of action if something happens whilst the Young Carer is not in school
- How the school would communicate with the family
- How the school would support learning if the Young Carer was absent for some time
- Support needs of the cared-for person
- Daily routine of the cared-for person
- Risk factors of the cared-for person
- Provision of care for the Young Carer

### Future Care planning

Future care planning will enable Young Carers to make a plan for future care arrangements of the person that they care for. This process will be supported by relevant Practitioners and family members. It will enable Young Carers to be more prepared having made considered decisions in the event that they can no longer fulfil their caring role on a long-term basis. For example, if they wish to attend Higher Education away from home. This plan may alleviate stress and feelings of guilt for the Young Carer. These plans are applicable to the cared-for person and not the sole responsibility of the Young Carer.

### Anticipatory Care planning

An Anticipatory Care Plan (ACP) is a person-centred, pre-emptive, approach, which requires collaborative partnership between services, the cared-for person, carers (inclusive of Young Carers) and their families. Anticipatory care planning will explore scenarios related to the cared-for person's condition, the Young Carer's needs and the family circumstances to anticipate and plan for potential support needs.

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## Advanced care planning

In the event that end of life of the cared-for person is expected, the Young Carer's Statement should include an Advanced Care Planning section. This plan will be created in partnership with relevant services supporting the cared-for person, such as carers, or health and social care professionals and those supporting the Young Carer.

Often the cared for person will create an Advanced Statement which has a key focus to plan for the last months, weeks, days and hours of life in terms of their preferences, wishes, beliefs and values. This will inform everyone involved in the care of the cared-for person, including the Young Carer. It is up to the cared-for person who has access to this information and it may be only appropriate to reference it in the Young Carer's Statement and then capture the information relevant to the Young Carer within their Advanced Care Planning section of the YCS.

The role for Practitioners (this may not always be the Named Person but more likely a Specialist Nurse, for example) supporting the Young Carer is to ensure that:

- The Young Carer understands the cared-for person's wishes and any interventions which affect them and their caring role. For example, in situations where the cared-for person wants to receive end of life care from the Young Carer; the location where they want to be cared for; and practical arrangements for caring.
- Any interventions contained within the cared-for person's Advanced Statement, to be delivered by the Young Carer are appropriate and that they have capacity and willingness to undertake these interventions.
- The Young Carer's wishes are listened to and captured within the Advanced Care plan section of the YCS.

## Review of the Young Carers Statement.

It is essential, as with all Child's plan's, that the Young Carer's Statement records triggers for early review. These triggers may occur for any number of reasons, but the caring commonality requires consideration of triggers related to changes in the;

- Cared-for persons health and wellbeing
- Structure of care within the home
- Services which provide support for the cared-for person or Young Carer
- Capacity, appropriateness or willingness of the Young Carer to provide care



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At the review of the Young Carer's Statement the essential questions for practitioners to consider with the Young Carer and their family are;

- What has improved in the Young Carer's circumstances?
- What if anything has deteriorated?
- Have the outcomes in the Young Carer's Statement been achieved?
- If not, is there anything in the plan that needs to be changed?
- Who is the most appropriate person to continue to manage the Young Carer's Statement?

In summary, planning for Young Carers, including the possible provision of a Young Carer's Statement should be proportionate to need. Where a Young Carer's needs can be met by a single agency, like Education, it is likely that the school based Named Person will write the Young Carer's Statement. An example, of where this may be appropriate is a Young Carer who supports a parent by answering the phone and using sign language to communicate messages to their parent. In this situation it is unlikely that the Young Carer would require an Anticipatory and Advanced Care planning section in their YCS. In more complex situations, such as where the cared-for person has severe and complex medical needs, impacting significantly upon the Young Carer, a multi-agency response will be required. In such a situation, an appropriate Health professional would likely become the Lead Professionals. Please see the above section, 'Who is responsible for the Young Carer's Statement'.



# Section 5 - Effective Multi-Agency Partnerships

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Effective collaboration and partnership is vital in achieving positive outcomes for Young Carers. Whilst each service will offer unique support and interventions to Young Carers and may utilise differing single service strategies to achieve these, all single agency processes are underpinned by the principles of GIRFEC and the Aberdeen City GIRFEC Operational Guidance. Therefore, all services (inclusive of Adult Services) have a duty to collaborate to get the right support in place at the right time and the Named Person and Lead Professional (if required) will be central to this.

## The Interface between Education Services and Multi-Agency Child and Adult Services

All Young Carers will have a Named Person who will either be based within the school they attend or if they are not enrolled in a school due to being home educated or post school leaving age, the Named Person Service will be provided by a centrally based Education Officer. It is the responsibility of all services to ensure that all Practitioners possess adequate understanding of the role and remit of the Named Person Service and how to contact the relevant Named Person, inclusive of Adult Services supporting the cared for person. All services should refer to [Aberdeen City's GIRFEC Operational Guidance, 2016](#)

Named Persons are best placed to make appropriate and proportionate decisions to support the Young Carer when they have received information from other relevant services, whether they be a service that directly support the Young Carer or from an adult based service supporting the cared for person.

## NHS Grampian and the School Health Team

### School Nurses

Since 2013 the Scottish Government have started redefining the school nursing role to focus on delivering consistent and more efficient services to meet current needs of the 5-19 year olds. This is in the process of being implemented in Aberdeen City. The School Nurse Role will comprise of two main elements:

- Responsibility and leadership for children and families with additional healthcare needs
- Focused and targeted interventions with vulnerable population groups, one of which is Young Carers

The developing role of School Nurses will better recognise Young Carers and help reduce any negative impact of caring upon wellbeing by:

- Using School Nurse reviews as an opportunity to enquire about family backgrounds and whether any family members have a disability or ill health
- Enabling Young Carers to receive timely, age appropriate information
- Communicating relevant information with the Young Carer's Named Person and Lead Professional
- Recognising any emerging health needs
- Ensuring that Young Carers are accessing appropriate Health Services

The School Nurse will work in close partnership with Named Persons within schools and other services where appropriate.

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## Community Paediatricians

Community Paediatricians are doctors experienced in child health who see children outside hospital, in schools or clinics in local health centres. They see children for a wide variety of reasons, including those with long-term disability (e.g. Cerebral Palsy, learning disability), children with developmental delay, those with specific developmental problems (e.g. ADHD and Autism), children who are being fostered or adopted and children with sensory impairments such as visual difficulties or hearing loss. Community Paediatricians work closely with school nurses and other school staff, including Named Persons, as well as allied health professionals such as speech and language therapists and hospital based specialist doctors.

## General Practitioners

A general practitioner, also called a GP, provides routine health care and assessment and treatment of many different conditions, illnesses and injuries. They treat patients with long-term (chronic) conditions and provide ongoing medical care to patients in all age groups. People who are seeking medical care usually contact a general practitioner first. When a patient develops a serious condition, a general practitioner may refer him or her to a specialist. GPs work in local health centres and also visit patients in their homes when required. They are well placed to identify Young Carers and contact the Named Person.

## Health and Social Care Partnership and the interface with the Named Person Service and the Lead Professional

Adult based services within the Health and Social Care Partnership are often best placed to identify Young Carers through their service delivery with the cared-for person and their family. Where the care-for person is receiving support from Adult NHS Services it is essential that information which may safeguard, promote or support the wellbeing of the Young Carer is shared with the Named Person, and if relevant, the Lead Professional, in alignment with Information Sharing Legislation. This will enable the Young Carer to receive the right support, at the right time and from the right people. Where a concern is considered to be a child protection matter, child protection policies will be followed. Where Adult Services hold information which may impact upon the wellbeing of the Young Carer, explicit and informed consent should be sought prior to sharing this with the Named Person and/or Lead Professional.





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## Hospital Discharge

Where there is a planned hospital discharge for the cared-for person, and there are no child protection concerns, consent should be sought by adult based services to share this information with the Young Carer's Named Person prior to the discharge date to ensure that the Young Carer's needs are fully met. Where relevant, the Named Person will communicate this with the Lead Professional, if this has not already been done.

## Social Work Intervention and Eligibility Criteria

In situations where targeted single agency support is not addressing wellbeing needs, consideration should be given to escalating the level of support required. At this point the need for a Multi-Agency Assessment and Plan must be considered. It may be that the Young Carer requires specialist supports to address their wellbeing and welfare needs.

The Eligibility Criteria sets out the circumstances in which children and young people may be entitled to a service from Children's Social Work. The guide to the Tiered Intervention Framework, including current eligibility criteria is available at:

<http://www.aberdeengettingitright.org.uk/docs/OperationalGuidance/Staged%20Intervention%20Process.pdf>

and

<https://aberdeencity.mylifeportal.co.uk/media/20904/childrens-eligibility.pdf>

Specialist Social Work Services may be appropriate for children who require support within level 2 and above. Where the referral relates to a child or young person who is not already open to the Social Work Service, the entry point to the Social Work Service will be through the Intake Services, being the Reception Team or the Joint Child Protection Team (JCPT).

The threshold for receiving a Specialist Social Work Service is consistent across all Teams and therefore is the same in both the JCPT and the Reception Team. Their remit is divided with the JCPT focusing on referrals where a joint Police/Social Work response is deemed likely, and the Reception Team dealing with all other cases where child care and protection concerns are indicated. As you might expect, there is fluidity between the two teams and anyone unsure about what team to refer to, should speak with the Duty Social Worker in either team to discuss further. Where a child/family has previously been open to a Social Work Unit or Team within the previous 3 months, then in the spirit of offering some consistency for children and their families, the previous case holding Unit or Team may be best placed to pick up the new referral. A flexible child centred approach will be adopted across Children's Social Work in line with best practice.

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Children's Social Work has particular duties and responsibilities in relation to all children and young people, inclusive of Young Carers. These include a duty and responsibility:

- To give paramount consideration to safeguarding and promoting the welfare of such children and young people.
- To properly consider how best to intervene in the life of the child or young person and his or her family.
- To seek the views of the child or young person and take account of these.
- To inform and involve parents/guardians/those caring for children and young people.
- To refer a child or young person to the Reporter if he or she may be in need of compulsory measures of supervision.
- To develop and implement, along with other agencies, a child protection plan for those children and young people deemed to be at risk of significant harm.

The first priority will be the safety of the child. If assessed to be unsafe, appropriate interventions will be taken immediately. When the safety of the child has been considered and addressed, then a fuller assessment of the child's circumstances and the risks to the child will proceed. Liaison with other agencies will be instigated at an early stage and arrangements will be made for the staff involved to maintain contact with each other throughout the joint investigation.

Following the initial inquiry phase of the work, where concerns are validated Children's Social Work Services will action appropriate and proportionate responses to safeguard the wellbeing of the Young Carer. Where a Young Carer is open to Social Work, effective communication will be established between the Named Person (as outlined above in the Education section) and the Lead Professional. This will ensure that where information is passed from all other services (both child and adult based) to the Named Person, it is effectively communicated to the Lead Professional enabling them to fully enact their duties.



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## Third Sector organisations

A new service is to be commissioned during the forthcoming year which will increase the provision available for Young Carers in the city.

RAFT (Reaching Aberdeen Families Together) is a consortium of five, Third Sector organisations working in partnership to provide an 'Early Help' service. RAFT offers time limited and targeted intervention to work with children and families who are:

1. at the margin of social work involvement;
2. at risk of becoming 'Looked After' by the local authority and/or subject to compulsory measures from the Children's Panel; or
3. those who need continued support following a period of social work involvement.

All referrals to RAFT come through Children and Families Social Work to ensure they meet tier two and three of the social work eligibility criteria.

Young Carers can be referred to RAFT through Children and Families Social Work, where they are identified as having more complex difficulties and moderate priority needs as per social work eligibility criteria. RAFT offer a range of specialist assessments and interventions appropriate to presenting needs to support the child and family on both a 1: 1 basis and through a whole family approach.

Adult based services within the Health and Social Care Partnership are often best placed to identify Young Carers through their service delivery with the cared-for person and their family. Where the care- for person is receiving support from Adult NHS Services it is essential that information which may safeguard, promote or support the wellbeing of the Young Carer is shared with the Named Person, and if relevant, the Lead Professional, in alignment with Information Sharing Legislation. This will enable the Young Carer to receive the right support, at the right time and from the right people. Where a concern is considered to be a child protection matter, child protection policies will be followed. Where Adult Services hold information which may impact upon the wellbeing of the Young Carer, explicit and informed consent should be sought prior to sharing this with the Named Person and/or Lead Professional.

# Sources of Support (both expertise and financial)

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## Central Young Carers Champion

A centrally based Young Carer's champion will be available to support schools and services.

## ASG Partnership Forums

Effective collaboration across Associated Schools Groups (ASGs) may ensure that increased numbers of Young Carers achieve their full potential. Collaboration across an ASG could provide a cost effective and sustainable way of building capacity, capitalising on local resource and of pooling expertise.

## The Pupil Equity Fund

Preventative and creative uses of the Pupil Equity Fund will alleviate some of the inequalities and barriers Young Carers may face and help to close the attainment gap. The Pupil Equity Fund should be considered as a resource to support Young Carers on this premise, especially if they fall into other indicators of risk including SIMD, school absence and free school meal entitlement which is often common with this group of children and young people.

## Education Maintenance Allowance (EMA)

EMA is payable to eligible 16-19 year olds in Scotland.

Young Carers within this age band may miss school or college due to caring responsibilities. If identified in school, Practitioners should encourage Young Carer to inform staff of their situation. New EMA guidance recognises potential vulnerabilities and thus supports granted additional flexibility around entitlement for Young Carers'.

## Young Carers Grant

The Scottish Government has developed a new package of benefits and support for Young Carers in Scotland - which includes a new Young Carer Grant.









Young Carers aged 16-18 in Scotland who do not currently qualify for [Carer's Allowance](#), may be eligible for a new £300 annual payment to help them access life opportunities. Recipients of the Young Carer Grant will also be eligible for free concessionary bus travel in Scotland. The Young Carer Grant will be paid from autumn 2019. Find out more on the [Scottish Government](#) website. Other non-cash benefits, entitlements and rewards for Young Carers aged 11-18 will become available through the [Young Scot National Entitlement Card](#) and [young.Scot](#) and will be rolled out from April 2019.



# Appendix 1

## SHANARRI Indicators

The quality of life indicators form the framework for eligibility criteria for carers. For Young Carers though, they have been aligned to the SHANARRI framework, which those working in Children’s Services are more familiar with.

-  **Safe** = **Living Environment**
-  **Healthy**
-  **Achieving** = **Education**
-  **Nurtured** = **Relationships**
-  **Active** = **Life Balance**
-  **Respected**
-  **Responsible**
-  **Included** = **Finance**

Indicator	How the Young Carer’s caring role may impact upon their personal outcomes
<b>Safe / Living Environment</b>	The caring role may have an impact on a Young Carer’s feeling of being safe as they may experience challenging behaviours or less parental supervision than their peers. A Young Carer may have to carry out moving and handling procedures and take part in cooking and cleaning routines with limited knowledge of the correct way to undertake these tasks. In some cases, a home may have to be adapted to accommodate the needs of the cared-for person. This can fundamentally change a Young Carer’s own living experience.
<b>Healthy</b>	The impact could be upon a Young Carer’s mental or physical health, or wellbeing, and could range from them feeling a bit worried about things to depression; from a general feeling of tiredness to serious joint and/or muscle damage; from helping the cared-for person to get about to perhaps having to assist with lifting and moving the cared-for person.
<b>Achieving / Education</b>	A Young Carer’s role may impact upon their ability to attend school on time and/or regularly or undertake homework. This may lead to the Young Carer not achieving their potential within school which will impact upon their future opportunities.
<b>Nurtured / Relationships</b>	Caring for a loved one can often be upsetting particularly if the person is physically deteriorating, or their personality is changing, or they find social relationships difficult (e.g. siblings with Autism Spectrum Disorder (ASD)). This can affect a Young Carer’s emotions and in some cases their experience can be similar to grief or feeling bereaved. Relationships with family and friends can become strained.
<b>Active / Life Balance</b>	Dedicating time to caring can mean that a Young Carer can often not find time to socialise or even just have some “me time” to do things that they want to do for themselves. They may often put the needs of the cared-for person first and don’t have the time or the energy to fully consider their own needs leading to these being neglected.

<b>Respected &amp; Responsible</b>	A Young Carer may have limited opportunities to share their views on their caring role, be involved in decisions being made with or by their cared-for person and how this impacts upon their life. A Young Carer may undertake responsibilities that are beyond those expected of their peers.
<b>Included / Finance</b>	A Young Carer may not feel included or accepted within their community due to their caring role/situation. The family circumstances and caring role may have an impact upon the financial resources within the household which may limit the opportunities available to the Young Carer.

## Appendix 2

### Eligibility Criteria Framework for Young Carers

	Young Carer can receive support within the threshold for <b>PESONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework	Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework	Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework
Indicators	Caring has no impact and is sustainable <b>NO RISK</b>	Caring has moderate impact and is sustainable <b>MODERATE RISK</b>	Caring has substantial impact and limited sustainability <b>SUBSTANTIAL RISK</b>
	Caring has low impact and is sustainable <b>LOW RISK</b>	Caring has moderate impact and is sustainable <b>MODERATE RISK</b>	Caring has critical impact and is not sustainable <b>CRITICAL RISK</b>
Safe/ Living Environment	Young Carer free from abuse, neglect or harm at home, at school and in the community.	Young Carer's situation at home, school or in the community is not ideal and there are risks which cannot be remedied in the short term.	Young Carer's situation at home, school or in the community is unsuitable and there are risks for the young carer and the cared-for person.

	<p>Young Carer can receive support within the threshold for <b>PERSONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>
<b>Indicators</b>	<p>Caring has no impact and is sustainable <b>NO RISK</b></p>	<p>Caring has low impact and is sustainable <b>LOW RISK</b></p>	<p>Caring has moderate impact and is sustainable <b>MODERATE RISK</b></p>
<b>Healthy</b>	<p>Young Carer is in good physical and mental health with no identified medical needs.</p>	<p>Young Carer is able to manage some aspects of the caring/family/social roles and responsibilities and social contact and there is a possibility of the Young Carer's health being affected.</p>	<p>Young Carer is able to manage some of the aspects of caring/family/social role and responsibilities and social contact, but the Young Carer's health may be affected.</p>
<b>Achieving / Education</b>	<p>Young Carer continues to access education/training and has no difficulty in managing caring and education/training.</p>	<p>Young Carer has some difficulty managing caring and education/training. There is a small risk to sustaining education/training in the long term.</p>	<p>Young Carer has difficulty managing caring and education/training. There is a risk to sustaining education/training in the medium term.</p>
	<p>Caring has substantial impact and limited sustainability <b>SUBSTANTIAL RISK</b></p>	<p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>	<p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>
	<p>Young Carer has significant physical/mental difficulties due to the impact of their role as a carer which may cause significant harm.</p>	<p>Young Carer is having difficulty in managing aspects of the caring/family/social roles and the Young Carer's mental and physical health is affected as a result.</p>	<p>Young Carer has significant physical/mental difficulties due to the impact of their role as a carer which may cause significant harm.</p>
	<p>The Young Carer continues to access education/training and has no difficulty in managing caring and education/training.</p>	<p>The Young Carer is missing education/training and there is a risk of this ending in the near future.</p>	<p>The Young Carer is at significant risk or has had to give up education/training.</p>



	<p>Young Carer can receive support within the threshold for <b>PERSONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>
<p><b>Indicators</b></p>	<p>Caring has no impact and is sustainable <b>NO RISK</b></p>	<p>Caring has low impact and is sustainable <b>LOW RISK</b></p>	<p>Caring has moderate impact and is sustainable <b>MODERATE RISK</b></p>
	<p>Young Carer has positive emotional wellbeing. They have a nurturing place to live and do not require additional help. Young Carer has a positive relationship with the cared for person and feels acknowledged by professionals.</p>	<p>Young Carer's caring role beginning to have an impact on emotional wellbeing and may require additional help when needed. Risk of detrimental impact on relationship with cared-for person.</p>	<p>There is some impact on the Young Carer's wellbeing and on their relationship with the cared-for person resulting in a strained relationship. Need additional help where possible, in a suitable care setting.</p>
<p><b>Nurtured / Relationships</b></p>	<p>There is a complete breakdown in the relationship between the Young Carer and the cared-for person and they are unable to continue caring or had difficulty sustaining vital or most aspects of their caring role. Input is needed for the Young Carer's wellbeing and there are no positives in the relationship with the cared-for person. The Young Carer never feels acknowledged and therefore feels excluded.</p>	<p>There is a complete breakdown in the relationship between the Young Carer and the cared-for person and they are unable to continue caring or had difficulty sustaining vital or most aspects of their caring role. Input is needed for the Young Carer's wellbeing and there are no positives in the relationship with the cared-for person. The Young Carer never feels acknowledged and therefore feels excluded.</p>	<p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>

	<p>Young Carer can receive support within the threshold for <b>PERSONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>
<p><b>Indicators</b></p>	<p>Caring has no impact and is sustainable <b>NO RISK</b></p>	<p>Caring has low impact and is sustainable <b>LOW RISK</b></p>	<p>Caring has moderate impact and is sustainable <b>MODERATE RISK</b></p>
<p><b>Active / Life Balance</b></p>	<p>The Young Carer has opportunities to take part in activities such as play, recreation and sport at homes, in school and in community.</p>	<p>The Young Carer has some opportunities to take part in activities such as play, recreation and sport at home, in school and in the community.</p>	<p>The Young Carer has limited opportunities to take part in activities such as play, recreation and sport at home, in school and in the community.</p>
	<p>The Young Carer has few and irregular opportunities to take part in activities such as play, recreation and sport at home, in school and in the community and this may have a negative effect to healthy growth and development.</p>	<p>The Young Carer has substantial impact and limited sustainability <b>SUBSTANTIAL RISK</b></p>	<p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>
	<p>The Young Carer has no opportunities to take part in activities such as play, recreation and sport at home in school and in the community and this has had a negative effect to healthy growth and development.</p>		

	<p>Young Carer can receive support within the threshold for <b>PERSONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	
<b>Indicators</b>	<p>Caring has no impact and is sustainable <b>NO RISK</b></p>	<p>Caring has low impact and is sustainable <b>LOW RISK</b></p>	<p>Caring has moderate impact and is sustainable <b>MODERATE RISK</b></p>	<p>Caring has substantial impact and limited sustainability <b>SUBSTANTIAL RISK</b></p> <p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>
<b>Respected / Responsible</b>	<p>The Young Carer has regular opportunities to be heard and involved in decisions and have an active and responsible role to be involved in decisions that affect them.</p>	<p>The Young Carer has some opportunities to be heard and involved in decisions and have an active and responsible role to be involved in decisions that affect them.</p>	<p>Due to their caring role, the Young Carer has limited opportunities to be heard and involved in decisions that affect them.</p>	<p>The Young Carer has few and irregular opportunities to be heard and involved in decisions that affect them.</p> <p>The Young Carer has no opportunities to be heard and involved in decisions that affect them.</p>

	<p>Young Carer can receive support within the threshold for <b>PERSONALISED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>TARGETED SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>	<p>Young Carer can receive support within the threshold for <b>SPECIALIST SUPPORT</b> in the Aberdeen Integrated Children's Services Tiered Intervention Framework</p>
<p>Indicators</p>	<p>Caring has no impact and is sustainable <b>NO RISK</b></p>	<p>Caring has low impact and is sustainable <b>LOW RISK</b></p>	<p>Caring has moderate impact and is sustainable <b>MODERATE RISK</b></p>
<p>Included / Finance</p>	<p>The Young Carer feels accepted as part of community in which they live and learn. Has time to become part of community activities. Free from financial stress.</p>	<p>The Young Carer feels some acceptance as part of the community in which they live and learn but is unsure how to become part of the community activities. There is a small risk of financial stress.</p>	<p>Due to their caring role, the Young Carer has limited acceptance as part of the community in which they live and learn There is a risk of financial pressure.</p>
	<p>The Young Carer feels isolated and not confident in the community in which they live in. Needing financial support.</p>	<p>The Young Carer does not feel accepted as part of the community in which they live in. The Young Carer's financial position is severe and there is financial hardship.</p>	<p>Caring has critical impact and is not sustainable <b>CRITICAL RISK</b></p>


## Appendix 3: Examples of Self-directed Support Options for Young Carers

2013 Act option	Example
<p><b>Option 1</b> <b>Direct payment</b></p>	<p><u>Example 1</u></p> <p>Young Carer who lives in a remote rural area is feeling increasingly isolated and depressed. She has no friends or other family living nearby and nearest youth group and swimming pool are miles away. The cost of bus fares mean that she cannot afford to travel to the youth group and her mother is not able to drive due to her condition. The Young Carer uses a direct payment to pay for a bus pass and membership to the youth group and swimming pool. This means she can keep in touch with her friends through more regular attendance at the youth group and her health has been improved through regular swimming sessions. Both are having a positive impact on her mental health and wellbeing.</p> <p><u>Example 2</u></p> <p>A Young Carer who cares for his mother expresses that he has not had the same opportunity to learn to drive as his friends. Whilst all his friends are learning to drive, he cannot because his mother cannot afford the cost and because of his caring role he cannot take on a part-time job in order to earn extra money. He thinks that having a driving licence would be useful as the family could get a motability car, which would help with a lot of the tasks around his caring role such as shopping and taking his mum to places. He also thinks that being able to drive would open up more job opportunities. The Young Carer uses his direct payment to pay for several driving lessons and the cost of the driving tests.</p>
<p><b>Option 2</b> <b>Directing the available support</b></p>	<p><u>Example 1</u></p> <p>A Young Carer has no quality time with his mother as most of their time is spent caring for his sibling who has a disability and complex health conditions. The Young Carer would like to have a break from his caring role with his mother on a weekly basis when they can go cycling together. The Young Carer uses an Individual Service Fund to purchase support from a care agency for his sibling.</p> <p><u>Example 2</u></p> <p>A Young Carer has been experiencing anxiety and feelings of grief following the deterioration of his father's health condition. Referrals to the local Counselling Services are taking a long time to be progressed and being placed on a long waiting list would be detrimental to the Young Carer's own health and wellbeing. An Individual Service Fund has been set up for the Young Carer to enable them to purchase grief counselling and a series of 'relax well balanced kids' sessions which offers relaxation, meditation and yoga of teenagers.</p>
<p><b>Option 3</b></p>	<p><u>Example 1</u></p> <p>A Young Carer talks about feeling isolated due to her caring role and does not think</p>

2013 Act option	Example
<b>Arranged services</b>	<p>that her school friends understand her situation. She cares for her mother who has an alcohol dependency and therefore experiences bullying as a result of the stigma around substance misuse issues. The Young Carer has expressed an interest in meeting other young people in a similar situation to herself. As she is already known to the commissioned Support Service, they will enable her to meet other Young Carers as part of the support that they offer. A volunteer driver is arranged to take the young carer to regular groups and outings.</p> <p><u>Example 2</u></p> <p>A Young Carer talks about missing out spending time with her friends as she never has time because of her caring role. She expresses an interest in attending badminton group in a Local Authority Community Centre. The authority arranges for the Young Carer to attend the badminton group and arranges replacement care for the person she cares for once a week.</p> <p><b>NB:</b> The badminton class would be categorised under the Carers Act as general services and enabling the carer to attend this class would be providing general services (i.e. meeting non-eligible needs). The provision of replacement care would be either under the power or duty to support the Carer (depending on whether her needs met the local eligibility criteria).</p>


# Appendix 4

Please visit [www.aberdeengettingitright.org.uk](http://www.aberdeengettingitright.org.uk) for the full guidance document.

			
Young Carer Name (in full):	Insert full name		
Known as:	Insert what the child is known as if different		
Other names previously used:	Insert any names the child has been known by in the past		
Date of Birth	Insert date of birth		
Cared For Person's Name (in full):	Insert the cared for person's name in full		
Relationship to Young Carer	Insert the relationship between the young carer and the cared for person		
Current address of the young carer:		Cared for Person's address (if different from current address)	
Insert current address of the young carer		Insert current address of the cared for person if different from the young carers address	
Written by:	Author of the Young Carers Statement	Date of completion (of this plan):	Insert date. Do not insert 'ongoing'
Agency:	Insert agency – Education, Health, Social Work	Submitted to / shared with:	Insert who the YCS has been shared with when seeking support
Date of previous plan (if any)	Insert previous version date	Date of submission / sharing: *with Chronology	Insert date if submitting/sharing a chronology
Named Person:	Insert name of Named Person	Lead Professional (if appropriate):	Insert name of Lead Professional – only applicable if a Multi-agency YCS
Young Carer's GP details		Nursery / school / further education	
Insert Young Carer's GP contact details		Insert Education provision details if applicable	
Gender	Insert gender (if known)	CHI (Community Health Index Number)	Health insert CHI
Ethnicity	Insert ethnicity (if known)	SCN (Scottish Candidate Number)	Education insert SCN
Religion	Insert religion (if known)	Care First Number	Social work insert Carefirst number

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## Me and my caring role



Safe

Have you ever been hurt because of your caring role?  
Does caring ever hurt your body, for example, have you ever had a sore back from lifting the person you care for?  
Do you think that your parent(s)/carer(s) have enough money?  
Does the person you care for ever behave in a way which is upsetting or frightening for you?  
Do you ever look after your siblings?



Healthy

Do the caring responsibilities you have ever make you feel unwell, sad, tired, angry, worried or upset?  
Do you feel that you get all the help and support you need from your parents/carers to make sure you are healthy?  
Is your sleep affected by your caring role, for example do you ever have to wake up at night to help the person you care for?  
Do you ever feel lonely because of the caring responsibilities you have?  
Do you ever give intimate personal care to another person?



Active

Do you have opportunities to take part in any activities which interest you?  
Do you have opportunities to meet with other young people?  
Do you feel you miss out on opportunities to be active outside your home?



Nurtured

Does caring make you feel closer to your family and good about yourself?  
Do you feel that you are listened to and your thoughts and feelings matter?  
Do you get the care and attention you feel you need from other people in your life? This may be days out, visiting family/friends, help with homework etc.  
Do you feel appreciated by others?  
Do you feel supported by others?  
Do you ever feel that the needs of the person you care for are more important than your needs?



## Achieving



Do you feel that you are doing well at school?

Does your parent/carer give you support to help you do well at school? For example, do they praise your efforts and help you with homework.

Does your caring role make it difficult for you to focus in school? For example, you might be too tired, or you might be worried about the person you are caring for.

Does your caring role make it hard for you to attend school or be there on time?

Do you get enough help and support from teachers in school?

## Responsible



Do the caring responsibilities you have ever make you feel unwell, sad, tired, angry, worried or upset?

Do you feel that you get all the help and support you need from your parents/carers to make sure you are healthy?

Is your sleep affected by your caring role, for example do you ever have to wake up at night to help the person you care for?

Do you ever feel lonely because of the caring responsibilities you have?

Do you ever give intimate personal care to another person?

## Respected



Do you have opportunities to take part in any activities which interest you?

Do you have opportunities to meet with other young people?

Do you feel you miss out on opportunities to be active outside your home?

## Included



Does caring make you feel closer to your family and good about yourself?

Do you feel that you are listened to and your thoughts and feelings matter?

Do you get the care and attention you feel you need from other people in your life? This may be days out, visiting family/friends, help with homework etc.

Do you feel appreciated by others?

Do you feel supported by others?

Do you ever feel that the needs of the person you care for are more important than your needs?

## Who can help you if you think you are a Young Carer?

There are a number of people who can help you if you think you are a Young Carer:

- Head Teacher or School Nurse if you are in Primary school,
- Guidance teacher or School Nurse if you are in Secondary school,
- Education Officer if you have left school or are home educated,
- Social worker if you are supported by one.
- Family Information Service can be accessed on Aberdeen City Council's website.

Sometimes other people from different services, such as a charity, can also help you.



## What will they do?

The person you speak to about being a Young Carer will ask you if you would like help to look at your needs as a Young Carer. This would mean having a Young Carers Statement.

A Young Carers Statement is a plan to help any child or young person who cares for someone else. It helps Young Carers to work out how caring responsibilities affect their life and support they need.

To find out a bit more about a Young Carers Statement see the Young Carers Statement leaflet.

If you think that you are a Young Carer you can find more information by emailing [youngcarers@aberdeencity.gov.uk](mailto:youngcarers@aberdeencity.gov.uk)



# AM I A YOUNG CARER?



Information for Young Carers



## What is a Young Carer?

A Young Carer is someone under 18 or is 18 years but still at school, who provides unpaid help and support to a relative, friend or neighbour who due to illness or disability cannot manage to live independently without their help.

Some children and young people will have small caring roles, and some will have big caring roles.

You might share this caring role with another sibling or other Young Carers or an adult carer.



## What does a young carer do?

You may help to care for somebody all the time because, for example you live with them. Or you may care for someone now and again, for example at weekends or holidays.

Caring may include:

- Physical care, like helping someone to wash and dress.
- Practical care, for example helping with household chores.
- Emotional support due to illness, disability, mental health or substance misuse, for example taking responsibility for things.
- It may include supporting siblings where your parent/s is unable to.



## What impact can being a Young Carer have?

Being a Young Carer can:

- Make feel proud and help you develop life skills;
- Make you tired;
- Make it hard to have social time with your friends;
- Make it hard to concentrate at school;
- Make it hard to have time to do homework;
- Put lots of responsibility on you.



## Your rights

It is important that you understand all the information in your statement and it is the job of the person who made it with you to explain it to you.

You have the right to see the information in your statement.

Just because you are a Young Carer does not mean that you have to have a Young Carers Statement. If you don't want one, it is your choice.

If you decide that you would like a Young Carers Statement and then change your mind, you have the right to ask for it to be removed.



## Contact details

If you are a Young Carer or think you might be a Young Carer and would like a Young Carers Statement you can make contact by emailing [youngcarers@aberdeencity.gov.uk](mailto:youngcarers@aberdeencity.gov.uk)

The Family Information Service can also offer advice and be accessed on Aberdeen City Council's website.



## WHAT IS A YOUNG CARERS STATEMENT?

### Information for Young Carers



## What is a Young Carers Statement?

A Young Carers Statement is a plan to help any child or young person who cares for someone else. It helps Young Carers to work out how caring responsibilities affect their life.

Some children and young people will have a short Young Carer's Statement and others who have large caring roles, will have a bigger plan.

The Young Carers Statement is for anyone aged under 18, or over 18 but still at school who has a caring role. The caring role might be small or big.



## What are the benefits of having a Young Carers Statement?

The Young Carers Statement will help you to voice your feelings and needs about what it is like for you to be a Young Carer. Having one will make sure that you are listened to, especially about decisions that affect you.

It will help you work out what help you need and then plan to get you the right help from the right people.

The Young Carer's Statement will help you to recognise your

- strengths,
- skills
- qualities
- personal goals



## Who will make my Young Carers Statement?

If you decide that you want a Young Carers Statement the person who will help is likely to be your:

- Head Teacher or School Nurse if you are in Primary school,
- Guidance teacher or School Nurse if you are in Secondary school,
- Education Officer if you have left school or are home educated,
- Social worker if you are supported by one.

It may be that another professional will help you to complete your Statement because you would prefer this. It is important that you have a say about who you feel comfortable with completing it.

Sometimes other people from different services, such as a charity, will also help to complete your Young Carers Statement because they can give you the help you need.



## Appendix 8

### Carers (Scotland) Act 2016 - Jargon Buster for Young Carers

Words and phrases in or associated with the Act which need to be explained a bit more:

**Adult Carer Support Plan** – This is the equivalent of a Young Carer statement for Carers who are over 18 and have left school. When you turn 18, any Young Carer statement you have will continue until you are provided with an Adult Carer Support Plan. If you do not wish to continue providing care, you can choose not to have an Adult Carer Support Plan.

**Assessment** – This is a talk with someone to find out what they need and decide what support they can have. The key points are written down.

People might say 'Assessment' to mean talking with you as part of preparing a Young Carer statement. The person you talk to might be a Social Worker, Health Professional, Teacher or someone else who can provide help. An Assessment isn't an exam. The focus is on what you need and not about how good you are at supporting the person you care for.

There are also other assessments about what the person you care for needs. You should be asked for your opinions about these as part of carer involvement.

**Break from caring** – when you have time away from caring for someone. These are sometimes called short breaks. When you talk to someone about your Young Carer statement, you might be asked if you need a break from caring or a short break.

For example, a break from caring could mean you attending the cinema on a Tuesday night or going to the Young Carers Festival in the summer.

**Carer** – If you look after someone else who needs support as a result of their illness (including physical, mental health, and substance misuse), condition or disability you are a Carer. It does not matter how many hours you spend looking after them. If you are also under 18 or still at school, you are a young carer.

Carer involvement – This happens when people ask your opinions about what is happening to you and the person you care for. They need to consider your opinions when they make decisions.

You might also be asked about how things can be made better for all Carers and the people they look after. You might be invited to meetings where people discuss this.

Duty – This means a law that says something must be done.

For example - Duty to offer and prepare Young Carer statement – if you are an identified Young Carer this means that someone has to ask you if you want a ‘Young Carer Statement’. If you say yes, then someone has to prepare a young carer statement by talking with you to find out what help you need.

Health board – These control hospitals, some GP Practices, and other Health Services in the area you live. They have a duty to involve Carers in decisions about hospital discharge.

Hospital discharge – This is what happens when someone comes out of hospital after having treatment. Health boards have to try to tell you and ask for your opinion when the person you look after is going to come out of hospital.

Identified needs – These are the things you need to achieve your personal outcomes (the goals you want to reach). Sometimes you might already know exactly what your needs are, and other times a conversation might help you to identify them. It’s important to think about what’s right for you and what kind of help you might need and want. Someone will talk to you about your needs and will write these down as part of your Young Carer statement.

For instance, you may like to have an afternoon activity planned on a Sunday twice a month to enable you to have a break from caring.

Local Carer Strategies – These are official plans about support for Carers and Young Carers which are made in the area you live and apply to all carers who live in that area. These will be published so you are able to read them if you want.

Personal circumstances – This is a description about what your life is like. This can be about things like where you live, who you live with, things you like doing, what you normally do every day. Someone will talk to you about your personal circumstances and write the key points down as part of your Young Carer statement.

Personal outcomes – These are a way of describing what is important to you and the things you would like to happen in your life. You could also call them aims, hopes or goals. For example, you might like to:

- feel happier at school;
- have more time to be with your friends;
- feel valued;
- feel informed; or
- be listened to

Someone will talk to you about your caring role to help you to decide what your personal outcomes are. They will be written down as part of your Young Carer statement. These belong to you and you can have these shared with anyone you want.

Power - This is a law which means something can be done. It gives someone a choice about whether to do it or not.

For example – Local Authorities have a power to support Carers. They might not have a duty to give you help (because of local eligibility criteria), but they might still choose to give you help in other ways if they can.

Progressive Disease – When someone has an illness or condition that may deteriorate over time or stabilise. This could eventually result in their death (see Terminal illness).

Short breaks – One way that you can take a break from caring for someone. Examples of short breaks might be: going swimming, going to the cinema, playing music, spending time at a community club, a weekend break, or a day trip.

Short breaks services statements – An official document in your area about the short breaks that are available to Carers. This will be published so you are able to read it if you want.

Regulations – These are extra laws that tell people who work in Health, Social Services or Education how to carry out what is written in the Carers (Scotland) Act.

Responsible Authority – This usually means the Local Authority or Health Board of the area where you live. If you go to a grant-aided or independent school, it might mean the people who control your school. The responsible authority has a duty to offer and prepare Young Carer statements.

Review – This is when a Social Worker, Health Professional, Teacher or someone else talks with you when some things change in your life. This might mean looking again at your Young Carer statement and deciding if you need more help or less help. There are regulations about when to review Young Carer statements.

Terminal illness - This is when someone you care for is suffering from a progressive disease, that cannot be treated, and they are expected to live for less than 6 months.

Young Carer – A child or young person under the age of 18, or 18 but still at school, who provides help or care to someone who couldn't manage without this help.

Young Carer Statement – This starts with a conversation that helps you to think about your caring role and what is important to you in your life. That would be to find out about:

- You
- The caring you do
- Your goals and what is important to you

It helps to find out what help you might need to do the things you enjoy doing when you're not caring (like playing football or hanging out with friends). It will also look at help that other people like Teachers and Doctors can give to make sure that you are not doing things that you feel uncomfortable about. The conversation will also help to decide if you meet the local eligibility criteria and then what help you will get. The key points of the conversation will be written down and this becomes your young carer statement.

When it is written down, the plan will talk about your personal circumstances, personal outcomes and identified needs and the support you can get. If you get a Young Carer statement, it is done with you and you will get your own copy to keep.

Wellbeing – This is about how you feel about your life and about how healthy you feel in your body.

For instance, if you were a happy person who can run and jump and play, then you would have good wellbeing. If you were unhappy about things and maybe didn't sleep very well, you wouldn't have good wellbeing.



## Appendix 9

### Check List of Best Practice to Support Young Carers

When established that a child or young person has caring responsibilities, check to see that you have done all you can to support them at the earliest possible time. This check list is designed for Universal Services but aspects of it are applicable to all services.

Developed a trusting/supportive relationship which enables the Young Carer to speak to you regarding their caring role.

Contacted their Named Person where relevant and appropriate.

Ensured that you have explicit and informed consent to share any wellbeing concerns

Ensured that the Young Carer understands if they disclose a child protection concern it will need to be reported in line with your services Child Protection policy.

Made the Young Carer aware of the Young Carer's Statement and ask whether they would like one.

Ensuring a quality single or multi-agency assessment of wellbeing, action plan, emergency, future, anticipatory and advanced plans (where relevant) is completed within the Young Carers Statement.

Asked whether they would like you to share that they are a Young Carer with other services that support them or other colleagues within your own service.

Enquired about any incidents of bullying or social isolation.

Asked whether they feel the cared for person is getting the support they need.

Signposted to other relevant services and support any referrals.

Requested permission to record their Young Carer's status on your services electronic system, such as SEEMIS (within school) where appropriate.

# Appendix 10

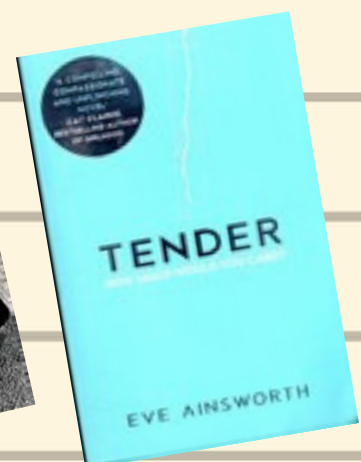
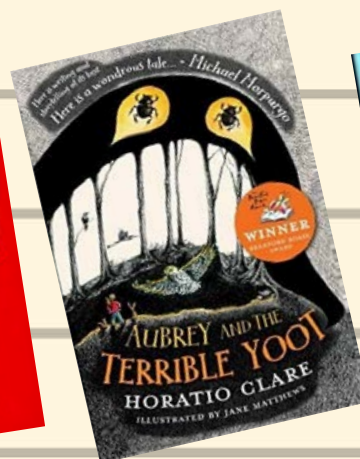
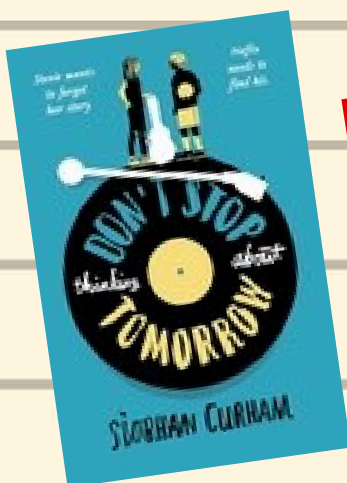
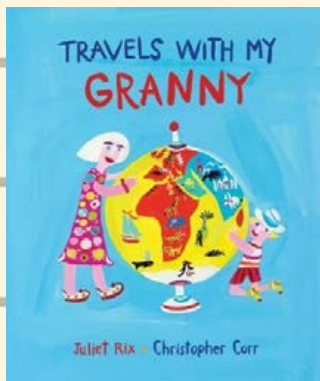
## Useful online resources

- Edinburgh Young Carers site has useful resources and posters.  
<https://www.youngcarers.org.uk/resources>
- Barnardo's Young Carers site has useful information, resources and Young Carer's stories and videos.  
[http://www.barnardos.org.uk/what\\_we\\_do/our\\_work/young\\_carers.htm](http://www.barnardos.org.uk/what_we_do/our_work/young_carers.htm)
- Care information Scotland site has useful information and videos exploring what it is like to be a Young Carer.  
<http://www.careinfoscotland.scot/topics/young-carers-and-young-adult-carers/>
- Life in a Spin site has an interactive game which explores the challenges of the responsibilities of caring.  
<http://lifeinaspin.org/intro>
- Young Scot has useful information about legislation in relation to Young Carers.  
<https://young.scot/information/rights/carers-act/>
- **Information on support for working families families**  
Family Friendly Working Scotland (FFWS)  
<https://www.familyfriendlyworkingscotland.org.uk/>  
  
Parenting Across Scotland  
<http://www.parentingacrossscotland.org/>  
  
Working Families  
<https://www.workingfamilies.org.uk/>

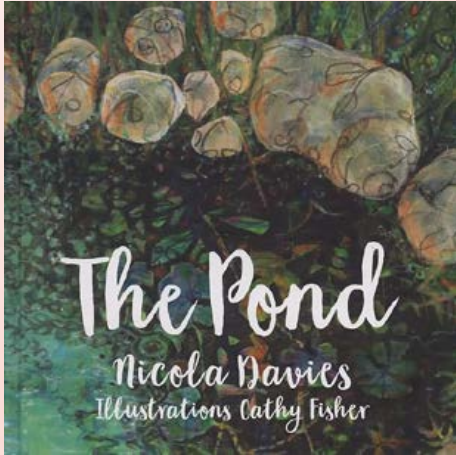
## Appendix 11



# When A Book May Help

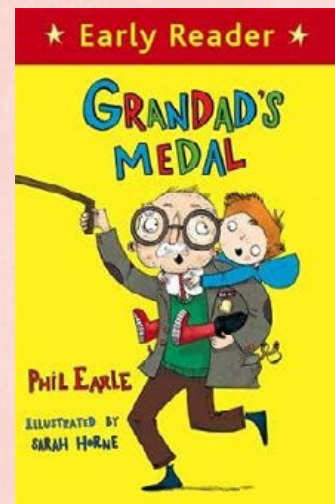


## Age 3-7

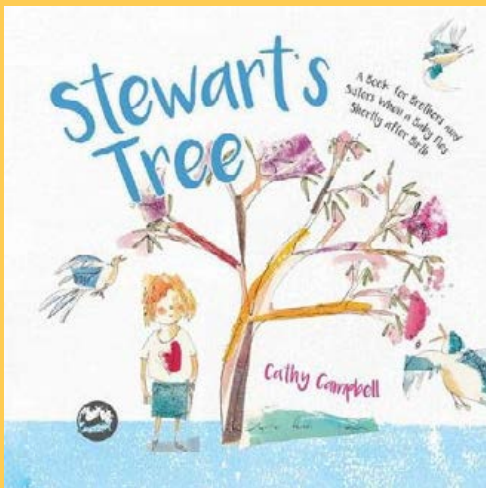


The Pond' is a touching picture book about a young boy and his family, overcoming the loss of his father through a small pond in the garden. This colourful, emotional book is filled with natural imagery and will teach children not only about death, and loss, but the importance of the natural world.

Marvin loves going on his adventures with his granddad - escaping from hairy yetis, taking daytrips to Mars and hunting ferocious tigers - all without leaving the house. Marvin thinks his granddad is the bravest person he's ever met; he even has a medal from the war to prove it. And, more than anything else, Marvin wants us to be brave too. But when Granddad must go on his final adventure alone, Marvin finds he has to be braver than he's ever been before. Until he discovers that Granddad has left behind a very special surprise just for him.

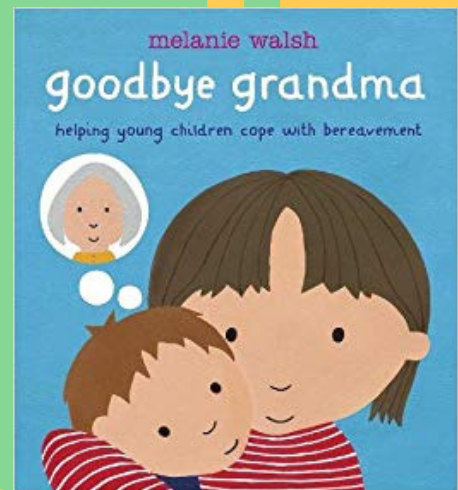


When the boy's grandma dies, he finds all of her old building materials in the garden shed - the girders and cement and bricks. At night, through wind, snow and rain, he builds a structure in the garden. A giant iron woman with soft tissue hands. And when he's finished, she comes to life!

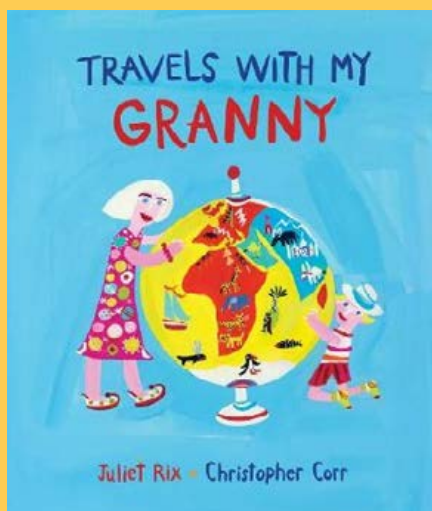


This colourful picture book for children aged 3+ offers a comforting story for grieving families, helping to explain sibling loss shortly after birth. It then focuses on the happy memories of a lost child and looks towards the future. Includes a guide to bereavement written by qualified clinicians.

When a little boy is told that his grandma has died, he isn't really sure what death means. In this reassuring lift-the-flap book with bold and colourful illustrations, he asks his mum important questions about death and bereavement. Why do people have to die? What happens to them once they are dead? What can he do to remember his grandma?



A sensitive introduction to old-age confusion and dementia, through the loving and imaginative relationship between Granny and her grandchild - and their colourful journeys.



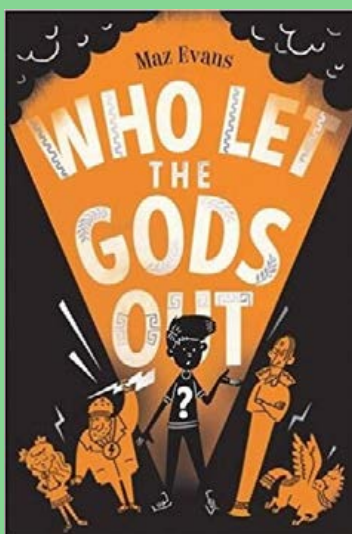
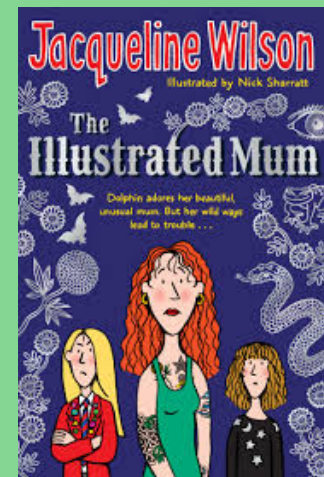


## Age 8 -11

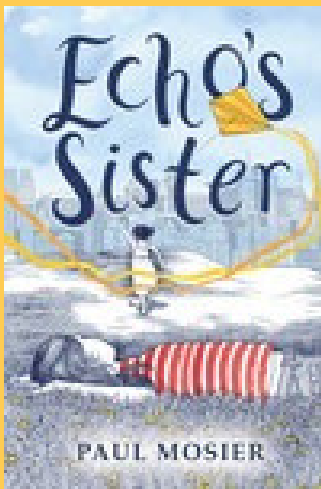


Eleven-year-old Martha is used to being the one who has to keep her head. Tug, her little brother, is too small. Dad is too strange. And Mum's not here anymore. So when Dad falls off the roof, it's Martha who ices his knee and takes him to the doctor. And when Dad doesn't come home, it's Martha who cooks Tug's favourite pie and reads him his bedtime story. And when Dad passes out, it's Martha who cleans him up and keeps his secret. But eventually Dad's problems become too big for even Martha to solve. There is only one person who can sort things out now. Dad.

Dolphin adores her mother: she's got wonderful clothes, bright hair and vivid tattoos all over her body. She definitely lives a colourful life. Dolphin's older sister, Star, also loves her but is beginning to wonder if staying with a mum whose temper can be as flashy as her body-art is the best thing for the girls.

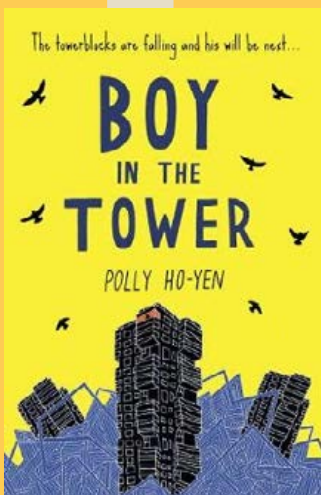
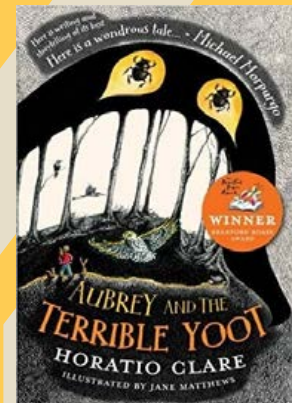


Elliot's mum is ill and his home is under threat, but a shooting star crashes to earth and changes his life forever. The star is Virgo - a young Zodiac goddess on a mission. But the pair accidentally release Thanatos, a wicked death daemon imprisoned beneath Stonehenge, and must then turn to the old Olympian gods for help. After centuries of cushy retirement on earth, are Zeus and his crew up to the task of saving the world - and solving Elliot's problems too?



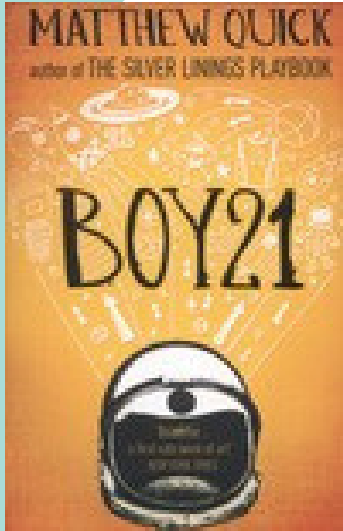
Everything will be great. But when her dad picks her up after school and tells her that her younger sister, Echo, has a life-threatening illness, her world is suddenly turned upside down. And with her parents now pressed for time and money, El feels lost and powerless. Then she befriends Octavius, the only other kid in school who gets what she's going through. As El begins to adjust to her new life, she soon finds that maybe a little hope and a lot of love can overcome any obstacle.

Adventurous Aubrey is a happy little boy who enjoys Night Venturing. Entering his fierce and vivid imagination as he lies in bed, he explores the forest outside and finds that he can talk to the animals there. But one day, a horrible sadness - the Terrible Yoot - takes hold of his father and won't let go. Aubrey travels into his imagination to find a solution and finds that he can help his father by confronting the Terrible Yoot together.



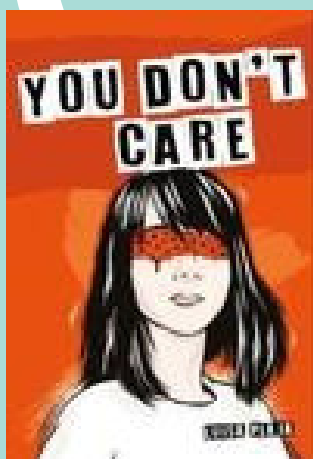
Ade lives at the top of a tower block. From his window, he feels like he can see the whole world stretching out beneath him. His mum doesn't really like looking outside and hates going outside. She's happier sleeping all day inside their tower, where it's safe. But one day, other tower blocks on the estate start falling down around them and strange, menacing plants begin to appear. Ade and his mum are trapped and there's no way out.

## Age 12+



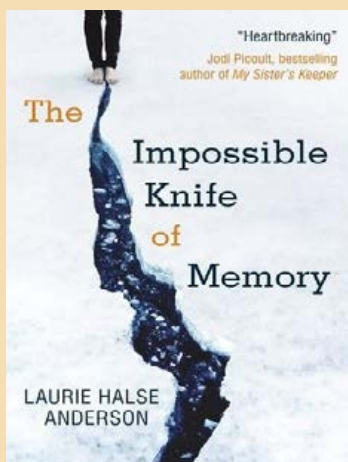
Basketball has always been an escape for Finley. He lives in grey, broken Belmont, a town ruled by the Irish Mob, drugs, violence, and racially charged rivalries. At home, he takes care of his disabled grandfather, and at school he's called White Rabbit, the only white kid on the varsity basketball team. He's always dreamed of getting out somehow with his girlfriend, Erin.

Fourteen-year-old Stevie lives in Lewes with her beloved vinyl collection, her mum, and her mum's depression. When Stevie's mum's disability benefits are cut, Stevie and her mother are plunged into a life of poverty. But irrepressible Stevie is determined not to be beaten and she takes inspiration from the lyrics of her father's 1980s record collection and dreams of a life as a musician.



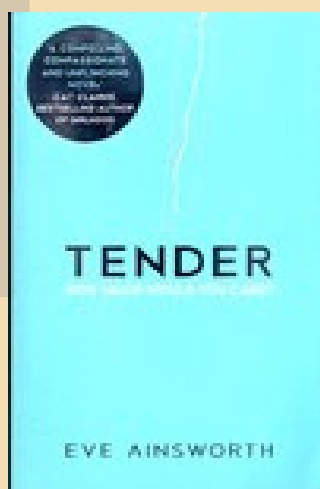
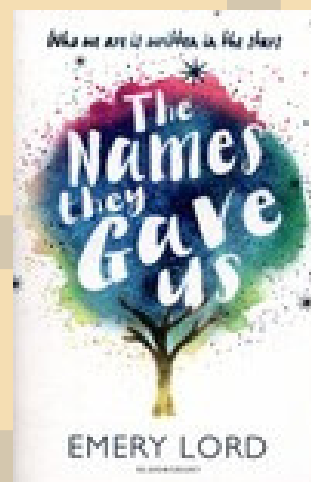
Jordan likes Hannah even though his friend says she's bad news. Jordan is sure it's just gossip... until Hannah starts cancelling their plans for no reason. Hannah likes Jordan, but she has to look after her dad and sister. She can't always find time to go out and have fun. Does Jordan care more about what his friend says than he does about Hannah?



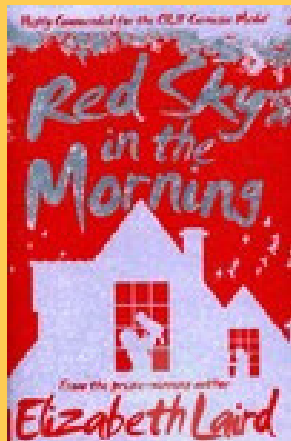


For the past five years, Hayley Kincaid and her father, Andy, have been on the road, never staying long in one place as he struggles to escape the demons that have tortured him since his return from Iraq. Now they are back in the town where he grew up.

Lucy Hansson's mum's cancer reappears, Lucy falters - in her faith and in her ability to cope. When her boyfriend 'pauses' their relationship and her summer job switches to a different camp - one for troubled kids - Lucy isn't sure how much more she can handle. Attempting to accept a new normal, Lucy slowly regains footing among her vibrant, diverse co-workers, Sundays with her mum, and a crush on a fellow counsellor. But when long-hidden family secrets emerge, can Lucy set aside her problems and discover what grace really means?

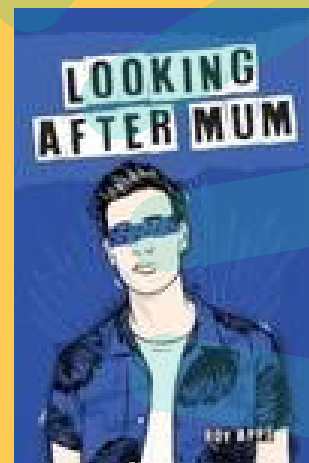


Marty and Daisy spend their lives pretending. Marty pretends his mum's grip on reality isn't slipping by the day. Daisy pretends her parents aren't burning out while they look after her incurably ill brother. They both pretend they're fine. But the thing about pretending is, at some point, it has to stop. And then what?

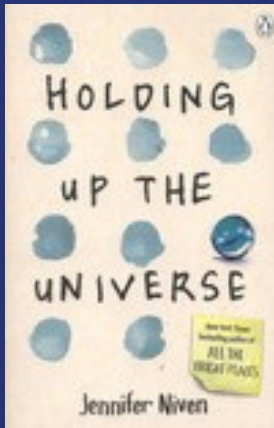


Anna will never forget the night her brother was born. The doctors say Ben is profoundly disabled and will never lead a normal life. Her family struggles to come to terms with their baby, but for Anna it's love at first sight.

Dani is looking forward to Matt's birthday meal with their friends at the local pizza place. But Matt doesn't show up. Then, when Matt doesn't reply to her texts, Dani is upset. She can't believe Matt is the kind of guy who'd behave like that. But Matt has problems of his own at home. Problems that he can't bear to share with anyone, least of all his friends. Will Dani discover the truth?



Philip's happy-go-lucky life is disrupted when his mother gets breast cancer. Bad enough that your mother is seriously ill - but could she not have developed a less embarrassing kind of cancer - toe cancer, maybe, or ear cancer? Philip's attempt to cope with his situation are both hilarious and touching. Through it all, he's writing letters to his hero, the comedian Harry Hill, looking for advice. Harry Hill remains stonily silent, and Philip has to get by without his advice. In the end, though, Harry Hill comes up trumps.



Everyone thinks they know Libby Stout, the girl once dubbed 'America's Fattest Teen'. But no one's taken the time to look past her weight to get to see who she really is. Since her mum's death, she's been picking up the pieces in the privacy of her home, dealing with her heartbroken father and her own grief. Now, Libby's ready: for high school, for new friends, for love and for every possibility life has to offer.

## Aberdeen City Libraries

Getting a library card is easy and completely free. Details on how to join can be found online -visit [www.aberdeencity.gov.uk/libraries](http://www.aberdeencity.gov.uk/libraries)  
Once you are a member you can borrow and return items at any library in the city.

You can reserve these and any other items through the online catalogue.

Further information about resources and services to Children and Young People is available on the Aberdeen City Libraries website.

Any queries, just ask in your local library or email [CentralLibrary@aberdeencity.gov.uk](mailto:CentralLibrary@aberdeencity.gov.uk)

This booklist was designed and produced by a Duke of Edinburgh's Award volunteer.



# Appendix 12 Exemplar school charter

## Aberdeen School's Charter of Action for Young Carer's

Aberdeen School is committed to supporting all Young Carers to reach their full potential across the curriculum. This charter will ensure that Young Carers are identified and offered the right support, at the right time and from the right people.

To achieve this Aberdeen School will:

Raise the profile of Young Carers.

Informed staff within Aberdeen School will possess knowledge and understanding of the challenges Young Carers may face and deliver practise accordingly.

Embed a culture of understanding, acceptance and equality throughout the whole school which is sensitive to the needs of Young Carers to ensure the Young Carers participate fully and enjoy all aspects of school life.

Relevant staff within Aberdeen School will confidently undertake child centred single and Multi-Agency Assessments to support effective delivery of Young Carer's Statements.

Aberdeen School will work in effective Multi-Agency Partnership to identify and best support Young Carers' needs.

Appoint a "Young Carers Champion" within Aberdeen School who will support delivery of this charter and be a point of contact for children.

Aberdeen School will deliver regular information sessions on Young Carers for pupils throughout the academic year through quality lessons and assemblies.

Aberdeen School will deliver regular CPD Sessions on Young Carers to ensure informed staff.

Signed \_\_\_\_\_ (Head Teacher)

Signed \_\_\_\_\_ (Young Carers Champion)

Signed \_\_\_\_\_ (Pupil Council)

# Appendix 13

## Educational Activities

Included below are ideas to form lesson plans. These may be adapted to meet the needs of the children and young people Practitioners you are supporting. Case studies have been included to support lesson delivery. These case studies are examples and the language used should be adapted to suit the age groups of the pupils participating. Practitioners delivering to children and young people should use their professional judgement coupled with the knowledge of individual pupils to assess the appropriateness of each case study.

Whilst many Experiences and Outcomes have may be covered when delivering such lessons, the list below has been included to support Practitioners.

- I understand that there are people I can talk to and that there are a number of ways in which I can gain access to practical and emotional support to help me and others in a range of circumstances.  
HWB 0-03a / HWB 1-03a / HWB 2-03a / HWB 3-03a / HWB 4-03a
- I understand that my feelings and reactions can change depending upon what is happening within and around me. This helps me to understand my own behaviour and the way others behave.  
HWB 0-04a / HWB 1-04a / HWB 2-04a / HWB 3-04a / HWB 4-04a
- I know that friendship, caring, sharing, fairness, equality and love are important in building positive relationships. As I develop and value relationships, I care and show respect for myself and others.  
HWB 0-05a / HWB 1-05a / HWB 2-05a / HWB 3-05a / HWB 4-05a

# Activity 1

Below are scenarios Young Carers are facing. They are based on real examples of problems that Young Carers have had. What might you say to help them? Choose one and respond to the Young Carer in the style of an agony aunt letter. Include at least three pieces of supportive advice.

I am nine years old. My sister is eleven years and goes to the same school as me. She has a learning disability which means she gets upset easily and shouts and cries a lot. I am the only one that can calm her down and she only listens to me. This is making me really stressed and I just don't get a break without her. I love her, but I have no space. My mum finds it really hard to cope. She cries a lot and leaves me to play with my sister most of the time. I don't know what to do to get help for my sister and get a break. **Sarah**

I am thirteen. My mum is a single parent and is disabled. She needs me to do lots to help in the house and to look after my little brother, who is six years old. I have to take him to school and pick him up, so I am always late. I can't go out with my friends a lot and they have started leaving me out at school too now. Even my Teachers don't understand why I am tired and can't always get my homework done on time. Everything has got so much I don't think I can cope. **Jacob**

I am fifteen years old. My mum's in hospital at the moment because she has kidney problems. So, me and my little sister are living with our auntie but she works a lot, so we are left alone lots. My sister keeps crying loads which makes me sad. I miss my mum and get upset because no one will tell me what's going on and if she will get out of hospital– **Jamie**

I am twelve years old. My dad has bad depression and most of the time he can't get out his bed. He does go to the doctor sometimes, but it doesn't seem to help much. I try my hardest to make him smile but it doesn't really work. At night I can hear him crying. I try my hardest to go to the shops to buy food when he can't go out and I do lots of house work. I am tired and sometimes I don't have the energy to go to school. – **Jack**

I am ten years old. I live with mum. She is deaf and so I must help her make phone calls and go to appointments with her. I get pretty fed up with it but feel guilty and would never want to hurt her feelings, so don't complain. I miss lots of time with my friends. When my mum came to school some other kids saw us using sign language and they have started making fun of me. I don't have anyone to talk to and feel alone. **Stacey**

## Activity 2

Further lesson ideas based on the case studies.

- In groups read the case studies and write a 'Day in the Life of a Young Carer' in diary form or timetable format (06:00 Get up and make breakfast for Mum). Include the responsibilities, thoughts and feelings that a Young Carer may have.
- Choose a case study and draw a mind map of the Young Carer's family in the centre of a page. In mind map form, write down different challenges a Young Carer and their family may be facing. Add to the map how you think each family member could be supported.
- Research activity. Use the resources and the internet to research and present ten facts about Young Carers. Include the following: What do young carers do? How might being a Carer affect a young person? What support is available for Young Carers? Present your findings to the class.

## Activity 3

These case studies are a guide and the language used should be adapted to suit the age groups of the pupils participating.

Hi,

I am writing you this letter to tell you about my life. My name is Gemma. I am thirteen years old. I live with my mum and my two younger brothers. James is six years old and David is 12 months old. I go to Northpark School but I do not like it. I get bullied because my clothes are sometimes dirty. I spend a lot of time doing chores around the house because my mum gets depressed and she can't get out of her bed. Sometimes she drinks alcohol to help her feel better.

I remember when I was little she used to be fun. I do not know who my dad is. James and David's dad aren't around either. When mum can't cope I stay at home and look after her and my baby brother and I take James to school and pick him up.

I really don't like my house. It is small, and I have to share a bed with my brother. There is not a lot of furniture in our house because my mum's depression means she can't go to work so we don't have money for furniture. I feel embarrassed by it. The house is messy, and I try my hardest to clean it when my mum is ill but it is hard because my brothers make mess all the time. I try to clean our clothes too, but I don't think I do a good job of that. I am learning to cook at school and I like it, but we mostly just eat chips from the chipper, it is easier for me to make sure my brothers eat.

I haven't got any friends but even if I did I couldn't take them to my house. I wish I was like other kids at school, but I am overweight, and I have nothing in common to talk about. I really love my brothers and my mum lot, but I am tired of looking after them all.

### Task

Imagine what a day is like for Gemma. Consider what she experiences across a 24 hour period of time. Present this to the wider group by preparing a cartoon strip.



Hi,

My name is Dylan. I am writing this letter to tell you a bit about what my life is like. I am fifteen years old. I live with my mum and little sister. My mum has MS which means that some days she can't walk. At home I help look after my mum. Sometimes I don't mind but sometimes I get pretty fed up and want my little sister to do more. I kind of know it's not her fault because she is nine years, but I just feel like everything is on my shoulders. Don't get me wrong, I love my mum, she is sort of like a hero to me. Her life is hard, but she keeps smiling and I feel proud I can help her.

In the house I do cleaning jobs but also personal tasks like helping mum to get up, get dressed and use the toilet. Mum feels very guilty about the help I give her, but we don't have a choice as her carer only comes for two 2 hours a day.

I don't really go out with my mates and I never invite them over to mine. I don't think anyone at school would understand. Last week I didn't do my homework and my Teacher shouted at me. I just wanted to tell her I didn't have time because I was looking after my mum all night, but I couldn't. Instead I punched the wall. Now I have been warned I might get excluded. My mum would be so disappointed.

Task

Imagine what a day is like for Dylan. Consider what he experiences across a 24 hour period of time. Present this to the wider group by preparing a cartoon strip.

Hi,

My name is Gillian. I am 11 years old. I live alone with my dad. A few months ago, my dad was diagnosed with cancer. I can't tell you how sad I felt when he told me. I worried that he might die and often I cried myself to sleep. Things are looking better now as she is getting treatment at the hospital.

When dad goes to the hospital for treatment he gets sick when he comes home. He can't do much at all. He just sleeps a lot and is sick. I help to get him a bucket to be sick in. I am proud I can help him to feel better and I love him, and I want to do all I can to help him get better again.

I do all the food shopping and cooking and cleaning in the house. When my dad has had his treatment, he is mostly in bed, so I just get on with things. My dad did tell my Teacher at school and sometimes she asks me how I am. I just say I am fine even when I am not because I know she has more important things to worry about than me. I have stopped going out to see my friends because I just want to be with dad, he needs me, and I need him.

Task

Imagine what a day is like for Gillian. Consider what she experiences across a 24 hour period of time. Present this to the wider group by preparing a cartoon strip.

Hi

My name is Ahmed. I am writing you this letter to tell you about what my life is like. I came to live in Aberdeen as a refugee from Syria. There is a war in my country and it was really frightening. I like Aberdeen and my new school.

I look after my mum who has a physical disability following an attack in our home country. I have to look after the house and take care of mum because her disability stops her from being able to do it. I do all the cooking and make breakfast, lunch and dinner for both of us. I go home from school at lunchtime to help mum with lunch and to check she is ok. I worry about her when I am at school.

After school I do the food shopping and clean the house. I also help mum with her personal care, including helping her to get dressed, bathing her, helping her go to the toilet and giving her medication. I don't like doing these tasks very much, but she needs me and I feel proud I can help her. Mum doesn't speak much English and so she relies on me to translate information when she sees the Doctor or when the Social Worker visits. I miss a lot of school to go to appointments with her.

I am happy at school and have a lot of friends, but I find it difficult to concentrate and keep up with school work, as I worry about mum.

Task

Imagine what a day is like for Ahmed. Consider what he experiences across a 24 hour period of time. Present this to the wider group by preparing a cartoon strip.



4. Think about how different or similar your roles and responsibilities are to that of the Young Carer in the case study. List the responsibilities you have at home.

5. If the Young Carer in the case study was your friend or a person in your class do you think you could help them? List how you could help them?

## Activity 5

Work in groups. Each group should be given a case study, flip chart paper and a marker pen. Encourage group organisation and collaboration prior to starting, such as agreeing who will read the case study to the group, write and how this will be presented back to the wider class group.

Groups should read the case study and be allocated 5 minutes to discuss it. Groups will then be given 10 minutes to agree on what support they feel they should offer from the perspective of a best friend. This discussion should be noted on the flip chart.

Groups are then tasked to write the Young Carer a letter of support from the perspective of a best friend. Groups should think about any feelings, responsibilities, concerns and difficulties that the Young Carer may have and how they could support them. When finalised groups should present this letter and the case study to wider class group.

Suggestions for the content of the letter may include;

- I will be there for you to talk to
- I can help you with your homework
- You are my best mate.
- I will tell you about anything work you miss in school.
- We can speak to a teacher together
- You are not alone
- I will stand by your side and not let anyone bully you.
- You can call me anytime
- I am proud of you
- I will be more understanding when you can't hang out.
- I can visit you at home if you can't come out.
- I can come and help you at home
- You are a strong person
- If you want me to talk to other friends for you I can?

## Activity 6

Use the following list to make into cards. Ask children to work in groups to sort the activities into those that they think are carried out by an adult and those that may be carried out by a child/young person. This will support introduction to the concept of being a Young Carer.

washing up

drying pots

dusting

vacuuming

polishing

washing clothes ironing

cooking

shopping

washing car

feeding a pet

mowing a lawn

gardening

changing a light bulb

feeding someone

giving someone medicine

getting someone out of bed

helping someone into a bath

listening to someone who is  
unhappy

helping someone get dressed

pushing someone in a wheelchair

looking after brother or sister



## Activity 7

Introduce the concept of caring for others. Around the stick person ask children to list all the ways that a person can care for another, such as cooking a meal.



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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	14 March 2019
<b>REPORT TITLE</b>	The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X) – Stage 3 Public Advertisement
<b>REPORT NUMBER</b>	OPE/19/152
<b>Chief Operating Officer</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Graeme McKenzie
<b>TERMS OF REFERENCE</b>	3

### 1. PURPOSE OF REPORT

- 1.1 Following completion of the statutory consultation process, this report considers objections that have been lodged with respect to proposed Traffic Regulation Order titled “The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)”.

### 2. RECOMMENDATION

It is recommended this Committee: -

- 2.1 Notes the objections received as a result of the statutory consultation in relation to the “The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)” and considers the contents of the objections.
- 2.2 Instructs officers to take no further action and leave Gray Street and Salisbury Terrace as they are in terms of current accessibility by motor vehicles.

### 3. BACKGROUND

- 3.1 The northern section of Gray Street, between Great Western Road and Broomhill Road, and likewise Salisbury Terrace, have significant on-street parking on both sides of the road. At times these parked vehicles will effectively take the carriageway width available for through traffic down to a single lane on particular lengths. This is particularly prevalent on Gray Street, where at times it will be at near capacity in terms of on-street parking; this leading to the situation where there will be few or no gaps that provide for a vehicle to pull in and allow an opposing vehicle to pass.

- 3.2 As a consequence, complaints have been raised with respect to the occasion where a vehicle is reversed to allow an opposing vehicle to pass. Beyond it being less than ideal to have vehicles reversing, it had been highlighted damage is occurring on occasion, with vehicles clipping wing mirrors, bumping/scraping the side of cars etc. As a result, some residents have suggested a one-way system would be an ideal solution to prevent such incidents.
- 3.3 When considering the circumstance of opposing vehicles meeting on these streets and reversing, pulling in etc., there is no data available to indicate the number of occasions damage may have occurred as a result of such manoeuvres. The types of collision that could, or do occur, on these roads, will generally be at a speed that will result in damage such as dents, scrapes, wing mirror clips etc. to vehicles. In this regard Police Scotland do not routinely record such collisions and instead focus on those that result in personal injury.
- 3.4 Accordingly, while there is no numerical value on the number of collisions that may have occurred, or a record of the number of complaints/concerns that may have been raised by households, there has been on-going concern raised from time-to-time over a period of years; either by way of Councillors that serve this community, or by directly contacting the Traffic Management and Road Safety Team. Indeed, it's of note there was an informal letter circulated to residents of Gray Street, circa 2007/08, on the possibility of a one-way system, however, at that time it was decided to take no further action based on the response.
- 3.5. Based on the on-going concerns, the decision was taken in 2017 to circulate an informal letter / questionnaire (See Appendix 1) that considered the possibility of a one-way system and possible variations, and the option of doing nothing and leaving these roads as they are.
- 3.6 The alternative possibility of introducing passing places, by way of lengths of 'double yellow' lines on certain sections of the road, was not included in the informal consultation; this being on the basis there would be no general support for any measure that would reduce on-street parking capacity.
- 3.7 As would be expected on these predominantly residential streets, the level of on-street parking is greatest outside the hours of the working day, with Gray Street being at very near capacity, while Salisbury Terrace sits in the region of 50 to 55 percent of its potential capacity.
- 3.8 The section that raises most concerns is the length of Gray Street, between its junctions with Great Western Lane and Hammersmith Lane / Gray Street Lane; this length of road is 246 metres in length and if not at capacity outside working hours, will be very near to it. It's of note this length of road also has a gentle curvature at its northern end, the effect of which is to hinder forward visibility for drivers.

- 3.9 For information, between the hours of 9am and 5pm, the level of parking has been recorded to drop to the region of 70% capacity on Gray Street, and respectively 40% on Salisbury Terrace.

#### Result of the informal questionnaire

- 3.10 In the questionnaire there were three options regarding restrictions that could manage traffic; respectively a full one-way restriction on both roads, limited lengths of one way, or 'no entry' at a single junction on each road.
- 3.11 Breaking the results down, there was a response received from approximately 55% of the residents on Gray Street (or with properties directly adjacent to). Of those that responded, 80.4% were in favour of a measure being introduced, while 19.6% were against.
- 3.12 For Salisbury Terrace (including Salisbury Place and Salisbury Court) there was an approximate 32% response, with 60.6% of those that responded favouring the introduction of a measure, while 39.4% were against.
- 3.13 In terms of preference as to the type of restriction, the full one-way option was slightly ahead of the other options. While as to direction, 48.2% favoured a Gray Street northbound / Salisbury Terrace southbound option, while 36.5% favoured the opposite arrangement, and 15.3% have no preference. Delving further by street, there was a distinct preference to be southbound on Salisbury Terrace, while Gray Street has just a few more households in favour of northbound.
- 3.14 Given the general support for measures to be introduced from those residents that responded to the survey, the formal statutory consultation process that could lead to a one-way system was carried out.

#### One-way streets – Advantages / Disadvantages

- 3.15 The advantages to a one-way street are they can maximise on-street parking capacity and allow traffic to move more freely and without conflict.
- 3.16 There are, however, several negative outcomes which must be weighed against the advantages: -
- Traffic will be redistributed, and this could have a negative impact on surrounding streets. In particular, the impact on Hammersmith Road would be a concern; this road, between its junctions with Norfolk Road and Great Western Road, is similar to Gray Street, with some Hammersmith Road residents already voicing concern there's currently a degree of through traffic and any redistribution will be to the detriment of the street environment and road safety.

A further point of concern would be a possible redistribution of traffic onto the adjacent lanes that link these roads. While it can be hoped most drivers would choose to stay on the main thoroughfares, there will

be a tendency by drivers to seek the shortest route possible and the adjacent lanes could be subject to increased traffic flow.

For information, Table 1 below highlights the average vehicles per hour typically using these roads on a workday between the hours of 7am and 7pm.

**Table 1. Average Working Day Vehicles per Hour (VPH) on Gray Street, Salisbury Terrace and Hammersmith Road (Data collected between 26 September and 1 October 2018)**

	Gray Street			Salisbury Terrace			Hammersmith Road		
	Southbound VPH	Northbound VPH	Total VPH	Southbound VPH	Northbound VPH	Total VPH	Southbound VPH	Northbound VPH	Total VPH
<b>7am to 7pm</b>	32	40	72	20	25	45	30	41	71
<b>8am Peak Hour</b>	35	69	104	19	48	67	34	81	115
<b>5pm Peak Hour</b>	70	53	123	34	30	64	54	51	105

*The average VPH on all these roads reduces significantly from 7pm onwards, whereby between midnight and 5am there are, at most, a few vehicles recorded per hour.*

- Some residents will consider a one-way system to be inconvenient due to the possible circuitous route when taking access/egress to their premises. Some will also express concern over using more fuel and the impact on emitting more exhaust gases. In this regard, any extra distance travelled as result of this proposal will be relatively modest, albeit still a genuine concern.

It should be highlighted that for many residents it will often be the case they already enter by one junction and leave by the other (Great Western Road / Broomhill Road), this is based on the fact that on certain lengths of these roads it will not be possible to get turned due to the parking bringing about a single lane running width. Accordingly, for many residents it could be argued these roads will already be limiting access/egress and therefore a circuitous route is already being taken.

- There can be concerns that emergency vehicles will take longer to reach their destination. In the case of Gray Street and Salisbury Terrace, however, the potential extra distance travelled is modest and the emergency services when consulted on this proposal have not raised any concerns.
- With opposing traffic flow removed, a one-way system has the potential to increase vehicular speeds as drivers will no longer have the expectation they can be confronted by an oncoming vehicle. In this regard, it's considered the traffic calming road humps on Gray Street and Salisbury Terrace, would hold vehicle speeds within the mandatory 20mph speed limit that applies to these roads. For information, survey data indicates the average 85<sup>th</sup> percentile speed on Gray Street is in the region of 18mph, while on Salisbury Terrace it is in the region of 16mph.



- A one-way system can possibly attract more through traffic on the basis drivers will know they face unimpeded travel. This possible consequence is difficult to predict, as it may be there would only be a redistribution of vehicles already using these roads. Also, with these roads having existing traffic calming road humps, it's expected these would also act as deterrent against drivers seeking avoid congested distributor roads.
- Businesses, shops etc. that are established adjacent to one-way roads can also express concern a restriction of this type will be detrimental to their on-going trading, with it highlighted passing customers may just go elsewhere when faced with a circuitous route to gain access. This is difficult to ascertain; the counter opinion would be that a potential customer facing a very minor diversionary route as the result of a one-way system would be very unlikely to go elsewhere when the concerned business is still accessible. Indeed, it could be said that it would just be as arduous to divert to a competitor business located elsewhere in the city. Nonetheless, this concern is appreciated and will be considered in more detail below.

### Objections

- 3.17 The following paragraphs will consider some of the content from objections that have been received as a result of the statutory consultation. While many of the common negative themes have already been covered, the purpose is to expand on detail specifically related to the Gray Street and Salisbury Terrace area. The full contents of the objections received are available to view in Appendix 3.
- 3.18 As already mentioned, businesses, shops etc. can have concern a one-way system will prove detrimental to their on-going trading. In the case of this proposal "The Mariner Hotel Ltd" has indicated the proposal would cause significant disruption in terms of customers ease of access and that for firms that service the hotel with deliveries. The result being the hotel's two restaurants would lose passing chance business and likewise pre-booked accommodation and function business.
- 3.19 The difficult trading conditions (Oil and Gas downturn, increased competition, plunging room rates etc.) the hotel is currently subject to are highlighted and the worry is the change brought by a one-way system would be enough to further hinder the hotels operations and occupancy rate, thereby putting the business at risk; with the Hotel's representative stating "...implementation of this proposal as it stands would result in a loss of trade which would in all probability lead to the closure of the hotel".
- 3.20 It is difficult to ascertain whether a one-way system will have a negative effect on businesses. They can certainly reduce the visibility of a business when it's located on the main thoroughfare of a one-way street, however in the case of the Mariner Hotel it's positioned at the junction of Great Western Road and Gray Street, and therefore its frontage remains visible to passing traffic on

Great Western Road. The question is therefore whether a circuitous route to gain access to the hotel's car park located off Gray Street would be enough to deter potential customers.

- 3.21 As indicated earlier, it would seem reasonable to presume that a potential customer facing a very minor diversionary route as the result of a one-way system would be unlikely to go elsewhere when the concerned business is still accessible. Indeed, it could be said that it would just be as arduous to divert to a competitor business located elsewhere in the city.
- 3.22 The issue from the Traffic Management Team's perspective is there is no real evidence from previous schemes we can fall back on to suggest the likely outcome. Likewise, other examples, nationally and internationally, have centred on thoroughfares that are predominantly bordered by businesses and shops; so, by way of a recent example, Bath and North East Somerset Council introduced a trial one-way in Keynsham High Street in 2017, with a survey of businesses taking place following its introduction. The results were 39% of businesses recorded a fall in comparable average monthly takings, while 11% reported growth; this was against a backdrop of growth of 1.6% in the national retail economy to the year January 2018. Furthermore, just 4% of businesses reported an increase in comparable average monthly footfall into their premises since the One-Way trial was introduced, while 44% saw a decline in footfall (It was highlighted, however, this should be considered in the context of declining national and regional footfall). Ultimately of 101 business survey responses, 5.9% felt that the One-Way trial had had a positive effect on business takings, 51.5% were neutral and 42.6% of business considered the One-Way trial had had a negative effect on business takings.
- 3.23 As indicated, the Keynsham High Street example is widely different to the Gray Street / Salisbury Terrace scenario; it involves a spectrum of retail/business types providing various products/services centred on a busy thoroughfare. It's also of note, that Bath and North East Somerset Council appear to be continuing with the one-way system and making it a permanent feature; this being based on the positive effect it has had in improving the general environment, air quality and pedestrian safety.
- 3.24 The difficulty with regard to the Mariner Hotel is no absolute assurance can be provided that a one-way system will not have a negative effect on its operations. As can be appreciated, this is a deep concern for both the hotel and the local community; with this business employing 40 people and being long established, it would be a huge loss if a new factor was introduced in tough operating conditions, that was enough to make the hotel's operation unviable. It's of further note this view is reiterated in the objection received from the Aberdeen City and Shire Hotels Association in support of the Mariner Hotel.
- 3.25 It's suggested in some objections the one-way lengths could be limited to the sections of these roads located between the lanes of Great Western Lane and Gray Street Lane. This notion, however, is impractical as ultimately the point of no entry must be formed with either a Great Western Road or Broomhill

Road junction. Using the Mariner Hotel car park access as an example for maintaining two way access, if the section of Gray Street remained open between its junction with Great Western Road and Lane, drivers turning onto Gray Street with the expectation of a through route would be confronted by a 'no entry' and would either have to use Great Western Lane as a diversion or do an about turn; neither of those scenarios would find favour in terms of conducive traffic management. Furthermore, that situation would be particularly unrealistic when considering any large vehicles e.g. delivery vehicles, removals vans, refuse collections etc. that turned onto the road.

- 3.26 An alternative option could be to consider reversing the directions of the current proposal (make Gray Street southbound and Salisbury Terrace northbound). This option would perhaps mitigate some of the concern over the hotel's operation, with vehicles still having direct access from Great Western Road for entry. The negative aspect of this option, beyond those already highlighted in terms of a one-way systems, would be the increase in vehicles exiting at the Gray Street / Broomhill Road where a crossroads junction is in operation.
- 3.27 The proprietor of Salisbury Garage, which is located at the junction of Salisbury Terrace / Gray Street Lane, has also submitted an objection, stating concerns over customers finding the business and the inconvenience of losing direct access from Broomhill Road. With this type of business, it would be argued the customers involved will be aware of its existence and a change in terms of vehicular access would have no effect. Nonetheless, as with the Mariner Hotel, there is no evidence that can be provided that would provide a guarantee a one-way system will not have a potential negative effect.
- 3.28 Another point of concern from objectors, is the displacement of traffic from the hotel, as currently it's envisaged most vehicles entering and exiting the hotel premises will do so by Great Western Road. Whereas, if the one-way proposal was implemented, there would now be vehicles travelling the length of Gray Street, or alternatively using Great Western Lane as a cut through to Salisbury Terrace. The objectors were worried by both the additional volume, and the likelihood a proportion of these vehicles will be of the large goods type that are servicing the hotel.
- 3.29 The displacement of traffic will be an inevitable consequence of a one-way system. The car park at the Mariner Hotel has capacity for approximately 40 vehicles and it's appreciated there will be concern over these additional vehicle trips it would generate along the length of Gray Street, inclusive of those associated with deliveries. A criticism levelled at the Traffic Management Team is no detailed surveys have been carried out to assess the vehicle movements from/to the car park. In response, the hotel and associated car park are modest in size; therefore, movements from/to are generally going to be spaced out during the day and the additional burden on Gray Street would not be significant in terms of the road network.
- 3.30 The Aberdeen Cycle Forum has submitted an objection on the basis they consider the one-way system does not benefit cyclists or pedestrians. The concerns being focused on many of the disadvantages of one-way systems

already highlighted. While they would generally welcome the inclusion of an exemption for cyclists if a one-way were to be established, they consider it a poor compromise as it would be implemented by sign-plates alone, as opposed to being in combination with dedicated cycle lane provision. They also express worry drivers would be less inclined to expect oncoming cyclists.

- 3.31 In response, it should now be the default position, whenever installing one-way systems, that an exemption for cyclists should be provided where possible. This ensures the road network remains as permeable as possible for cyclists, thereby supporting sustainable transport. The signs installed would clearly highlight cyclists have the right to travel in the opposite direction. In effect the situation would be no different to that currently when taking into account a cycle passing a motor vehicle in the opposite direction, both the rider and the driver are going to have to exercise care due to the limited carriageway width. Nonetheless, there is the familiarity issue, where currently there is only two existing one-way contraflows in the city that use sign-plates without lanes (Allenvale Road and Leslie Terrace), and thereby the concern may be some drivers fail to appreciate the sign-plate. Nonetheless, it must be stressed the direction provided by the regulatory sign is self-evident.
- 3.32 The Aberdeen Cycle Forum also highlight the proposal appears to be contrary to 'Aberdeen Active Travel Action Plan 2017 – 2021' whereby the one-way system could be viewed as being to the benefit of motor vehicle traffic by maximising road capacity for both on-street parking and the flow of traffic. In response, the proposal was instigated with a view to reducing conflict, nonetheless, it's a reasonable point to consider in terms of whether a local authority's attempts to maximise on-street parking could be to the detriment of the general road network and encouraging sustainable forms of transport.
- 3.33 Ashley and Broomhill Community Council express concern about the extent of the informal consultation in terms of letters that were distributed to properties in the area of Gray Street and Salisbury Terrace. The Community Council therefore suggest the consultation process may be flawed as some property owners may have missed the opportunity to submit comments and/or objection.
- 3.34 In response, those properties in the core area of Salisbury Terrace and Gray Street would have received letters on three occasions during the informal and formal process, this was inclusive of adjacent properties on Broomhill Road, Great Western Road, Salisbury Court and Salisbury Place. The letter drop is beyond the statutory requirement for the usual press notice and street notices associated with a proposed Traffic Order. Accordingly, officers are of the opinion this proposal would have been well advertised in the area. Also, should there have been any persons that missed the opportunity to object, it would be fair to say the negative factors associated with this proposal have been comprehensively covered and that any additional objections would've been repeating the same core themes. For information, letter distributions are not standard practice when promoting traffic management measures and they can present difficulties in terms of defining where the scope of a distribution will end. This in turn leading to complaint from persons/organisation that consider they've been excluded from the process.

- 3.35 The Community Council thereafter go on to highlight the negative themes already considered, so the redistribution of traffic to the surrounding streets and lanes, and the potential negative implications for pedestrians using the lanes, particularly schoolchildren going to/from school. The question also arises as why Salisbury Terrace must be included if a one-way is introduced on Gray Street? In response, the consultation considered similar concerns over vehicle conflict on Salisbury Terrace, and ultimately while a one-way could be introduced on Gray Street alone, the issue of traffic redistribution and an exacerbation of occasions vehicle conflict occurs would be a very real issue. Albeit, as highlighted in previous paragraphs, the wider issue of traffic redistribution is a real concern when considering those other neighbouring streets/lanes that were outside the scope of this existing proposal.
- 3.36 The Aberdeen Western Peripheral Route (AWPR) has also been mentioned in terms of its effect on reducing traffic volume on South Anderson Drive; this in turn leading to less congestion, both on the road and at its associated junctions, and thereby encouraging drivers to stay on the main distributor roads; this being opposed to the situation where some drivers will use local residential streets as convenient alternatives to avoid congested roads. While it's reasonable to assume the AWPR will have this welcome benefit, there is not predictive data available at such a local level that would indicate the likely 'real world' outcome on Gray Street and its neighbouring streets. Accordingly, any effect would need to be assessed following the full opening of the AWPR and once traffic distribution and patterns on the road network have settled. In this regard, it would be suggested a period of at least six months would have to pass following the AWPR opening before any new surveys were considered. Also, while a reduced volume of vehicles using Gray Street would certainly lessen instances of conflict, it would not eliminate the issue altogether.
- 3.37 As can be appreciated from the objections received, the introduction of a one-way system can be highly contentious and can have wide ramifications when considering possible negative outcomes. A common theme from objectors is whether the occasion where opposing vehicles may meet really warrants the introduction on a one-way system?
- 3.38 The counter opinion in return would be that action is required when considering the ongoing history of complaint over the occasions damage has occurred, or where near misses have been observed, or where residents say they have witnessed stand-offs where drivers refuse to give way. The difficulty is it's not possible to establish the frequency of these occurrences, however, as previously highlighted there is a history of Gray Street being raised as a topic of concern, with a possible one-way mooted in 2007/08.
- 3.39 Thereafter, it's difficult to simply dismiss the results of the questionnaire, where on Gray Street in particular, there was a strong response in favour of a one-way system or the lesser variations that involve some restriction on points of access. To recap, there was an 80.4% and 60.6% positive response from properties on Gray Street and Salisbury Terrace (including Salisbury Place

and Salisbury Court) respectively; the percentage of households/businesses that responded being 55% and 32% respectively.

- 3.40 It's also of note, that during the informal and statutory consultation, some residents did take the opportunity to highlight their vehicles had been subject to damage. More recently a resident has provided detail over damage caused by a recent collision, stating their vehicle was unusable for a period of two weeks and that repair costs were significant; the circumstance being where a driver was reversing as to allow another vehicle to pass.

### Conclusions and Recommendations

- 3.41 Nonetheless, despite the support that has been expressed for a one-way system, the Traffic Management and Road Safety Team would recommend this possibility does not progress and the roads are left as they are in terms of current accessibility.
- 3.42 It's appreciated there will be a significant proportion of residents that will be disappointed by this recommendation, however, with the likely negative outcomes, it's considered these outweigh the benefit a one-way system could bring to these roads. The main points of concern being: -
- the redistribution of traffic and the potential negative effect on surrounding streets and lanes, bringing the possibility of further interventions that eventually lead to a convoluted network of roads subject to one-way restrictions;
  - the impact on business, whereby there's no absolute guarantee a one-way system could be to their detriment in terms of operation; and
  - the potential precedent it would set in terms of the road network. That is to say there will be existing residential streets in the city similar to Gray Street and Salisbury Terrace, that carry modest amounts of traffic and where at times there will be give and take between drivers using these roads due to on-street parking. In these scenarios, drivers exercising due care and attention should still be able to safely negotiate these types of road.
- 3.43 If the Committee is still inclined to consider a traffic management intervention, consideration could still be given to the possibility of using modest lengths of 'double yellow' lines to create passing places. While it's recognised this would further reduce on-street parking capacity, impinge on convenience, close proximity parking etc. and redistribute vehicles, it would be a modest intervention that could mitigate the occasions conflict occurs between vehicles. It's also been suggested that off-street parking facilities provided by garages located off rear lanes are not being used to their potential, therefore this type of intervention could perhaps encourage their use; the caveat is this is based on opinion stated in objections and there could be good reason a resident don't make use of their garage for off-street parking, with some modern cars simply being too great in size for a garage constructed many years ago.

3.44 If the Committee considers a one-way system, or similar variation, should still progress, it would be prudent that an instruction is given for officers to further engage with local members over the scope and directions of the system, and that any system introduced would be by way of an experimental 18 month order where the impact is closely monitored and where feedback from residents and businesses is taken into account.

#### 4. FINANCIAL IMPLICATIONS

4.1 If the current proposal was progressed, or similarly a variation, it would be funded through the Cycling, Walking and Safer Streets capital budget. It would be expected the introduction of a one-way on both roads would cost in the region of £8k to 10k.

#### 5. LEGAL IMPLICATIONS

5.1 None.

#### 6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	N/A		
<b>Legal</b>	Insufficient resources could require the TRO to have to re-enter the legislative process if it is unable to be implemented within the statutory period of 2 years from consultation.	L	Review the priority of the project in respect of funding in order to ensure that the consultation process does not need to be restarted.
<b>Employee</b>	N/A		
<b>Customer</b>	Road safety levels and traffic management could be compromised if measures are not progressed, thereby leading to continued public concern.	L	Officers propose measures that are deemed reasonable and appropriate to address the Road Safety and Traffic Management issues to reduce incidents of public objections.
<b>Environment</b>	N/A		
<b>Technology</b>	N/A		

<b>Reputational</b>	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided with a thorough rationale as to the requirement for the proposal.
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## 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
<b>Prosperous Place</b>	This report has links to safe and resilient communities.

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Equality &amp; Human Rights Impact Assessment</b>	Full EHRIA not required
<b>Privacy Impact Assessment</b>	Not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not Applicable

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES

APPENDIX 1 – Gray Street / Salisbury Terrace Questionnaire  
APPENDIX 2 – Proposal  
APPENDIX 3 – Public Notice  
APPENDIX 4 – Objections

## 11. REPORT AUTHOR CONTACT DETAILS

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## APPENDIX 1 – Gray Street / Salisbury Terrace Questionnaire

Our Ref. MC/DR/GM  
Your Ref.  
Contact.  
Email:  
Direct Dial:  
Direct Fax:



29 March 2017

To the resident(s)

**Communities, Housing  
and Infrastructure**

Aberdeen City Council  
Business Hub 11  
Second Floor West  
Marischal College  
Broad Street  
Aberdeen AB10 1AB

Tel 01224 522000  
Minicom 01224 522381  
DX 529451, Aberdeen 9  
[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

Dear Resident

**GRAY STREET / SALISBURY TERRACE – TRAFFIC CONCERNS – SUGGESTION OF INTRODUCING A ONE-WAY SYSTEM**

The Council's Traffic Management Team would appreciate your opinion with regard to the suggestion that a one-way system should be introduced on Gray Street and Salisbury Terrace.

To set the background, the top section of Gray Street, between Great Western Road and Broomhill Road, and likewise Salisbury Terrace, have significant on-street parking on both sides of the road; this effectively takes the width available for through traffic down to a single line. Consequently, a common complaint is with respect to the occasion where a vehicle has to be reversed to allow an opposing vehicle to pass. Beyond it being less than ideal to have vehicles reversing, it had been highlighted occasional damage is occurring, with vehicles clipping wing mirrors, bumping/scraping the side of cars etc. while reversing manoeuvres takes place. As a result, some residents have suggested a one-way system would be an ideal solution to prevent the aforementioned.

The purpose of this letter is to gauge whether residents would generally be supportive of a one-way system. I would stress this is an informal consultation, and if a proposal did progress thereafter, it would be subject to the necessary statutory consultation process, set down by legislation, that allows for the introduction of a Traffic Order. The aforementioned process provides any person, business, organisation etc. with the opportunity to object to a proposal and the Council would thereafter have to consider whether the proposal should be implemented as originally envisaged, modified, or rejected.

Also, if a proposal was passed, the necessary financial resources to allow implementation would have to be allocated; this would be dependent on other city-wide priorities in terms of traffic management and road safety.

When considering restricting access to these roads there are three options. The first would involve making the entire length of each road, between their junctions with Great Western Road and Broomhill Road, one way; for instance Gray Street would perhaps be northbound and Salisbury Terrace thereby southbound.

The other options would be to introduce a limited length of one-way, similar to that which can be observed on Duthie Terrace, or a false one-way street\*, so in each case while entry to the roads from either Great Western Road or Broomhill Road is prohibited, two-way movement is either partially or wholly retained on the main body of the road. The advantage of this system is it retains flexibility for some residents / drivers when exiting the road; the negative factor is it will only lessen the occasions of conflict, as opposed to the case of a full one-way system that would totally resolve the issue.

*\*A false one way street is essentially a junction with a point 'no entry'; that is to say with 'no entry' signs only at the road junction and would give the impression to a driver passing the junction, the road would be subject to a one-way, hence the term "false one way". They are often configured with an access to allow entry for cyclists. (Enclosed is a diagram that indicates a typical false one-way street arrangement)*

For information, previous surveys on these roads indicate traffic volumes are modest. The following table indicates the average vehicles per hour between 8am and 6pm on a working day. The survey data was collected during a period in the month of June 2014.

	Average number of motor vehicles per hour on a weekday between 8:00 and 6:00pm	
	Northbound	Southbound
Gray Street	30	25
Salisbury Terrace	29	20

In light of the above information and your local knowledge/experience of these roads, I would be grateful if you could complete the attached questionnaire and return the form by way of the enclosed pre-paid envelope. **The closing date for submitting the questionnaire would be Monday 24 April.**

Again I would highlight this consultation is informal and the Traffic Management Team really wants to establish whether there's general community support for a full one-way system or those similar measures described. Once the responses have been collated, a letter will be distributed to residents indicating the outcome.

I trust the above and attached is comprehensive, nonetheless should you have any questions or wish to discuss this matter directly, you are very welcome to get in touch by contacting me on [REDACTED]; alternatively e-mails can also be sent to [REDACTED]

Yours faithfully

[REDACTED]  
Technical Officer  
Traffic Management

**Gray Street (between Broomhill Rd and Gt Western Rd) / Salisbury Terrace**

**Questionnaire with respect to suggestion of introducing one-way or 'false' one-way traffic restrictions**

1. Would you support the introduction of a one-way system or 'false' one-way on Gray Street and Salisbury Terrace that prohibited entry from either Great Western Road or Broomhill Road?

Please circle either yes or no.

Yes	No
-----	----

2. Please rank, in order of your preference, the type of traffic management options suggested. (Even if you answered no to the first question, your response to these further questions would still be appreciated.)

Traffic Management Option	Preference (Please enter 1, 2 and 3 to indicate)
Full one way on both these roads between their junctions with Great Western Road and Broomhill Road.	
Limited lengths of one way. For example:  Gray Street – northbound between its junctions with Great Western Lane and Great Western Road  Salisbury Terrace – southbound between its junctions with Gray Street Lane and Broomhill Road	
'False' One-Way Street – 'No entry' prohibition at single junction on each road. For example:  'No entry' points at junction of:  Gray Street with Great Western Road  and  junction of Salisbury Terrace with Broomhill Road.	

3. If one of the options in question 2 was promoted, at which junction on each road would you prefer to see the 'no entry' established?

Please tick relevant box next to option.

<p><u>Arrangement 1</u></p> <p>'No entry' points at junction of Gray Street with Great Western Road and junction of Salisbury Terrace with Broomhill Road.</p> <p>Accordingly, if associated with a full one-way system, direction of travel on Gray Street would be northbound, while on Salisbury Terrace it would be southbound.</p>	
<p><u>Arrangement 2</u></p> <p>'No entry' points at junction of Gray Street with Broomhill Road and junction of Salisbury Terrace with Great Western Road.</p> <p>Accordingly, if associated with a full one-way system, direction of travel on Gray Street would be southbound, while on Salisbury Terrace it would be northbound.</p>	
<p>No preference</p>	

4. Please add any comments you may have over this matter:

5. Please provide your contact details:

Name:
Address:
Post Code:
Tel. No:
E-mail:

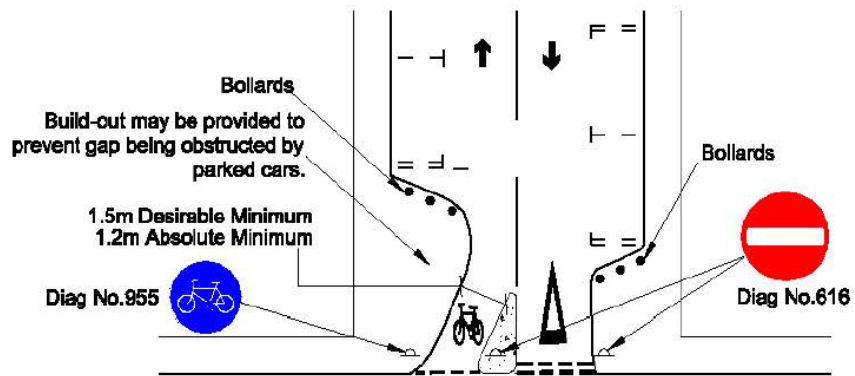
Please return the completed questionnaire by way of the pre-paid postal envelope to:

**Traffic Management  
Communities, Housing and Infrastructure  
Aberdeen City Council  
Business Hub 11  
Second Floor West  
Marischal College  
Broad Street  
Aberdeen AB10 1AB**

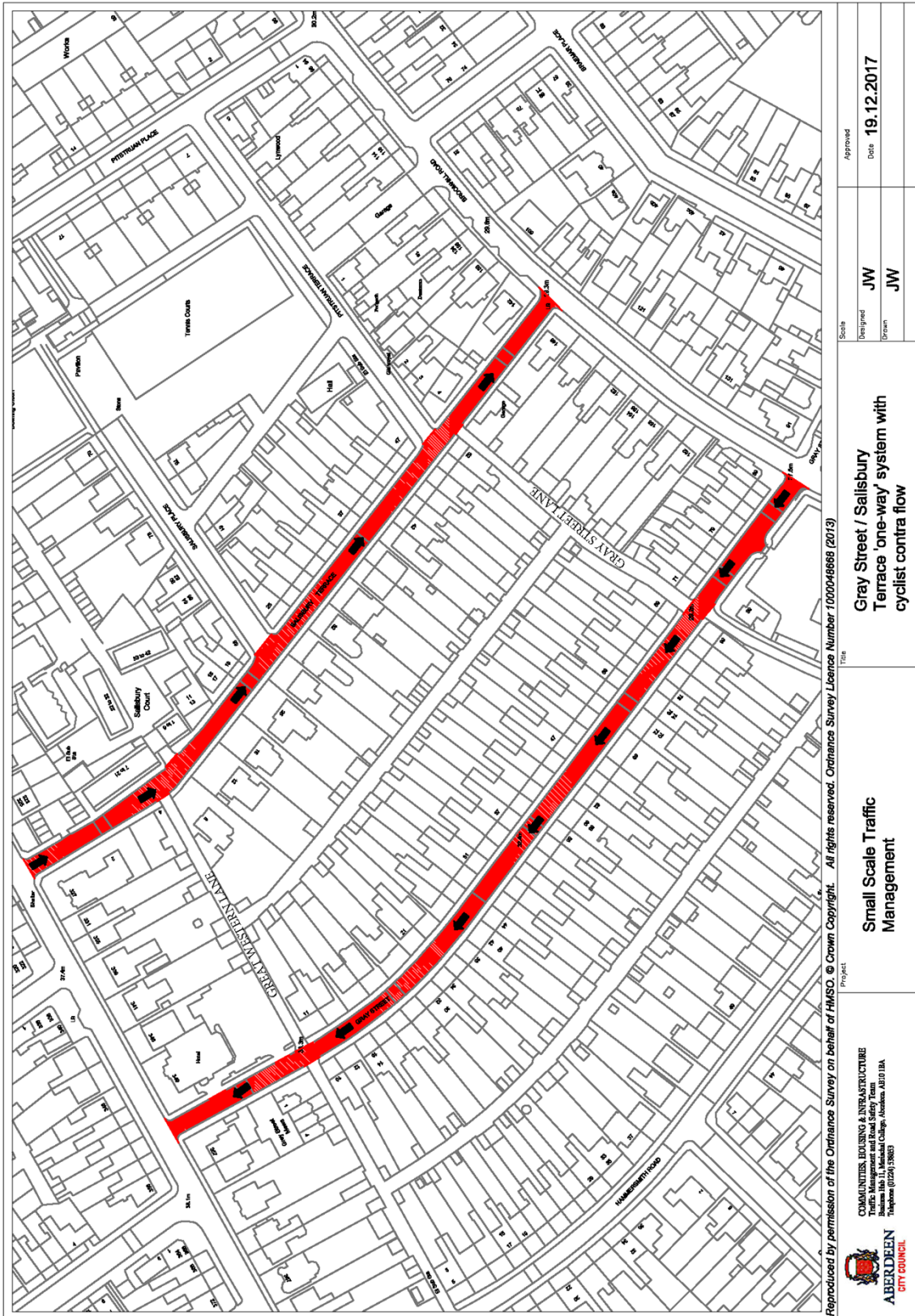
The information provided by you upon this Form is recorded manually and on computer, stored securely and processed for the purpose of determining public opinion in relation to possible traffic management options on Gray Street and Salisbury Terrace, Aberdeen.

Aberdeen City Council (ACC) will process your personal information (in this case your name and address) fairly and lawfully and in accordance with the principles of the Data Protection Act 1998. In order to comply with legal obligations, including the Freedom of Information (Scotland) Act 2002, ACC may require to make copies of this form available to the public. In that event your name, address, Tel. No. and E-mail address will be removed prior to disclosure of the form.

**Figure 4.2: False one-way street**



# APPENDIX 2 – Proposal



## APPENDIX 3 – Public Notice

### ABERDEEN CITY COUNCIL

#### ROAD TRAFFIC REGULATION ACT 1984

#### THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE, ABERDEEN) (ONE-WAY) ORDER 201(X)

Aberdeen City Council proposes to make “The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X) in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to impose a prohibition of driving of any vehicle on Gray Street, between its junctions with Broomhill Road and Great Western Road, other than in a northerly direction, except for pedal cycles. Also, to impose a prohibition of driving of any vehicle on Salisbury Terrace, for its entirety, other than in a southerly direction, except for pedal cycles.

Full details of the above proposals are to be found in the draft order, which, together with maps showing the intended measures and an accompanying statement of the Council's reasons for promoting them, may be examined during normal office hours on weekdays between 30 May 2018 and 20 June 2018, in the offices of the roads officials in the Operations and Protective Services department, at Marischal College, Broad Street, Aberdeen. It is recommended that anyone visiting Marischal College to view any of the documents should make an appointment to do so, in order that a member of staff can be present to offer an explanation if necessary. Anyone unable to visit Marischal College can telephone 01224 522305 to speak to one of the officials.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the undersigned or to [trafficmanagement@aberdeencity.gov.uk](mailto:trafficmanagement@aberdeencity.gov.uk) during the statutory objection period which also runs from 30 May 2018 and 20 June 2018, inclusively.

Any person who submits an objection to a road traffic order should be aware that any objection made will be available to members of the Committee, available for inspection by members of the public, distributed to the press, and will form part of the agenda pack which is available on the Council's website. To that extent, however, they are redacted, with e-mail addresses, telephone numbers and signatures removed from this correspondence.

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College, Broad Street  
Aberdeen AB10 1AB



## APPENDIX 4 - Objections

### THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE, ABERDEEN) (ONE-WAY) ORDER 201(X)



Aberdeen City & Shire Hotels Association

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College  
Aberdeen  
AB10 1AB

20<sup>th</sup> June 2018

Dear Sirs,

Aberdeen City Council  
Road Traffic Regulations Act 1984  
Gray Street And Salisbury Terrace, Aberdeen

I write representing The Mariner Hotel Limited, (Co No SC103825), as a member of Aberdeen City and Shire Hotels Association.

It is noted the Council proposes to make the Road Traffic Order as outlined above, which we support our Members OBJECTION to this proposal.

Such actions would cause significant disruption of access of deliveries to and from the business premises and customers access to their car park, causing deterred and disruption of trade.

Aberdeen has seen a severe downturn, which has significantly affected hotel occupancies over the last couple of years. As well as the downturn, there have been over 2500 additional new bedrooms added to the regions bedstock, with most of these new properties been global brands with car parking facilities. This additional bedstock has driven average room rates spiralling to approximately two thirds of those two ago.

The Mariner Hotel is a local independent business, trading in a very challenging environment, whereby as an Industry, we are also incurring additional costs amongst others, increased minimum/living wages, additional pension provisions, apprenticeship levy, with the main increased cost of Non Domestic Rates increasing on average over 250% in the city's hotels.

Running and sustaining a business is challenging enough in these times, which we also need to be mindful of other inevitable unknowns, still to be accounted of Brexit and losing the migrant workforce.

Such a significant change in the adjacent roads to The Mariner Hotel will absolutely cause additional operational problems, but more importantly will hinder occupancy therefore revenues. Such a further drop in revenues, along with the increased costs as outlined, may place this business at risk, potentially adding to the already 5 city hotel closures thus far in the last two years.

At a time when Aberdeen City & Shire aspire to diversify and grow tourism, and the fantastic work undertaken by the Councils ambition of investing in the new AECC, the Harbour Board investing in a new south harbour which will attract cruises, the new events attracted into the city, Aberdeen Inspired and Visit Aberdeenshire activity to market, attract, and increase footfall and dwell-time into the city and shire, we need to protect all bedstock, especially independents.

The Aberdeen City & Shire Hotels Association represent over 50 members, liaising with the Government, Councils, trade bodies, and various others such as AGCC, AECC, Events 365, Opportunity North East, and many others to cement cohesion in meeting our joint aims.

The Mariner Hotel is an established local business with 40 members of staff, 6 of which with over 130 years' service. Such road closure or proposed alterations may cause additional decrease in revenue, hence a concern to us for a fellow Member of Aberdeen City & Shire Hotels Association.

Once again, Aberdeen City & Shire Hotels Association support The Mariner Hotel OBJECTION to this Road Traffic proposal.

I would appreciate acknowledgement and receipt of this letter.

Yours faithfully,

[REDACTED], Aberdeen City & Shire Hotels Association

[REDACTED]



Traffic Management Team,  
Business Hub 11, Second Floor West,  
Marischal College,  
Broad Street, Aberdeen,  
AB10 1AB

By email to: [trafficmanagement@aberdeencity.gov.uk](mailto:trafficmanagement@aberdeencity.gov.uk)

19 June 2018

Dear Sirs,

Thank you for your email of 30 May consulting us on various Traffic Regulation Orders (TROs) proposed by the Council.

The majority of these are for parking restrictions or speed restrictions, both of which are in general terms favourable to cyclists. Reductions in speed should contribute to cyclists feeling safer and encourage more people to cycle. Previous research by one of our members found that safety was by far the most significant barrier to cycling in Aberdeen, both for cyclists and *potential* cyclists<sup>1</sup>. Parking restrictions at junctions should also improve general road safety. We are therefore generally supportive of these measures and do not wish to comment in detail on the proposals.

We also note the proposal to implement a scheme of **one-way traffic on Salisbury Terrace and Gray St**. Unlike the other proposals, we feel this will do nothing to benefit cyclists (or pedestrians) and may have a negative effect on these groups of more vulnerable road users for the reasons set out below. We **OBJECT** to this proposal.

We note that these are primarily residential streets, with few business premises. Gray St, at its junction with Broomhill Rd is the location of Broomhill Primary School, with the main entrance via the playground being off Gray St.

Firstly, it seems to us that if the streets are made one-way, the likely effect will be to increase the use by through traffic. In other words they may become “rat runs”. Speed of traffic may also be liable to increase due to the certainty of drivers that they will not meet an opposing vehicle on narrow streets with limited opportunities to pass, as is currently the case. Either or both of these effects (i.e. increases in volume or speed of traffic) would be inappropriate for residential streets where traffic calming (speed humps) has already had to be implemented to attempt to reduce speeds. We also wonder whether the back lanes linking and between the streets might be used by drivers in an attempt to circumvent the one-way restrictions. As these streets and back lanes currently provide a relatively low traffic environment, suitable for walking, cycling, or ‘scooter-ing’ to school, we believe a scheme of one-way traffic will be detrimental. This seems perverse at a time when many government initiatives are actively encouraging more children to walk or cycle to school.

We note that the one-way proposal includes an exemption for cyclists. We welcome that in principle and indeed we have advocated previously for no one-way schemes to be implemented without such an exemption. However some of our members also take the view that cycle contra-flows are a poor compromise unless they are laid out with a clearly marked and segregated cycle lane. In the circumstances of the streets in question here, where the limited available road width between 2 rows of parked cars is the issue, we question whether it is feasible to implement a cycle contra-flow which is safe. Please bear in mind that Highway Code (rule 163) states that when over-taking, a driver should allow a cyclist the same space as they would when over-taking a car. The on-going Police campaign to tackle “close passes” uses a minimum figure of 1.5 metres as the distance a vehicle should leave when over-taking a cyclist. Neither of these is likely to be achievable in the streets in question due to parked cars.

Furthermore, the scenario in a one-way scheme would be worse than the current situation because drivers would be less likely to expect oncoming cyclists in a one-way street.

We could support a one-way scheme here if the purpose of the scheme was to free up road space to create a proper segregated cycle lane which met design standards. However that is not what is being proposed.

In summary, the problem here appears to be caused by high numbers of parked cars restricting the available width of the road. The proposed solution - to maintain/increase flow capacity by implementing a one-way scheme – will fail to address the problem which instead requires a three-pronged approach: discourage car use, implement parking restrictions, and promote active travel with segregated cycle paths. Measures which raise traffic capacity as this proposal will do, whether deliberately or inadvertently, inevitably result in more traffic, which we consider

inappropriate for these predominately residential streets and particularly in view of the location of the primary school.

It is becoming increasingly recognised that to deliver modal shift, some re-allocation of road space away from private cars and in favour of active travel is needed. What is proposed here seems to represent movement in the opposite direction, i.e. attempting to maintain (or increase) flow capacity while maintaining existing levels of parking and at the probable detriment of the walking and cycling environment. While the impact of such measures over two streets may be small in the context of the whole city, we would nevertheless contend that the proposal represents an out-dated and inappropriate response to traffic management. We consider that this proposal is contrary to the tenet of the Council's 'Aberdeen Active Travel Action Plan 2017 – 20121'

Finally, we also note that the intention is to pay for the introduction of this proposal using the Cycling, Walking and Safer Streets (CWSS) Budget. Given what we have said above regarding the likely detriment to the walking & cycling environment, we consider this inappropriate.

Yours faithfully,



On behalf of Aberdeen Cycle Forum

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<sup>1</sup> <http://www.aberdeencycleforum.org.uk/?p=1723>



14<sup>th</sup> June 2018

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College, Broad Street  
Aberdeen  
AB10 1AB

**Statutory public consultation - Various traffic management related proposals THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE, ABERDEEN) (ONE-WAY) ORDER 201(X)**

At the Ashley and Broomhill Community Council meeting on 7<sup>th</sup> June, this proposal was discussed at length. We were unable to form a view on this as there seemed to be many aspects of this proposal which require clarification.

**Scope of consultation**

It would appear that only properties that have frontage of Salisbury Terrace and Gray Street have been individually notified. Arguably, any property that uses these streets for access should also have been individually notified. Examples of these are:

Great Western Road and Broomhill road houses that have restricted parking and who use the back lanes for parking and access. Salisbury Court, Salisbury place. Placing a one-way system will add to their journey length substantially.

It is not clear if businesses have been consulted eg The Mariner, The Terrace, Salisbury garage, beauty salon, oil related business at the top of Salisbury Terrace. All the clients for these businesses will be forced to circle the area to locate the business and park.

**Incomplete proposal - child safety may be at risk**

It has not included how the adjoining lanes traffic flow will operate. These lanes are heavily used by parents walking children to school. Traffic using these lanes to avoid going on to Broomhill Road will constitute danger for them. Cyclists face oncoming traffic.

**Unintended consequences**

If such a scheme were to be put in place, other streets, already heavily congested with traffic, eg Pitstruan Place would have to endure even more traffic.

More restrictions may have to be put in place at junctions, extending no parking areas at the main junctions.

Sequencing of traffic lights on Great Western road will have to be reviewed.

This requires further traffic analysis and logging.

**Salisbury Terrace must go one way if Gray Street does**

Why?

**Conclusion**

The considerable confusion and doubt as to what the details of this proposal are, and its implications are such that, surely this proposal in this form should be reconsidered.

Thank you

Yours sincerely,



Ashley and Broomhill Community Council

E-mail: [abcc\\_aberdeen@btinternet.com](mailto:abcc_aberdeen@btinternet.com)

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College, Broad Street  
ABERDEEN  
AB10 1AB

Your Ref:

Our Ref:

DAR/MAR.20.9

Date:

20<sup>th</sup> June 2018

Dear Sirs

**ABERDEEN CITY COUNCIL  
ROAD TRAFFIC REGULATION ACT 1984  
GRAY STREET AND SALISBURY TERRACE, ABERDEEN – (ONE-WAY) ORDER 201(X)**

We act for The Mariner Hotel Limited (Co No SC103825) the owner and operator of the Mariner Hotel, 349 Great Western Road, Aberdeen (hereinafter the 'Hotel').

It is noted the Council proposes to make the above Road Traffic Order (hereinafter the 'RTO') in terms of its powers under the Road Traffic Regulation Act 1984.

This letter is formal notification that our client objects to the RTO on the grounds set out in the appendix hereto.

Our clients have asked us to put on record that in their view the proposed RTO is a 'hammer to crack a nut' which has a variety of unintended and very undesirable consequences. It seems to our clients that the Council's officers have made little, if any, effort to look at other incremental solutions to ease the congestion issue before putting forward the current proposed nuclear option.

Our clients are of the view that the following measures would ease congestion significantly:

- improved road surfaces (and thereby reduce the 'rocking' effect of large vehicles);
- permit parking;
- improved traffic calming;
- updating the one-way lane system at Broomhill Scholl - the current arrangements 'funnels' enormous amount of traffic northbound unnecessarily.



Finally our clients are aware from their discussions with local residents there is a consensus that the creation of an alternative one-way system 'between the lanes' is the best worst option. Our clients would be favourably disposed to such an alternative proposal provided:

- all relevant stakeholders were consulted thereby producing a broad consensus amongst all interested parties;
- it had adequate provision of traffic management with regard to the lane system;
- specifically it had proper signage to avoid 'scaring off' passing trade for the Hotel.

Please acknowledge receipt of this letter.

Yours faithfully

[Redacted signature]

*PP.*

[Redacted name]

Partner

[Redacted address lines]

## Appendix

### Grounds of objection

#### 1. Detrimental and likely terminal effect on the Hotel business

- The hotel sector in Aberdeen is under enormous pressure (oil downturn - drop in occupancy & rates - business rates increases - pension and minimum wage increases) and the Hotel is no exception. Our clients have managed to keep the Hotel operational through this downturn with continued investment - however, implementation of this proposal as it stands would result in a loss of trade which would in all probability lead to the closure of the Hotel.
- Removing direct access to the Hotel - from the main arterial route to and from the city - would have a massive impact from a reduction in footfall. From passing chance business for either of the Hotel's two restaurants, to pre-booked function business and accommodation business looking for accessibility to airport and city.
- The Hotel has been a part of the local community for over 50 years. It is family run - by 3 generations of the Edwards family – and currently employs 40 people (half of whom are in full time positions). The 4 longest serving staff have combined service of over 100 years. The Hotel's Atlantis restaurant, one of Aberdeen's longest established, will next year celebrate its 40th anniversary. If the Hotel was to close those jobs would be lost.
- The Hotel's symbiotic relationship with other nearby businesses (eg. the next door Nursery uses the Hotel car park for safe pick- up and drop off of children) means that an end of the Hotel's trading would seriously jeopardise theirs.

#### 2. Further grounds for objection (made on assumption of hotel's continued operation).

- Usage of Gray street by vehicles mentioned in the Council's traffic survey took no account of the significant amount of traffic which currently enters from Great Western Road, utilises the Hotel car park and then exits back on to Great Western Road.
- Not counting the arrival/departure of guests, customers and staff and nursery drop-offs, there are daily beer and food deliveries to the Hotel and waste uplifts all involving large vehicles - from the early hours of the morning onwards. All of these vehicles would be forced up Gray street with a consequent negative impact on noise and safety. Specifically this would increase rather than reduce the likelihood of damage to parked cars.
- The above mentioned traffic survey was not comprehensive in its approach. The data provided to local residents to weigh up their responses was flawed and so the Council's assertion that there was overwhelming support from the local residents for any form of one-way system was at best disingenuous. Traffic movement figures were for the middle section of Gray Street only and did not take into account (as mentioned above) of volume of traffic north of the lane.
- Our clients offered three site meetings over the past two years to the Council and representatives of its traffic management team to discuss in detail perceived problems and possible remedies – not one of these offers was taken up by the Council.

- The proposal (and opportunity to object) was circulated to Gray Street and Salisbury Road residents only – as a number of Great Western Road residents use Gray Street and Salisbury Road to access their garages from the lane their views should have been sought.

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:04  
**To:** [REDACTED]  
**Subject:** FW: GRAY STREET AND SALISBURY TERRACE, ABERDEEN ONE WAY ORDER 201 (X)

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**From:** [REDACTED]  
**Sent:** 15 June 2018 11:35  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** GRAY STREET AND SALISBURY TERRACE, ABERDEEN ONE WAY ORDER 201 (X)

With regard to the above we wish to object to the application as it would be very difficult for our customers to find us and very inconvenient that they can only come in from Great Western Road instead of Broomhill Road. I do not see what benefit it would make being a one way street. This would have a big impact on my business.

[REDACTED]



**FREE Animations for your email** [Click Here!](#)

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 20 June 2018 10:08  
**To:** [REDACTED]  
**Subject:** FW: Gray Street & Salisbury Terrace - Proposed One Way Order - Objection

---

**From:** [REDACTED]  
**Sent:** 19 June 2018 22:13  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street & Salisbury Terrace - Proposed One Way Order - Objection

I am writing to object to the proposal to make Gray Street & Salisbury Terrace One Way.

I am concerned about the impact this will have to traffic usage and flow on Hammersmith Road. Hammersmith Road is already congested, particularly during peak hours and at school drop off / pick up times with parts of the street difficult to navigate for traffic in both directions due to vehicles parking on both sides. With vehicles unable to travel southbound on the adjacent Gray Street it is likely that traffic wishing to travel in this direction will use Hammersmith Road as well as Salisbury Terrace, increasing the volume of traffic and adding to the existing congestion.

In addition these changes are likely to increase traffic egress from the lane running between Gray Street and Hammersmith Road. Exiting from this lane is already challenging due to vehicles parking right up to the lane exit and with more vehicles likely to use this exit from the lane it is again likely to add to existing congestion.

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 20 June 2018 10:14  
**To:** [REDACTED]  
**Subject:** FW: Gray Street and Salisbury Terrace One Way Order 201(X)

---

**From:** [REDACTED]  
**Sent:** 20 June 2018 09:29  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street and Salisbury Terrace One Way Order 201(X)

Dear Sir/Madam,

I wish to object to the proposed one way system at Salisbury Terrace and Gray Street for the following reasons:

1) If these roads are one way routes, drivers who already drive too fast down these roads, will go faster as they know nothing will be approaching them.

2) Schoolchildren walk down these streets at certain times of day, so speeding cars will be a danger to them, or to pedestrians at any time of day.

3) It will put more traffic on to the main roads – Great Western Road and Broomhill Road - by requiring residents of Gray Street and Salisbury Terrace to turn onto for one block, then off , these roads if they have approached their own road from the “wrong” direction. This could cause more congestion at busy times.

4) Rat runs will be created by motorists using the back lanes as short cuts.

5) It will create more traffic on Pitstruan Place, Pitstruan Terrace and Hammersmith Road by residents of Salisbury Terrace and Gray Street using these roads to get to their homes the “right” way in the one way system.

6) If residents are complaining that their cars are being damaged by passing motorists, then they should put their cars away in their garages, for those homes that have them.

Yours sincerely

[REDACTED]  
[REDACTED]

**Gray Street and Salisbury Terrace, Aberdeen - Order 201(X)**

I wish to object to the proposal to make Gray Street one-way in a northerly direction from Broomhill Road to Great Western Road.

I reside in Gray Street Mews and as a result I would not be in favour of a full one-way system in Gray Street.

I appreciate there is possibly a need to introduce a one way system in these streets but I do strongly believe the section on Gray Street from Great Western Road to the lane (Great Western Lane/ Gray Street Lane) that runs parallel to Great Western Road does not require such a restriction. There is adequate room for vehicles to pass

I generally use this section of road for accessing and leaving my property as do the other residents of Gray Street Mews and the properties on Great Western Road who also have access and parking facilities from this area.

Although I cannot comment on behalf of the Mariner Hotel I feel their business could also suffer from this proposal as access to their carpark would be neither straight forward or indeed obvious ! With no access from Great Western Road I strongly suspect it will increase the volume of traffic, to include possible delivery vehicles for the hotel, along the lanes – which are clearly not designed for or maintained to a standard suitable for this level of traffic.

In addition if more vehicles are driving the length of Gray Street to access either our properties or the hotel, again including possibly delivery lorries, vans and the like, with a primary school at the entrance into the street, can this really be considered a safe or indeed sensible option when there is an alternative?

I would again put forward my proposal that Gray Street remain two way from Great Western Road to the lane and one way thereafter. If this is not an option considered viable I would have to favour the position remain as it is.



18 June 2018

[REDACTED]

---

**Subject:** FW: Gray Street one way proposal

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 22 June 2018 16:23  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street one way proposal

Dear Sir

With reference to the proposal to install a one way system in Gray Street/Salisbury Terrace, and the previous survey carried out.

Apologies for the lateness of my objection as I've been away from home and have only just returned.

In the initial survey I was in favour of the one way system on condition that measures were put in place to improve speed controls on Gray Street. My concern being that without improved controls the speed of vehicles travelling along Gray Street could significantly increase as drivers would not have the potential of facing cars travelling in the opposite direction.

From your letter there is no indication that traffic calming measures will be improved and as such I wish to formally register my objection to the proposal until such time as improvements to speed calming are put in place. I do feel this to be a genuine concern as there is a primary school located on Gray Street and as such we should be prioritising pedestrian safety over the convenience of impatient drivers.

Best Regards

[REDACTED]





17<sup>th</sup> June 2018

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College, Broad Street  
Aberdeen AB10 1AB

Dear Sir

**Statutory public consultation - Various traffic management related proposals THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE, ABERDEEN) (ONE-WAY) ORDER 201(X)**

I want to object to the proposal that Salisbury Terrace be made one-way.

Having lived on Salisbury Terrace for 18 years, I can see no reason why Salisbury Terrace needs to be made one-way.

It is going to give me, and other residents, extended journeys, when we cannot exit to the North onto Great Western Road. It will cause chaos for children being dropped at and picked from Broomhill School. Possibility leading to more dangerous situations on Broomhill Road as children's drivers will avoid the new one-way system.

If the residents of Gray Street have problems, other methods of easing traffic flow on Gray Street should be considered, e.g. no parking bays to establish fixed passing places, as has been done on many other streets.

From talking to other nearby residents, directly affected, because they access the back lanes from the rear of their properties (on Great Western Road and Broomhill Road) that they have not been consulted.

Given that the actual impact of the AWPR on traffic in the City centre is yet to be established, implementing traffic management proposals, such as this, should at the very least be put on hold until this impact is known. The AWPR may reduce City centre traffic levels, easing the problems being experienced by the residents of Gray Street to such an extent that this proposal is unnecessary.

Please reconsider this proposal, taking account of the large numbers of road users rather than only Gray Street residents. Living close to the City centre means residents should be tolerant of other road users.

Yours sincerely




11<sup>th</sup> June 2018

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College, Broad Street  
Aberdeen AB10 1AB

Dear Sirs,

**Statutory public consultation - Various traffic management related proposals THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE, ABERDEEN) (ONE-WAY) ORDER 201(X)**

As a resident of Salisbury Terrace, I am writing to object, in the strongest possible terms, to this proposal.

I can see no reason why Salisbury Terrace needs to be made one-way.

There are stretches of the terrace where, if cars are parked on both sides, only single file traffic is possible between them, however there is also more the adequate visibility of on-coming vehicles and several possible passing places in entrances to side streets, entrances to side lanes, access to flats, and where cars are not parked on both sides of the terrace.

Making Salisbury Terrace one-way will be very inconvenient for residents of the terrace, as they will have to plan their journeys and approach to the terrace to enter from the North end. Locating a parking space near to their property could also take more than one approach if a suitable space is missed on a particular approach. Exit from the terrace, at the South end, also increases journey length and time for residents travelling North.

Similarly, making Salisbury Terrace one-way will be very inconvenient for residents of streets joining onto the terrace, as they will have to plan their journeys and approach to the terrace to enter from the North end, and to exit the terrace from the South end. This is particularly true for residents of Salisbury Place and Salisbury Court where the only access is via Salisbury Terrace.

In these carbon emission conscious times, these extensions to journeys would result in an increase in carbon emissions, which is a separate reason for rejecting this proposal. A similar case can be made for delivery vehicles etc requiring access to properties on Salisbury Terrace, Salisbury Court and Salisbury Place.

The lane between Salisbury Terrace and Gray Street at the South end of Salisbury Terrace is used by pedestrians, and in particular school children and groups of school children on the way to / from Broomhill School. In this proposal this lane would be a convenient short cut for traffic from Salisbury Terrace wishing to travel North, but forced to travel South on Salisbury Terrace then North on Gray Street. The prospect of a mix of stressed of drivers of delivery vehicles, on tight schedules, and school children on this narrow lane is a frightening thought.

Yours sincerely

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

19 June 2018

Traffic Management Team,  
Business Hub 11, Second Floor West,  
Marischal College,  
Broad Street, Aberdeen,  
AB10 1AB

(by email to)

[trafficmanagement@aberdeencitycouncil.gov.uk](mailto:trafficmanagement@aberdeencitycouncil.gov.uk)

Dear Sirs,

**THE ABERDEEN CITY COUNCIL (GRAY STREET AND SALISBURY TERRACE,  
ABERDEEN) (ONE-WAY) ORDER 201(X)**

We wish to object to the above proposal, for the following reasons.

The proposal will inevitably lead to a greater volume of traffic using the streets in question. Journeys made by residents of the two streets will become more convoluted and thus increase the number and/or length of such journeys.

The use of these streets by through traffic is currently self-limiting to a degree in that the possibility of meeting vehicles coming in an opposite direction discourages high volumes of traffic. If this means of self-limiting is removed by making the streets one-way, then it is very likely that the streets will become more appealing to through traffic i.e. they will become 'rat runs'. Therefore any benefit which may arise will be to through traffic and not to residents. My recollection from a previous consultation was that ACC policy was that north/south traffic travelling between Great Western Road and Broomhill Road was encouraged to use either Holburn Road or Anderson Drive rather than the streets in between. The current proposal would appear to undermine that.

Lack of opposing traffic and the need to stop or proceed with caution because of it is also very likely to lead to an increase in speed of traffic.

A probable increase in both the volume and speed of traffic is inappropriate for what are otherwise quiet residential streets. It is particularly inappropriate on Gray St because of the presence of a primary school.

The proposal will force more south-bound traffic to enter Broomhill Rd via way of its junction with Salisbury Terrace. This junction is already limited by a restricted and unsatisfactory visibility splay such that it has a history of accidents and we have witnessed numerous near misses.

The proposal is likely to lead to more traffic using the back lanes, which they are unsuited to. For example, traffic from the north (Great Western Road) attempting to access the Mariner Hotel car park will no longer be able to do so by turning into Gray St but may instead turn into Salisbury Terrace and then use the lane between the two streets parallel to Great Western Road. These narrow service lanes are unsuited to increased use.

Traffic from Salisbury Court wishing to travel to the north, rather than travelling the entire length of Salisbury Terrace and then back north via either Gray St or Pitstruan Place may be tempted to use the lane parallel to Great Western Road to access Gray St. However as the entrance from Salisbury Court is marginally further south than the entrance to the lane this would require them to drive a short distance (approximately 10 metres) on Salisbury Terrace in the prohibited direction. However because of the convoluted nature of the legal alternative, I expect this would be likely to happen. The entrance to Salisbury court also provides access to garages serving houses on Great Western Road. Vehicles from there would potentially have the same predicament.

Although I welcome the principle that pedal cycles would be exempted from the one-way prohibition, if the narrowness of the streets between parked cars is the issue behind the scheme then I also question whether the width is adequate for a car and cycle to pass safely.

Many of the properties on Salisbury Terrace and Gray St have garages which some residents use for parking. By making vehicle movements for residents longer and more convoluted, the effect of the proposal may be to discourage parking in garages. This would lead to even more on-street parking, which is the 'problem' that this proposal is supposedly trying to address. i.e. the proposal may have unintended consequences which make the parking situation worse, rather than solving it.

Numerous other streets in the locality, notably Forest Avenue, Brighton Place and Pitstruan Place also have issues of on-street parking leaving constrained room for passage of vehicles. Are one-way proposals also to be brought forward for those streets?

In our view, the proposal will have a negative effect on the character of the streets in question, the majority of which sit within the Great Western Road Conservation Area.

On the basis of the above we object to the proposal.

However if the Council decides to proceed, we request the following mitigation:

1. Further measures to prevent increased use by through traffic, such as 'no entry' or 'access only' restrictions (either on the streets in question, or the back lanes, or both).

2. Improvements to the visibility splay for traffic emerging from Salisbury Terrace onto Broomhill Road OR as an alternative, the direction of the proposed one-way system be reversed.
3. Monitoring of volume and speed of traffic prior to and after the scheme is put in place.
4. A review of the scheme in light of the results of such monitoring and/or public opinion after a suitable period of time.

Yours faithfully

████████████████████  
████████████████

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:43  
**To:** [REDACTED]  
**Subject:** FW: One Way Order 201X Gray Street and Salisbury Terrace

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**From:** [REDACTED]  
**Sent:** 13 June 2018 14:04  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** One Way Order 201X Gray Street and Salisbury Terrace

Whilst not objecting to the proposal can I suggest that the section of Hammersmith Road to the North of the junction with Norfolk Road is also made one way only allowing traffic to move in one direction from Broomhill Road to Great Western Road. This part of Hammersmith Road suffers from the same problems as Grey Street and Salisbury Terrace and it will only become worse due to the proposed one way restrictions.

At present drivers tend to exceed the speed limit along Hammersmith Road to get as far along the road as possible before a vehicle comes in the opposite direction. The speed humps have recently been made more forgiving allowing vehicles to go over them at higher speeds. This is particularly dangerous when parents are parking in Hammersmith Road to drop off or collect their children from Brommhill Road School. At these times Hammersmith Road is quite congested.

Burns Road and Hammersmith Road are used by drivers to by-pass the traffic lights on Anderson Drive at the junction with Great Western Road when traffic is heavy. Your proposal will move more of this type of traffic onto Hammersmith Road.

Regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

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Regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 19 June 2018 10:54  
**To:** [REDACTED]  
**Subject:** FW: 201(X)-ref Salisbury Terrace

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 18 June 2018 20:03  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** 201(X)-ref Salisbury Terrace

Please find this as objection to the above proposal.

- there is no problem with traffic on Salisbury Terrace ...unlike Gray St there are plenty of passing places , due to several side streets and under utilised on-street parking in front of many of the properties.

- if this is being proposed as a balance to one-way on Gray St...we would suggest that Hammersmith would make more sense (issue is school traffic being forced north up Gray st by 2x no entry on lanes - so utilising roads on EITHER SIDE of school /reorganising lane management would make more sense, rather than forcing traffic south down Salisbury to RIGHT turn onto a busy Broomhill Rd)

- the proposal makes no mention of lane system ...without changes here you would create a rat run on north lane of hotel traffic.

- proposal was not put out to all interested parties (eg Hammersmith and Great Western Road residents who use these streets to access lanes/garages at rear of properties.

- (separately)proposed extension of double yellows should reduce occasional bottle-necking at south of Salisbury...but only with current levels of traffic —with all extra school/nursary/hotel/residents traffic that would be created by one way system, would create massive tailback issue.

- one- way system would speed up traffic , reducing safety of all school children using these roads as route to school...and increase wear to already horrendously damaged calming measures (and general poor road surface)

- on a more selfish note- property sold on its easy access to main arterial Road, value affected by requirement to head south.

- proposal would hurt businesses on gray st (hotel and nursery) and possibly result in closure/lass of local amenities/community hub.

Yours Without Prejudice,

[REDACTED]



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 19 June 2018 10:54  
**To:** [REDACTED]  
**Subject:** FW: 201(X)-ref Salisbury Terrace

-----Original Message-----

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Yours Without Prejudice,

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 13 June 2018 14:35  
**To:** [REDACTED]  
**Subject:** FW: Gray Street and Salisbury Terrace

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**From:** [REDACTED]  
**Sent:** 31 May 2018 22:17  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street and Salisbury Terrace

Dear Sir,

The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One- Way) Order.

We refer to the above order and write to object, not the order in its entirety, but by way of a request that the effect of the order so far as Gray Street is concerned is that it be restricted to that part of Gray Street that lies between the access lanes at its Northern and Southern ends.

We understand that the request for an order has arisen by reason of damage to parked vehicles in the section between these two access points where cars need to reverse or manoeuvre into kerb side spaces to pass. That problem does not arise in the short distance between Broomhill Road and the Southern lanes and between Great Western Road and the Northern lanes.

The Mariner hotel sits at the Northern end and its entrance and car park are both situated off Gray Street. Broomhill primary sits at the Southern end and its nursery is accessed off the Southern lanes. Access to the garages to the rear of Gray Street on the Western side needs to be taken from the Northern lane given the one – way structure of the lane network.

It appears likely that the effect of the order will be an increase in traffic using Gray Street rather than travel via the lights at Great Western Road/ Anderson Drive which already occurs, limited only by the risk of a requirement to reverse. We are anxious to avoid any increase in traffic beyond what will inevitably arise by reason of this more straightforward access.

The order as drafted will mean that all traffic accessing the Mariner Hotel and its carpark (including its heavy waste disposal vehicles) will require to drive the whole length of Gray Street. At the moment that traffic does not pass any residential properties on access as there are no residential properties in that part of the road. It is likely that some will also drive the length of Salisbury Terrace before requiring to turn right into Broomhill Road with a further right into Gray Street.

1

Equally Gray Street residents like ourselves will, if accessing our garages, which it is important we do given limited on street parking also need to use Salisbury Terrace, the right turns and then drive the whole length of Gray Street. The access onto Broomhill Road is not straightforward at busy times.

Nursery parents who at the moment can drive eastwards, use the nursery drop off and leave travelling South will all need to drive the full length of Gray Street. It is likely that there will also be an increase in traffic from the wider school community.

Watson Street is a good example of what can occur when a street is marked one way and becomes a major thoroughfare. We appreciate why there has been a request for one way status but are concerned, as set out, by the risk that our quiet neighbourhood may be negatively impacted . Amending the order as suggested will, we suggest, mitigate that risk and be of real benefit in reducing traffic movements.

We would request therefore that the order be amended as we propose.

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:42  
**To:** [REDACTED]  
**Subject:** FW: Proposed one way system from Gray Street and Salisbury Terrace

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 13 June 2018 20:41  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Proposed one way system from Gray Street and Salisbury Terrace

Dear Sir/ Madam

I would like to raise my objection to this proposal to the proposed one way system on the grounds that it will force excess traffic onto Hammersmith Road and the shared garage access road (Grey Street / Hammersmith back lane).

Currently there is an excessive "rat run" from Great Western Road down Hammersmith to either Broomhill Road or onto Norfolk Road (done in order to circumvent the lights at Anderson Drive / Great Western Road). I have already seen several car "stand offs" in the narrowest part of the road (towards Great Western Road end of Hammersmith Road).

In my opinion the proposed one way system (in its current format) will force more traffic onto Hammersmith Road. This road is already very congested. At times with cars parked on both side of the road cars can only travel in one direction at a time (without another car reversing to allow pass by).

Additionally the Hammersmith garage access will become very difficult and congested. I am concerned that the garage access road likely to be used as a means to by pass the one way access. This access road is in very poor condition as it is and is not in a suitable condition to support more cars. Already I have seen cars racing down this lane to bypass Grey Street. This also creates a safety issue as cars reverse from garages or young child walk in the lane. Particularly as the lighting in the lane is poor and not being maintained. The street light by our garage has not been repaired for several years.

This proposal should strongly consider the very negative impact that this plan will have on neighbouring streets and their lane access.

Kind regards

[REDACTED]

[REDACTED]



Wednesday 20 June 2018

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council, Business Hub 11  
Second Floor West, Marischal College  
Broad Street  
Aberdeen AB10 1AB

Dear Sirs

**The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)**

I write in respect of the above, following recent email and telephone exchanges, and confirm my objection to the proposals in their current form on the grounds outlined below.

Note that I have requested further information from the Traffic Management team (Aberdeen City Council), to enable me to reach a more informed decision but, to date, this has not been received, so the following is based on the information made available to me so far.

Aberdeen City Council has advised the above proposals seek:-

1. to prevent the conflict that occurs when vehicles in opposing directions meet on these roads and
2. to avoid danger to persons or other traffic using the roads

The following are the grounds on which I object:-

**Safety**

The proposals would make the streets one-way while still allowing cyclists to travel in both directions. Making the roads one-way will remove an obstacle (traffic travelling in the opposing direction) for motor vehicles, with the likely result their speed will increase. This increased speed is unlikely to be successfully managed by the existing, recently reduced, traffic-calming measures. The result will, therefore, be that *motor vehicles will exceed the speed restriction (20mph)*. This will present an increased risk to all pedestrians and other road users – of particular concern given the school located at the lower end of Gray Street.



Also, allowing cyclists to travel in both directions, will put them at increased risk by bringing them into contact – and conflict - with motor vehicles travelling *at a higher speed* when drivers are not anticipating *any* opposing traffic.

Finally, Aberdeen City Council has indicated no expert safety advice has yet been sought on these proposals – a surprising admission, given a priority for any changes to traffic management ought to be the safety of all users of the area.

In summary, the proposals have not considered whether the measures will make the streets more or less safe. In fact, there is every likelihood that they will increase the risks to pedestrians and other road users as traffic will travel faster and drivers will no longer observe the environment with as close attention (due to no longer having to anticipate opposing traffic).

#### Failure to Identify the Existence of a Problem Justifying the Proposed Measures

Aberdeen City Council has confirmed *they hold no information* on the numerical value of the number of complaints, there is no information on the number of occasions damage has occurred, there is no numerical record of the number of residents that suggested a one-way system – in short, *Aberdeen City Council holds no data or information regarding alleged “problems” caused by vehicles travelling in opposing directions in the above streets or damage due to any other reason.* So, there is no evidence to substantiate the existence of a “problem”, or quantify the scale of any possible problem, or identify the possible cause(s) of any alleged “problem”.

The information contained in the Aberdeen City Council report to the Communities, Housing & Infrastructure report dated 16 January 2018 relating to questionnaire responses from residents indicates only 21.3% of Gray Street residents and 9.35% of Salisbury Terrace residents support the current proposal, ie *there is no general support for the proposed measures to be introduced.*

In short, Aberdeen City Council has presented no evidence to substantiate the existence of a problem warranting the proposed measures or a spend of scarce public money (£10,000+) and the vast majority of residents do not support the current proposal.

#### Failure to Properly Consult

Aberdeen City Council has verbally advised that the recent notice issued to residents is the “Formal Consultation” phase required under The Local Authorities’ Traffic Orders (Procedure) (Scotland) Regulations 1999, yet the notice makes no reference to the period of formal consultation. As a result, the notice is misleading and fails to communicate clearly the procedure required under the Regulations’ consultation obligations.

To commit £10,000 of scarce public money, there should be a clear, substantiated case of the existence of a problem and the cause of that problem should be identified. That has not been done in this instance. Nor has public safety been put at the heart of these proposals, with the result that

[REDACTED]

far from improving the safety of these streets, there is every possibility that the measures would make them *more dangerous*.

As a result, I must object to the proposals.

Yours faithfully

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

20/6/18

**OBJECTION – GRAY STREET AND SALISBURY TERRACE ONE WAY  
ORDER 201 (X)**

Dear Sir,

I object strongly to the proposed one way order for Gray Street and Salisbury Terrace.

Making Gray Street and Salisbury Terrace one way will reintroduce a significant commuter rat run to these streets. It is not for no reason that Gray Street and Salisbury Terrace have the oldest speed bumps in the city.

It is highly noticeable that on days when there are traffic problems on Anderson Drive that the number of cars and vans using Gray Street and Salisbury Terrace increases significantly. The traffic using the streets as a rat run usually travel faster than the residential traffic, often exceeding the 20mlh limit in their hurry to beat the traffic. This traffic is usually impatient and less likely to be courteous to the other road users. Making these streets one way will encourage and increase rat run traffic usage.

I believe that the Council has not undertaken any impact study on this proposed one way system. To introduce measures which will have a negative impact on the area is wrong; and to propose it without highlighting to residents that their may be negative impact is not disclosing all evidence to allow an informed decision to be made.

Increasing rat run traffic in the area by imposing a one way system flies on the face of traffic calming measures the Council have been and are introducing in other parts of the city.

Have any other solutions been considered?

In summary I object to your proposals on these grounds.

Yours faithfully

[REDACTED]



[REDACTED]  
[REDACTED]  
[REDACTED]  
6/6/2018

**GRAY STREET & SALISBURY TERRACE ONE WAY ORDER: OBJECTION**

Sir,

With reference to the above proposal I object on the following grounds.

The proposed changes are unnecessary and the current traffic management scheme (speed bumps) is sufficient to ensure the safety of road users and residents alike. Changing to a one-way system will pander to the commuter, increase traffic numbers and result in increased traffic speeds which are detrimental to safety of both road users and pedestrians and will also increase road noise which will not be beneficial to residents.

I suggest to you that the proposal of making the street one-way has been formulated following the complaints initially raised by only a few residents, residents who have not thought about the root cause of any perceived problem, or thought about the unintended consequences of this proposed solution.

In my opinion the root cause is undoubtedly the result of commuter traffic trying to avoid the long traffic light sequences at the junction of Great Western Road and Anderson Drive. This is a situation which has been going on for a very long time. Not for nothing are the Gray Street speed bumps the oldest in the city.

I suggest to you that when the AWPR is in full operation (hopefully very soon) that even the relatively small number of vehicles that elect to use the new alternative route rather than Anderson Drive will make a significant difference in whether all the queued traffic will pass through the traffic lights at the first change sequence and thus remove the perceived benefit of using the residential side-streets as an alternative route to their destinations.

If you are going to gather some traffic data rather than base a proposal on anecdotal "evidence" from a few interested parties then please do so after the AWPR is fully functioning.

In the meantime it would be appreciated if you would spend some funds on finishing the tree replacement project that has been dragging on for several years now. The pavements around the remaining mature trees are a significant trip hazard and a potential source of litigation following injury.

Yours faithfully

[REDACTED]

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 14:41  
**To:** [REDACTED]  
**Subject:** FW: One Way Proposal for Salisbury Terrace

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 16 June 2018 18:44  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** One Way Proposal for Salisbury Terrace

I, [REDACTED] object to Salisbury Terrace being proposed as a one way system. I would propose instead to alleviate the issue, by restricting parking on the right side of the road as you drive south. Most of the houses on that side have garages accessible from a back lane so have suitable parking.

If parking is not allowed to be removed, an alternate proposal would be to make Salisbury Terrace one way driving south from part of the way down, so that access/exit from both lanes at the north end of the Terrace is not impacted by the proposed one way system.

As per your proposal, it will mean that there is far more congestion at the roundabout of Broomhill and Holborn St, which the mini roundabout is not suitable to withstand higher volumes of traffic.

The entire road is in need of resurfacing and the old speed bumps removed and replaced with new modern interval ones.

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:41  
**To:** [REDACTED]  
**Subject:** FW: Ref. The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 14 June 2018 11:59  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** Ref. The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)

To whom it may concern,

Ref. the above proposed order (The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)), I would like to object to this Order, on the grounds of road safety, amenity and access, environmental emissions and restriction of traffic flow at peak periods.

Specifically, in relation to road safety, the imposition of a one way system on these roads will result in an increase in traffic speeds, in spite of the traffic calming speed bumps in place, when there is no possibility of opposing traffic, vehicles will tend to drive faster, as they know that they will not meet traffic in the opposite direction. This will increase risk to children and crossing pedestrians on these 2 roads, one of which includes the entrance to Broomhill School. Additionally the 2-way allowance for cyclists will only exacerbate this risk to the cyclists who may surprise drivers who expect a fully one- way system to be in place.

Amenity and access will be restricted, as additional time and distance must be travelled when travelling North in the City when forced to start by driving South on Salisbury Terrace. This will add inconvenience, disruption and additional vehicle emissions unnecessarily. This frustration may also unconsciously lead to additional speed (when individuals are late for work), adding to road safety concerns described above.

Traffic bottlenecks at peak periods at Broomhill Road (cars wishing to turn right onto Broomhill Road) and at great Western Road (cars wishing to turn right onto Great Western Road), adding further frustration and pain to local residents and delivery drivers.

I trust that you will consider these significant concerns, along with those of the many local residents who share my concerns and cancel this proposal before it takes effect.

Many thanks in advance.

[REDACTED]



11 June 2018

Dear Sir/Madam

I am a resident of Gray Street, having lived here for 15 years. Over the years I have considered that some of the traffic challenges of this street would be helped through the introduction of a one way system but this is usually in the heat of a moment when I have to reverse some distance up or down the street. On full reflection however I have serious concerns about this proposal and would capture them in the following themes

Before I describe these concerns in detail, I would note, as I am sure the Council is aware, that Gray Street is really used by residents, people dropping off and picking up children at Broomhill School but predominately by motorists travelling north or south seeking to avoid the junction between Anderson Drive and Great Western Road. The traffic light configuration at this junction means lengthy waits for drivers, so an easy alternative is to travel up Holburn Street or Broomhill Road and along Gray Street thereby avoiding a wait. I see this all the time as I drive home in the evening as cars in front of me travel straight down Gray Street and back onto Broomhill Road.

**1) Child Safety**

The two way system on Gray Street is an inherent speed limiter. The speed bumps on Gray Street after they were replaced around 8 years ago, do nothing to restrict speed. I complained to the Council after they were installed and note that the speed of traffic has worsened since then. However the risk of meeting a vehicle coming in the other direction demands some caution and naturally slows traffic. A one way system would remove this altogether and I would have serious concerns for children coming and going to the school even with a 20mph limit in place. The dropping off and picking up of children is already fraught from a traffic situation with cars reversing into lanes, stopping and blocking vision but with cars travelling northbound without the speed restriction of cars potentially coming the other way, I would have grave concerns about road safety

**2) Increased use of vehicles in the lane joining Gray Street and Salisbury Terrace**

The lane is relatively unused by traffic. This makes it a safe place for children to walk or use bikes and pedestrians to gently walk dogs. I would expect this would change significantly were a one way system to be introduced and I would again be very concerned about the safety implications of this and the added noise of traffic at the back of our house. The junction at the bottom of the lane (joining the lane which runs between both streets) is very difficult to navigate due to visibility restrictions and any increased traffic there would be a safety hazard

**3) Additional traffic hazards at the north of Hammersmith Drive**

Because both lanes leading onto Gray Street at the north end are no entry from Hammersmith Drive and Salisbury Terrace there would likely be additional traffic at the north of Hammersmith Drive which is exactly the same as Gray Street in terms of only allowing one car to pass at a time. If anything this would be worse as cars would be reversing with most likely more traffic behind them as well as cars turning into the lane

**4) Mariner Hotel van deliveries**

I understand, and have observed in the morning, that a number of vans and lorries make deliveries at the Mariner Hotel. This traffic would then require to access Gray Street from the south to travel to the Hotel. This would increase the noise of traffic in the early hours in a residential area. At the moment that noise is kept to a minimum because these vehicles can use the car park at the hotel to turn, meaning they remain on the main roads rather than travelling up residential streets

**5) Impact of AWPR on traffic flow on Anderson Drive**

The proposal seems somewhat mistimed in the sense of the imminent opening of the AWPR. I assume one of the benefits of this road is to reduce traffic flow in the city which should in theory mean less traffic on Anderson Drive and therefore less need for motorists to seek to use the shortcut that Gray Street offers. Having lived with this issue for as long as the street has been here, it seems somewhat premature to make changes to the traffic flow measures at this time without assessing the impact which the new road will have.

I am left with the question as to exactly what problem this proposal is trying to solve. I have to reverse significant distances in the street perhaps once or twice every six months. It is inconvenience but with caution and thoughtfulness it can usually be avoided. I am deeply concerned about the child safety aspect of this and really do not feel that it has been fully thought through – rather, as I noted at the beginning, one’s immediate reaction to a situation on the road does tend to be “I wish they would make this one way” but on deeper consideration I think there are significant potential issues which would be associated with such a change. There is also the cost and inconvenience of this – at a time when the council has such financial challenges I would suggest there may be more pressing matters on which time and money should be being directed.

Yours faithfully

██████████



11 June 2018

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11  
Marischal College  
Aberdeen  
AB10 1AB

Dear Sir,

**Gray Street/Salisbury Terrace: Introduction of one-way system**

We have serious concerns about your proposal to introduce a one-way system on Gray Street and Salisbury Terrace for the following reasons:

1. This will encourage increased speed on both roads, in particular on Salisbury Terrace where visibility is very good. We currently have a 20mph speed limit which is unenforced, and already there are vehicles, both commercial and domestic, which exceed the limit considerably. The speed bumps are not a deterrent to larger vehicles. The introduction of a one-way system would encourage speeding because of the clear visibility.
2. The street is used daily by up to 30 children, with parents/carers and sometimes younger siblings, walking to Broomhill School. Quite a number have to cross Salisbury Terrace. The risk of the increased speed of vehicles could put lives at risk.
3. We refer to your letter of 16 November 2017, where you state ...”an on-going complaint when negotiating these roads, are the occasions where a vehicle has to be reversed to allow an opposing vehicle to pass”. Because Salisbury Terrace is straight, apart from a short section at the top, with good visibility, and because there are five exit roads on the street for pulling in, there is rarely a situation where any vehicle has to reverse. In almost twenty years of living here we cannot remember a situation where either of us has had to reverse to allow another vehicle to pass.
4. There is no restriction on the size of vehicle using the streets, so occasional damage to wings mirrors is likely to increase, because of the probable increased speed of vehicles.
5. The proposal is likely to increase traffic use by vehicles coming down Forest Avenue, and driving south. Again, this could lead to further use by large commercial vehicles, with the risk of speeding. It might well become a recommended route on satnavs. At present, vehicles travelling north/south have a choice of routes and are dispersed reasonably.
6. There will be increased pressure on vehicles turning right on to Broomhill Road. This is already a busy, fast road, and turning right is already problematic, particularly at peak times.

Again, because there are two-way systems in all the surrounding roads at present, the pressure is dispersed.

We can see no valid reasons why the introduction of a one-way system would be beneficial for the residents of Salisbury Terrace, and the reasons given above outline our grave concerns.

Gray Street is narrower with limited visibility, and very few points where vehicles can pull in to allow passing. Vehicles have to reverse much more regularly. Perhaps the problem could be addressed in Gray Street if there were a few short sections with double yellow lines, which would allow a vehicle to pull in, and if the width of vehicles was restricted on the street, except for access. It might also help if the speed restriction was enforced.

We look forward to your response.

Yours faithfully,

[Redacted signature]

[Redacted signature]

[REDACTED]  
[REDACTED]  
[REDACTED]  
11<sup>th</sup> June 2018

Traffic Management and Road Safety Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, Second Floor West  
Marischal College,  
Broad Street  
Aberdeen, AB10 1AB

### The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)

I wish to submit an objection to the Proposed One-Way system on Gray Street and Salisbury terrace because the proposal as it stands will result in significant inconvenience to myself and the home owners on Broomhill Road that have garages which back on to the rear lane between Gray Street and Salisbury Terrace.

Currently there is a no-entry sign at the back lane on the School side and on the lane leading from Gray Street to Salisbury Terrace. This means that anyone living on Broomhill Road wishing to access their garage under this proposal will in the future will have to go all the way up Gray Street and back down the rear lane to access their garage. Currently we use Salisbury Terrace to enter the back lane and access our garage. This proposal will add an extra 500m of driving to get to our garage resulting in additional cost to us and an environmental impact from unnecessary exhaust fumes both petrol and diesel and I might add more wear and tear on a lane which is in a poor state of repair.

This proposal will also result in more traffic passing the school, i.e. people who route Abergeldie Road/Salisbury Terrace to Gt Western Road will have to route up Gray Street in the future adding to congestion at the school entrance and a safety risk to children, particularly in the morning when rush hour coincides with school opening and the arrival of parents in cars to drop of their children.

Traffic flow will also increase in the back lanes, where children play, people walk their dogs and cycle in relative safety, as home owners etc navigate round the one-way system to get home or to the school. Many home owners living in Gray Street do flout the No-Entry sign for their own convenience to enter the back lane and access their garage.

Anyone wishing to access the Mariner Car park from Gt Western Road will have to use the rear lanes from Salisbury Terrace or Hammersmith Road which at both location, i.e. Gt Western Road end, is not in my view wide enough for traffic in both directions.

People living in Salisbury Place will be significantly impacted by this proposal if they wish to access their homes from Broomhill Road. This will require them to use Pitstruan Terrace and the back lane behind Salisbury Terrace which is not a maintained road or go up Gray Street and route via the back lane to Salisbury Place. If home owners living in Salisbury Place want to go to Gt Western Road their

BJM



easy option will be to go down Salisbury Terrace enter the rear lane at the bottom end of Salisbury Terrace and either go up Gray Street or up the back lane towards Gt Western Road.

If this one system is considered necessary to reduce the traffic flow then I would suggest an alternative option would be to make the one way systems operate between the junctions of the rear lanes/Salisbury Place as per the attached drawing and add double yellow lines on one side of the road junctions at either end of Salisbury Terrace to the junction with the rear lanes thus improving access at the road junction and into the rear lanes.

Switching the direction of the one-way system would help the Broomhill Road garage owners but wouldn't help the Mariner/Salisbury Place residents.

Removing the No-Entry sign at Gray Street would help the Broomhill Road garage owners, however this would result in further issues with Broomhill School parents using the back lane for access to drop off their children; this was the reason the No-Entry was added.

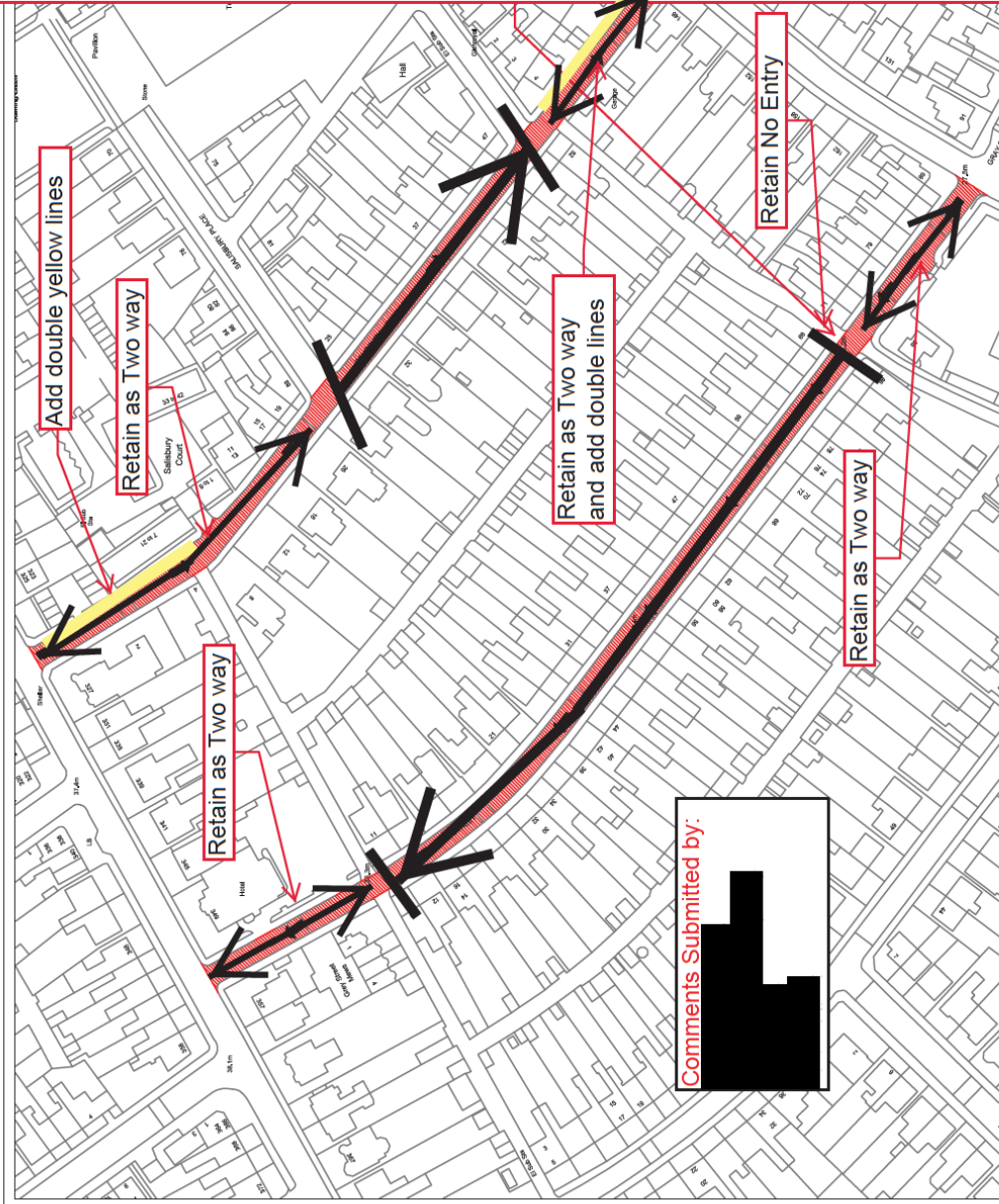
Permitting cyclists contraflow will be a safety hazard as motorists using a one-way system will not expect to see a cyclist coming towards them, I personally would encourage the cyclists to use the rear lane as both roads are not wide enough for cyclists to pass cars safely.

I personally believe that the proposed one-way system will only increase traffic up Gray Street as drivers and home owners alter their behaviours to the changed conditions thus not providing any improvement but adding significant inconvenience to local home owners and added traffic on the rear lanes where children play, currently in relative safety. I would urge the council to reconsider this proposal in the interests of local residents and school children.

Yours Sincerely

[Redacted signature block]

This proposal as it stands will result in significant inconvenience to the home owners on Broomhill Road that have garages which back on to the rear lane between Gray St and Salisbury Terrace. Currently there is a no-entry sign at the back lane on the School side and on the lane leading from Gray Street to Salisbury Terrace. This means that anyone living on Broomhill Road wishing to access their garage in the future will have to go all the way up Gray Street and back down the rear lane with this proposal. Currently the Broomhill Road Residents use Salisbury Terrace to enter the back lane and access our garage. This proposal will add an extra 500m of driving to get to our garages resulting in additional cost to us and an environmental impact from unnecessary exhaust fumes both petrol and diesel. It will also result in more traffic passing the school and ultimately using the rear lane where children play. Anyone wanting to access the Mariner Car park will either have to use the rear lane which at that location, i.e. Gt Western Road end, is not in my view wide enough for traffic in both directions. People living in Salisbury Place will be significantly impacted by this proposal. An alternative option would be to make the one way systems operate between the junctions of the rear lanes/Salisbury Place and add double yellow lines on one side of the road junctions at either end of Salisbury Terrace to the junction with the rear lanes thus at the same time improving access at the road junction and into the rear lanes. Switching the direction of the one way system would help the Broomhill Road garage owners but wouldn't help the Mariner/Salisbury Place residents. Removing the No Entry sign would help the garage owners, however this would result in further issues with Broomhill School parents using the back lane for access to drop off their children, which was the reason the No-Entry was added.



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[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 13 June 2018 12:45  
**To:** [REDACTED]  
**Subject:** FW: OBJECTION TO TRAFFIC RESTRICTIONS PROPOSED ON SALISBURY COURT AND GRAY STREET

**From:** [REDACTED] On Behalf Of [REDACTED]  
**Sent:** 11 June 2018 23:40  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** OBJECTION TO TRAFFIC RESTRICTIONS PROPOSED ON SALISBURY COURT AND GRAY STREET

As home owner on one of the neighbouring streets, I write to object to the measures proposed. These measures would unnecessarily increase in great measure the traffic flow along the restricted streets and cause great inconvenience to many, for reasons I will describe below.

Close to 100 vehicles park on Salisbury Ct. alone, accessible solely via Salisbury Terrace. Due to the absolutely appalling state of the road surface on the later, and in order to avoid it as much as possible, 9 times out of 10 the short route is taken, at the northern end of Salisbury Terrace, to access Salisbury Court to and from Great Northern Road.

Imposing a one way prohibition on Salisbury Terrace, in either direction, would systematically increase the traffic flow along the entire pot-holed street at least, but not only, by roughly 100 vehicles at least, but not only, once a day. The restriction of free traffic direction would oblige a very large number of vehicles to follow a path that would otherwise be avoided, thus making the street busier, noisier, more trodden and faster deteriorating; All of which making the street exponentially more dangerous.

Measures would also direct traffic flow towards already highly congested junctions (Great Western Rd with Anderson Dr or Broomhill Rd/Holburn Rd roundabout) instead of keeping options open for vehicles to take alternative, typically less congested routes.

Sincerely,

[REDACTED]

\*\*\* Please acknowledge reception of this message in writing \*\*\*

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 14:42  
**To:** [REDACTED]  
**Subject:** FW: Gray Street/Salisbury Terrace One way system

**From:** [REDACTED]  
**Sent:** 16 June 2018 08:21  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street/Salisbury Terrace One way system

I strongly object to this proposal as when I built my garage on the lane between the two streets in question planning requirements were that I built it 1 meter back into my property. Because of existing wall round neighbour's property this made entry to my garage from Gray Street direction difficult where access from Salisbury was a lot easier. With the one way system I will be forced to go up onto the busy Great Western Road when travelling up Gray Street to then go down Salisbury in order to drive into my garage. There is an obvious risk on having to go onto a busy main road for a short distance when I wish to garage my car. It would be easier to just park on Forest Avenue which I feel is likely to cause further congestion.

The requirement for the proposal is purely because of the parked cars on either side of both streets leaving only a tight lane through the centre. Both streets have an access lane at the back of their properties which could be better used for parking their cars on their own property rather than at their front door. If parking on the streets in question was restricted to only one side at the least then the problem would be solved and the owners made to be less lazy and park at the back which the lane access was built for. Parking cars on both sides is also a definite hazard for pedestrians and especially children going to Broomhill School as in order to cross the road they have to come from between the parked cars often unsighted of, or by vehicles coming down the single centre carriageway which is tight enough going by the amount of broken wing mirrors experienced. With the present situation even if the streets are made one way this risk will still prevail and it is only a matter of time before someone is again injured or killed by this lack of foresight to make the streets safe for all.

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 18 June 2018 14:40  
**To:** [REDACTED]  
**Subject:** FW: Gray Street and Salisbury Terrace (one way) order 201x

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 17 June 2018 20:40  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** Gray Street and Salisbury Terrace (one way) order 201x

[REDACTED]

I wish to lodge my objections to the above as follows, To make these streets one way would cause congestion at the junctions with Great Western Road and at Broomhill Road, these side streets are used to alleviate the the flow of traffic from Anderson Drive.

We the residents of Great Western Road need a simple means of access to our garages via a back lane off Salisbury Terrac. This is what we do meantime.

I am aware that there has been issues of damage to parked cars in Gray Street but these residents also have garage facilities and perhaps the could be used to prevent congestion on these side streets.

Another option could be restricted parking in the above mentioned streets for ease of the flow of traffic.

Thank you for the opportunity to air my objections on this matter [REDACTED]

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 14:41  
**To:** [REDACTED]  
**Subject:** FW: Proposed Gray Street One Way System

**From:** [REDACTED]  
**Sent:** 17 June 2018 16:32  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Proposed Gray Street One Way System

Dear Sir/Madam,

I wish to object to the proposed Gray Street one way system.

I live at the extreme north end of Gray Street opposite the Mariner Hotel, the proposed system will make it necessary for me to exit Gray Street onto Great Western Road and transit the whole of Gray Street in order to enter my home.

I trust you find my opposition to the proposal warranted.

Yours faithfully

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 18 June 2018 16:57  
**To:** [REDACTED]  
**Subject:** FW: Gray Street & Salisbury Terrace Objection

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**From:** [REDACTED]  
**Sent:** 18 June 2018 16:37  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street & Salisbury Terrace Objection

Dear Sirs,

I wish to register my objection to the proposed one way system on Gray Street and Salisbury Terrace as a resident of Hammersmith Road.

The trough traffic on Hammersmith road is high, particularly at peak times with a constant stream of traffic on a road that only allows for one car to travel in either direction at a time. Furthermore, with Broomhill Primary School at the south end, there are young children running across the road during the peak hours that the road is at its busiest and the traffic volume is increased by parents dropping off children at the school. Introducing a one-way system to Gray Street and Salisbury Terrace will only increase traffic on Hammersmith Road and in all likelihood the increased traffic will result in a serious accident on Hammersmith Road. When that occurs, a large degree of culpability will rest with those who effected this change in traffic management and I wish this objection to be on the public record.

I would also like to point out that the notice period in which to make an objection seems unreasonably short with a letter received on the 15<sup>th</sup> June 2018 and the closing date for objections the 20<sup>th</sup> June 2018.

Regards,

[REDACTED]

[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 13:17  
**To:** [REDACTED]  
**Subject:** FW: Gray Street & Salisbuty Terrace Objection

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**From:** [REDACTED]  
**Sent:** 18 June 2018 12:55  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street & Salisbuty Terrace Objection

Dear Sirs,

I would like you to register my objection to the one way order.

I live on Hammersmith Road which is already a very busy road , not only with Broomhill primary school parents dropping off and collecting children and the children running across the road etc., but also with drivers using it as a short cut from Great Western Road , along Norfolk Road or Broomhill Road to Anderson Drive in order to avoid the traffic lights at Anderson Drive / Great Western Road.

The one way system will only make Hammersmith Road an even busier road .

Usually there is only room for one car to drive along Hammersmith , as there are cars parked on either side of the road and we very often see drivers having a "Stand off ", not moving until eventually one of them backs down and has to reverse quite a bit to find a space to reverse into, to let the other car proceed .This is often accompanied by a heated verbal exchange !

Please take this into consideration .

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED] | [REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]  
[REDACTED]



[REDACTED]

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**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 20 June 2018 11:22  
**To:** [REDACTED]  
**Subject:** FW: One way proposal for Gray Street Aberdeen - Objection

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**From:** [REDACTED]  
**Sent:** 20 June 2018 10:37  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** One way proposal for Gray Street Aberdeen - Objection

Dear Sir

I wish to object to ACC proposed implementation of a one way system along Gray Street. Reasons are below.

Since the replacement of the speed bumps several years ago they are now much smoother and less aggressive. It is now quite comfortable and possible to drive at 30 mph along Gray Street. The only restriction to driving at excessive speed is the threat of on coming traffic. The introduction of a one way system will remove this treat and make travelling at excessive speed with out risk of on coming vehicles much easier.

The congestion sometimes experienced due to on coming vehicles is currently a factor that deters motorists from 'rat running' along Gray Street. It is highly likely that if a one way system is introduced, the use of Gray Street as a rat run will increase, even more so due to the benign nature of the speed bumps.

Broomhill School is located at the corner of Gray Street, any increase in rat run traffic would increase safety risks for parents and children travelling to school.

Introduction of a northbound one way system along Gray Street would not prohibit southbound travel, instead the back lane between Gray Street and Hammersmith Road would probably see increased traffic to circumnavigate the one way system. Currently this back lane is very quiet with few cars, children and parents regularly use this as a route to and from school.

Residents have complained of damage to their cars whilst parked on Gray Street. It has been suggested this is due to the current two way traffic system. Maybe it is simply due to bad parking by other drivers, large commercial vehicles or the private buses and coaches that regularly run along Gray Street? Most properties have a garage on the back lanes, many new double and multiple car garages have been built in recent years, if residents were concerned about car damage why do they not use their garage? Instead they prefer to park on the street. One can only assume that damage to their vehicles maybe isn't the severe problem that has been suggested. I have lived on Gray Street for 15 years and never encountered this problem to my own and visitors cars.

With the current poor state of Aberdeen's roads and pavements surely the money could be better spent on more pressing repairs? There are sections of pavement I walk regularly that would be impassable for someone in a wheelchair for example, shouldn't these be given priority over a road traffic system that is just a 'nice to have' in the opinion of some residents?

To sum up, I fail to see what will be gained by this costly traffic management system. There are more pressing road and pavement problems that ACC could do well to address as a priority. A simpler and cheaper solution would be to implement a vehicle size/tonnage restriction along Gray Street, this may reduce the claimed vehicle damage.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:03  
**To:** [REDACTED]  
**Subject:** FW: Objection - Proposed one-way systems for Gray Street and Salisbury Terrace

---

**From:** [REDACTED]  
**Sent:** 15 June 2018 21:21  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** Objection - Proposed one-way systems for Gray Street and Salisbury Terrace

Objection to "Proposed one-way systems for Gray Street and Salisbury Terrace"

Dear Aberdeen City Council

We are residents in Hammersmith Road, Aberdeen.

We hereby object to the aforementioned proposed order, on the following grounds:

- The traffic on Hammersmith Road is heavy at present, thus the proposition of making Gray St and Salisbury Terrace one-way and not Hammersmith Road, will push further traffic onto our road.
- The increase in traffic will make Hammersmith Road a threat to residents' safety when crossing the road.
- The increase in traffic will result in an increase of noise and disturbance resulting from use.
- We reside within the boundaries of the Great Western Road Conservation area; the proposed changes will negatively influence the conservation area
- The proposed plan will affect road access for residents to the Hammersmith Road garages.
- Restrictive parking spaces and increased traffic may result in damages to residents' cars parked outside the street on Hammersmith Road.
- The increase in traffic onto Hammersmith Road will lead to a deterioration in the state of the road
- The proposed change to the traffic flow will devalue the properties in Hammersmith Road

Yours sincerely,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 18 June 2018 15:03  
**To:** [REDACTED]  
**Subject:** FW: Objection - Proposed one-way systems for Gray Street and Salisbury Terrace

---

**From:** [REDACTED]  
**Sent:** 15 June 2018 21:21  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** Objection - Proposed one-way systems for Gray Street and Salisbury Terrace

Objection to "Proposed one-way systems for Gray Street and Salisbury Terrace"

Dear Aberdeen City Council

We are residents in Hammersmith Road, Aberdeen.

We hereby object to the aforementioned proposed order, on the following grounds:

- The traffic on Hammersmith Road is heavy at present, thus the proposition of making Gray St and Salisbury Terrace one-way and not Hammersmith Road, will push further traffic onto our road.
- The increase in traffic will make Hammersmith Road a threat to residents' safety when crossing the road.
- The increase in traffic will result in an increase of noise and disturbance resulting from use.
- We reside within the boundaries of the Great Western Road Conservation area; the proposed changes will negatively influence the conservation area
- The proposed plan will affect road access for residents to the Hammersmith Road garages.
- Restrictive parking spaces and increased traffic may result in damages to residents' cars parked outside the street on Hammersmith Road.
- The increase in traffic onto Hammersmith Road will lead to a deterioration in the state of the road
- The proposed change to the traffic flow will devalue the properties in Hammersmith Road

Yours sincerely,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 19 June 2018 10:51  
**To:** [REDACTED]  
**Subject:** FW: Objection to the Gray Street one-way proposal

**From:** [REDACTED]  
**Sent:** 18 June 2018 23:08  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to the Gray Street one-way proposal

Dear Sir/Madam

I am writing to in objection to the proposal to establish a one-way system along Gray Street, Aberdeen.

[REDACTED]

After careful consideration of the proposal, I am objecting on the grounds that the one-way system would have a detrimental effect upon the hotel and by extension the 25+ staff members with possible closure and loss of jobs.

Yours sincerely,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 20 June 2018 10:12  
**To:** [REDACTED]  
**Subject:** FW: Gray Street and Salisbury Terrace One-Way Order 201(X) - OBJECTION

---

**From:** [REDACTED]  
**Sent:** 20 June 2018 03:07  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Gray Street and Salisbury Terrace One-Way Order 201(X) - OBJECTION

Dear Traffic Management and Road Safety,

I write to object profusely to the proposed Gray Street and Salisbury Terrace (One-Way) Order 201(X).

I am a resident living on Salisbury Terrace.

I have lived on the Street for approx. 4 years. My husband and I have two young boys, 9 and 12 years old. We chose this street after looking for 5 years whilst having to rent, because it was an attractive, peaceful residential area, and quiet also in terms of the number of cars cutting through. Whilst living here, I have been very concerned about the speed at which some cars currently travel up or down Salisbury Terrace, speeding over the speed bumps, such that the cars scrape the undercarriage (crunching sound as they drive). The main obstacle to speeding, is oncoming traffic - this is a blessing, a good aspect; cars coming the opposite way are the reason cars need to slow down and take more care. It may also put drivers off continuing to cut through, thereby minimising the number of cut-through drivers.

I do not believe there has been a significant amount of damage to resident's parked cars from cars driving through; I know of two examples in the past when 'local' cars have been scraped not by cars cutting through our street, but by other resident's trying to park into a tight gap, or into space where there are cars parked opposite. So the reason originally provided by ACC why a one-way system was needed - to reduce resident's car damage. Is not valid.

#### Grounds for Objection

1. Safety: Introducing a one-way system will encourage additional drivers who do not currently routinely use Salisbury Terrace as a cut-through, to cut through our Street. Having to pull in when meeting on-coming traffic, is what forces drivers to take more care and slow down. With a change, drivers will know that if they come down the one-way street, they will not meet oncoming traffic; hence more cars will use the Street as a cut-through, and as well, they know they can drive faster through a one-way system. It is absolutely definite there will be an increase in traffic driving through Salisbury Terrace if the ACC goes ahead with this Order. Drivers who currently decide not to bother due to the hassle of meeting on-coming cars, will not think twice about using Salisbury Terrace as a cut-through in future. As a result, Salisbury Terrace will become more dangerous.

2. Health and inconvenience to residents: Due to point 1., (increased traffic), residents of Salisbury Terrace will experience not only a more dangerous situation, but also an increase in noise pollution, air pollution; and the situation will make it more inconvenient for local residents to exit and enter car parking spaces. I do not believe this is acceptable.

3. Removing choice from residents: Residents will lose the 'freedom' to drive which way/direction they need/want to, in their own street. ACC would be taking away a liberty, taking away a right. Our Street is at the moment, attractive, with a relaxed feel. By dictating to residents which direction they have to drive along their own street every day, ACC will be making my life, and others', more controlled, dull and inflexible. At the moment we have the choice and that is good / excellent in fact.

4. Unsightly signage/devaluing properties: Additional ugly signage at top and bottom of Street. This will undoubtedly make the area look tackier and cluttered, with a resultant impact of devaluing properties - the Street/house properties will become less desirable. No longer a pretty, quiet street.

5. Increased expense for residents: increased fuel costs due to having to drive that bit further every time one uses one's car. At the moment I can utilise the back-alleyway to make a smaller, more immediate change of direction - this saves me fuel costs each trip and time. Taking away that choice (see above) and forcing residents to drive around a full block in order to be able to go in opposite direction, is unacceptable to me. This will increase resident fuel bills significantly over time and will add time to our day.

6. Unfair: in order to make life easier for people who cut-through in their cars, you are hugely inconveniencing local residents, including me and my family. This is very wrong.

7. Damage: the issue of some resident's having complained about damage to their car on the Street due to cars having to reverse is invalid justification to make these proposed changes. A one-way system is not the solution. If there are scrapes / damage to a local resident's car, having the current system will ensure there is always a witness to the damage, i.e. another car present. The resident can therefore resolve the damage via their insurance if they wish and they have an eye-witness. And any incidents that happen with the current system, will likely put off cut-through drivers continuing to use our Street..

8. Residents come and go - any changes you make to the detriment of our Street now, may not either be appreciated by future new residents. Those that are complaining now, may not be living on the Street any longer in 10 years' time.

9. Waste of tax-payers money: put the money to pay for signage, revised regulations, etc, toward something that is actually needed and wanted by the majority.

10. ACC is not being fair. There are other Streets that could have a one-way system enforced - e.g. Hammersmith Road, Pitstruan. Why are you making Salisbury Terrace uglier and more dangerous and noisier? There is no valid reason.

Please, please, I beg you, do not make these proposed changes/Order.

If you care about childrens' and adults' safety and if you care about not taking away a quiet environment from current Salisbury Terrace residents, you will not push this Order through. It appears to be appeasing a few residents to the detriment of any others.

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED] on behalf of TrafficManagement  
**Sent:** 20 June 2018 10:09  
**To:** [REDACTED]  
**Subject:** FW: The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)

---

**From:** [REDACTED]  
**Sent:** 19 June 2018 23:18  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Cc:** [REDACTED]  
**Subject:** The Aberdeen City Council (Gray Street and Salisbury Terrace, Aberdeen) (One-Way) Order 201(X)

I have a number of objections to the proposed one-way system affecting Gray Street and Salisbury Terrace, as set out below.

1. The proposal does not address the root cause of the problem which appears to be the choice of Gray Street residents to park on the street despite having rear lane access behind both sides of the street giving access to garages which are present on the majority of the properties. This seems to be much less of an issue on Salisbury Terrace.
2. It does not address the restricted access to emergency vehicles, in particular fire engines, which struggle to pass up these streets due to parked cars.
3. If a one-way system is introduced it will force fire engines to traverse the full length of the street rather than access from the closest end to the fire which will cause further potential delays in responding to an incident.
4. Large delivery or removals vehicles also struggle to access homes on these streets, or cause further congestion due to the inability to pull in sufficiently to allow other vehicles passage.
5. The introduction of the one-way streets is likely to encourage rat-running down the surrounding back lanes which are often used by children walking to school.
6. While Gray Street currently has a significant problem supporting two-way traffic at the moment, this is not a particular problem on Salisbury Terrace where there are generally enough gaps in the parked cars to allow drivers to pull in to let each other pass. Hence the one-way system is likely to increase traffic on Salisbury Terrace whilst bringing no benefit.
7. If a one-way system is introduced, parking restrictions will be required for a significant distance either side of the rear lane exits onto these, and the neighbouring streets (Hammersmith Road and Pitstruan Place) if accidents are to be avoided.

An alternative proposal which better deals with the root cause of the congestion would be to introduce parking restrictions down one side of each street. This would allow two-way flow on both streets and improve access for emergency vehicles and delivery vehicles.

Regards,



## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	14 <sup>th</sup> March 2019
<b>REPORT TITLE</b>	Lochside Academy - flooding issues around safe routes to school
<b>REPORT NUMBER</b>	PLA/19/209
<b>CHIEF OFFICER</b>	Gale Beattie
<b>REPORT AUTHOR</b>	Gordon Spence
<b>TERMS OF REFERENCE</b>	9.4

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### 1. PURPOSE OF REPORT

- 1.1 To update the Committee on the resolution of localised flooding issue on South Loirston Road which forms part of the safe walking route to Lochside Academy.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the contents of the report

### 3. BACKGROUND

- 3.1 At the Education Operational Delivery Committee on 17 January 2019, they resolved to “Note the progress that had been made by officers with regards to the flooding issues affecting part of South Loirston Road near to Dunlin Road that forms part of the identified safe routes to school for Lochside Academy, and instructed the Chief Officer Strategic Place Planning to bring a report to Operational Delivery Committee in the next cycle detailing the outcome of the proposed works and any further remedial action that may be required to alleviate the flooding.
- 3.2 Historically, South Loirston Road is an adopted road mainly used as vehicle access to a small number of residences and by cyclists and dog walkers. The road has no footpaths adjacent to the road.
- 3.2 Since the opening of Lochside Academy, the pedestrian usage has increased and now includes pupils walking to school. In addition, a section of localised flooding at a sharp corner in the road has at times made the road impassable to pedestrians.

- 3.3 The flooding which may or may not be historical is caused by the ground topography and road gradient at the sharp bend in the road. There is no drainage network such as sewers within the area. A substantial part of the land adjacent to the western boundary drystone dyke has been developed by housebuilders with some concern that a previous opening in the dyke has now been built up thus preventing the water naturally draining into the adjacent field. In addition, the grass verge along the same boundary has been raised due to installation of Scottish & Southern Energy supply cables serving a sub-station and this may effectively be acting as a kerb and further retaining the water.
- 3.4 Discussions have taken place with Stewart Milne Homes and agreement reached for the housebuilder to carry out work on a good will basis to re-instate the topography to original. Firstly, to determine the depth of the services in the verge and if suitable, lower the verge to encourage the draining of surface water away from the road into the adjacent field as original. In addition, a drainage pipe will be installed at the low point to enable water to drain to the adjacent field more quickly during heavy rain. These works will take place during February 2019.
- 3.5 Should these actions not result in dissipation of the water, we will explore what other options are open to the Council to resolve this.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications in relation to the short term works by Stewart Milne Homes.

#### **5. LEGAL IMPLICATIONS**

- 5.1 None.

#### **6. MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	No significant related costs	L	N/A
<b>Legal</b>	Increased legal input	L	N/A
<b>Employee</b>	No significant related employee risks	L	N/A

<b>Customer</b>	Impact on citizens using road as pedestrian route	M	Course of action agreed for resolution
<b>Environment</b>	No significant related environmental risks	L	N/A
<b>Technology</b>	No significant technological risks	L	N/A
<b>Reputational</b>	Risk to Council reputation if issue not resolved	M	Course of action agreed for resolution

## 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
<b>Prosperous Place</b>	There will be a positive impact on current customer experience in terms of pedestrian access

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Equality &amp; Human Rights Impact Assessment</b>	Full EHRIA not required.
<b>Privacy Impact Assessment</b>	Not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable.

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES (if applicable)

None

## 11. REPORT AUTHOR CONTACT DETAILS

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Tel:-

01224 522436

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	<b>Operational Delivery</b>
<b>DATE</b>	Operational Delivery: 14 March 2019
<b>REPORT TITLE</b>	Alive @ 5
<b>REPORT NUMBER</b>	OPE/19/087
<b>CHIEF OPERATING OFFICER</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Jack Penman
<b>TERMS OF REFERENCE</b>	Remit 3

### 1. PURPOSE OF REPORT

- 1.1 To report back on the progress of the first three months of the trial period of the “Alive @ 5” scheme.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the content of the report and the positive steps taken to introduce the Alive @ 5 scheme;
- 2.2 Acknowledges that the change to the structure of parking charges in off street car parks has not impacted significantly on the aspirations of the Alive @ 5 scheme;
- 2.3 Instructs the Chief Officer of Operations and Protective Services to return parking charges at the 5 car parks involved back to the original charging rates, on completion of the trial period; and
- 2.4 Instructs the Chief Officer of Strategic Place Planning to investigate appropriate means of supporting the “Alive @ 5” scheme through engagement with local transport providers and continue to engage with Aberdeen Inspired.

### 3. BACKGROUND

### **3.1 Actions to Date**

On 6 March 2018, Council approved the budget for 2018/19. Included within this budget was an allocation of £80,000 to support the “Alive @ 5” scheme. Alive @ 5 seeks to encourage people to stay in the city centre for longer into the evenings, improving the economic vibrancy of the area and supporting the aspirations of the City Centre Masterplan.

- 3.1.1 The most notable example of a similar scheme is in Newcastle. The scheme has been credited with generating increased income for the city’s economy. It not only focussed on providing free car parking after 5pm, but incentivised people to come to the city centre with late night weekday shopping and evening meal deals at restaurants, cafes and pubs. Public transport operators also offer more frequent early evening services to help bring people to the centre. Free evening street entertainment has also been deployed as means of extending visitor stay in the centre.
- 3.1.2 Approval was granted at the Operational Delivery, and City Growth and Resources Committees to vary the opening hours and charging prices in 5 Aberdeen City Council operated multi storey off-street car parks; Denburn, Chapel Street, Frederick Street, West North Street and Marischal College, to offer free parking after 5pm until 8am for a 6-month trial period (1<sup>st</sup> October 2018 – 1 April 2019). This change was subsequently implemented and the offer of free parking after 5pm was matched by a private car park operator over the pre-Christmas period.
- 3.1.3 Aberdeen Inspired and Aberdeen City Council carried out extensive advertising of Alive @ 5 (under the title of Alive after 5) through the local press, radio and on social media. The logo was made available for local retailers, entertainment venues, pubs and restaurants to use in their publicity.
- 3.1.4 The initial trial period coincided with the Christmas Market and the extended shopping hours over the festive period.
- 3.1.5 Where available, data from 2018 has been compared with that from 2017 to assess the potential impact of the scheme. Owing to the short period of time being considered, and the available data, exact like for like comparison is not possible. Furthermore, the influence of other variables such as the weather, different/expanded city centre events and significant changes to the local transport network will have impacted on people’s behaviours.
- 3.1.6 Whilst the data from the Local Public Transport providers is used in the assessment of the scheme, it should be noted that they were not directly involved within the initial trial period of Alive @ 5. Their support would be critical if it were to move forward.

### **3.2 Car Parking Data Review**

### 3.2.1 Car Park Income

3.2.2 £80,000 was budgeted to cover anticipated loss of earnings expected by the trial of the amended car park pricing structure within Aberdeen City Council car parks.

3.2.3 Aberdeen City Council switched to a cashless ticket operator in May 2017. As such a comparison of the two years 2017-2018 has included only 1st May-31<sup>st</sup> December.

3.2.4 Total revenue generated for the months out with the trial period is up 8% as shown in table 1.

	<b>1 May 2017 - 30 Sep 2017</b>	<b>1 May 2018 - 30 Sep 2018</b>	<b>Difference</b>	<b>% Change</b>
<b>Total</b>	£467,310.50	£508,555.60	£41,245.10	8%

*Table 1 Total revenue for comparable dates out with trial period*

3.2.5 For the first three months of the trial, October through December there was a reduction of income of 7% as shown in table 2.

	<b>1 Oct 2017 - 31 Dec 2017</b>	<b>1 Oct 2018 - 31 Dec 2018</b>	<b>Difference</b>	<b>% Change</b>
<b>Total</b>	£329,607.80	£308,275.20	-£21,332.60	-7%

*Table 2 Total revenue for trial months*

3.2.6 Total revenue from the 5 car parks has increased in 2018 by 2% for this period on the previous year as shown in table 3.

	<b>1 May 2017 – 31 Dec 17</b>	<b>1 May 2018 – 31 Dec 18</b>	<b>Difference</b>	<b>% Change</b>
<b>Total</b>	£796,918.30	£816,830.80	£19,912.50	2%

*Table 3 Total revenue for all comparable dates*

3.2.7 These figures are shown graphically in appendix A.

### 3.2.8 Occupancy Data

3.2.9 Where available, data has been obtained from the loop sensors at the entrance and exits to car parks involved in the scheme. This enabled an average occupancy rate to be calculated for each car park. When comparing the data for 2017 and 2018 the occupancy rates follow a similar pattern with a slight increase noted in the period of October to December during the trial period.

3.2.10 Data from private car parks has indicated that for the months the trial was ongoing the average occupancy did not significantly alter. This data is commercially sensitive so has not been included within this report.

3.2.11 The occupancy data is shown graphically in appendix B.

### **3.3 Economic Analysis**

- 3.3.1 No discernible trend in occupancy data could be obtained during the trial period.
- 3.3.2 The data does not demonstrate that the parking aspect of the Alive @ 5 initiative had any impact on incentivising footfall into Aberdeen City. Footfall is lower at all counter locations for the period between October and December 2018 than from the previous year. However, there are restrictions within the data and the environment that make this difficult to measure.
- 3.3.3 Footfall in Aberdeen City Centre is down in general (circa 10% lower 2018 than 2017; 13% lower than 2016) (Source: Springboard). The result of this is that the baseline for the data has changed, with like-for-like comparisons being less appropriate. The population of Aberdeen region has also not been growing in the past couple of years. Migration to the region and disposable household income have also been falling in the region.
- 3.3.4 Retail spend in Aberdeen City in 2018 was lower than previous years. Economic factors may have played a far more substantial role in the data than any other variable.

### **3.4 Aberdeen Inspired**

- 3.4.1 Aberdeen Inspired aim to develop 'Alive After 5' with and for their levy payers. The concept links the day and night time economies with a package attractive to both businesses and consumers within the city centre. This includes free parking after 5pm and it is envisaged that this will be supported by retailers opening for extended hours, with the potential to benefit restaurants, bars, theatres and cinemas.
- 3.4.2 "Alive After 5" is part of Aberdeen Inspired's campaign to celebrate the diverse and vibrant evening and night time economy Aberdeen City Centre provides. By showcasing the city's evening offering to 'Eat, Shop, Drink, and Discover', Aberdeen Inspired hope to encourage residents to become tourists in their own city and explore all that is on offer. Aberdeen is growing into a 24-hour city, with late night gyms, retail leisure and entertainment facilities available, and the city centre is becoming more accessible than ever, with something new to discover each time you visit.

### **3.5 Public Transport**

- 3.5.1 Due to the data being commercially sensitive, passenger data from the two main public transport operators has been provided as percentages. It should be noted that while the evening bus services have been impacted generally by the down turn in the night time economy the latter part of the year is often stronger for operators in terms of patronage owing to the numbers of students travelling and the Christmas period.
- 3.5.2 The views of one of the operators have been summarised in appendix C.



## Operator 1

- 3.5.3 Operator 1 notes a general decline in patronage between 2017-2018 compared to the 2016-2017 figures, data has been provided for the weeks 1-40 and the Alive @ 5 period.

	% change in patronage (weeks 1 – 40)	% change in patronage (Alive @ 5 period weeks 40-52)
2016 to 2017	-4.2%	-2.12%
2017 to 2018	-8.7%	-11.45%

*Table 4 Operator 1 patronage change*

## Operator 2

- 3.5.4 Operator 2 notes that compared to the same period of October – December in 2017 the growth rate in evening patronage in 2018 was 14 percentage points lower.
- 3.5.5 Involvement of the local public transport providers in the scheme should be encouraged going forward. By encouraging an accessible and reliable public transport network, people will be encouraged to relax and enjoy the night time economy as it moves from daytime to night time.

## **3.6 Transport Policy**

- 3.6.1 Local Transport Strategy - sets an overall vision for transport in the city based around encouraging and enabling more sustainable travel choices. It seeks to increase modal share for public transport and active travel, reduce the need to travel, reduce dependence on the private car and improve air quality and the environment.
- 3.6.2 City Centre Masterplan – seeks to bring forward a 20-year programme of ambitious but achievable schemes for the city centre. It sets out schemes to broaden the offering of the city centre and will be supported by Active Travel proposals to improve public space and movement. One clear aim of the CCMP is to reduce the current dominance of the car in the city centre and empower residents and visitors to make sustainable travel choices.
- 3.6.3 Nestrans - Regional Car Parking Strategy- This strategy aims to support and influence increases in the proportion of journeys undertaken by sustainable modes, particularly by bus and rail. It notes that parking charges should reflect the need to support economic vitality but also be set in the context of the costs associated with using other modes of transport in order that it does not dis-incentivise use of more sustainable modes.

## **3.7 Review**

- 3.7.1 In preparation of this report it was clear that the aspirations of Alive @ 5 are relevant and supportive of the CCMP. The desire to bring people into the city centre must be supported by increasing the offering available to them to bridge the gap from daytime to night-time economy.
- 3.7.2 In reviewing transportation policy and the CCMP, the provision of reduced price or free parking does not clearly fit with aspirations to reduce private vehicles in the city centre and to increase active and public transport use. The location of the multi storey car parks on the periphery of the city centre does not entirely conflict however the benefits being offered are restricted to the driving public only (in 2011 31% of households in Aberdeen did not have access to a car or van).
- 3.7.3 The trial period for reduced parking charges was introduced to support the Alive @ 5 launch and generate an interest in visiting the city centre in the evening. It was acknowledged by the Council that there would be a cost attached to this trial. As inferred earlier, it has been challenging reviewing data from car parks due to the variables that have occurred over the past year such as weather, events and economic climate. The analysis of parking income has shown that the agreed allocation of £80,000 was adequate.
- 3.7.4 Opportunities to include and encourage the use of public transport to support Alive @ 5 should be explored through engagement with public transport providers.

### 3.8 **Parking control experiences elsewhere**

- 3.8.1 A report by COST entitled Parking policy measures and their effects on mobility and the economy examined cases where cities have relaxed their parking restrictions to stimulate greater trade. A summary is included in appendix D.

## 4. **FINANCIAL IMPLICATIONS**

- 4.1 Evidence available to date indicates that the £80,000 reduction in the off-street parking budget for 2018-2019 allowed for the Alive @ 5 trial appears to be accurate. Appendix E presents the estimated revenue without the trial in place for 2018.
- 4.2 In the event the scheme is applied all year round it is reasonable to assume that the loss in parking income would be £160,000.

## 5. **LEGAL IMPLICATIONS**

- 5.1 None.

## 6. **MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	Reduced income from off-street parking operations resulting in less funds being available for the management, maintenance and enforcement of parking controls and traffic schemes within the city.	M	Funds for upkeep would have to be agreed from a different source.
<b>Legal</b>	There is a risk that with potentially less funds being available for the management, maintenance and enforcement of parking controls and traffic schemes that the Council may not be able to fully enforce the parking controls which were taken on under Decriminalised Parking Enforcement.	L	Any shortfall in funds for enforcement would need to be found to enable the continuing enforcement of parking restrictions.
<b>Customer</b>	There is a risk that the provision of free parking after 5pm could result in capacity issues within these car parks at certain times during the year, limiting availability for parking to customers. With no alternative service being offered to no drivers there could be a perceived equality issue.	L	Parking availability will continue to be communicated through matrix signs.
<b>Environment</b>	There is a risk that the provision of free parking could generate additional car trips into the City	L	Air quality would continue to be monitored.

	Centre. This could further exacerbate air quality issues in the City Centre Air Quality Management Area (AQMA) at a time when the Council is being encouraged to develop proposals for Low Emission Zones (LEZs)		
<b>Reputational</b>	There is a risk that the Council is seen as having an inconsistent transport policy by offering fee car parking while the LTS and CCMP are based upon reducing car traffic into the city centre and encouraging travel by more sustainable modes and reducing the dominance/impact of cars to achieve an improved sense of place in the city centre.	L	Continue to promote sustainable modes of transport.

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	The recommendations of this report may have a positive impact on the economy.
<b>Prosperous Place</b>	The recommendations of this report may increase visits to the city centre.

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not required

## 9. BACKGROUND PAPERS

Council Decision 6 March 2018

Alive @ 5 – OPE/18/097 -

<https://committees.aberdeencity.gov.uk/documents/s87508/Alive%20%20report.pdf>

## 10. APPENDICES

Appendix A

Appendix B

Appendix C

Appendix D

Appendix E

## 11. REPORT AUTHOR CONTACT DETAILS

Jack Penman

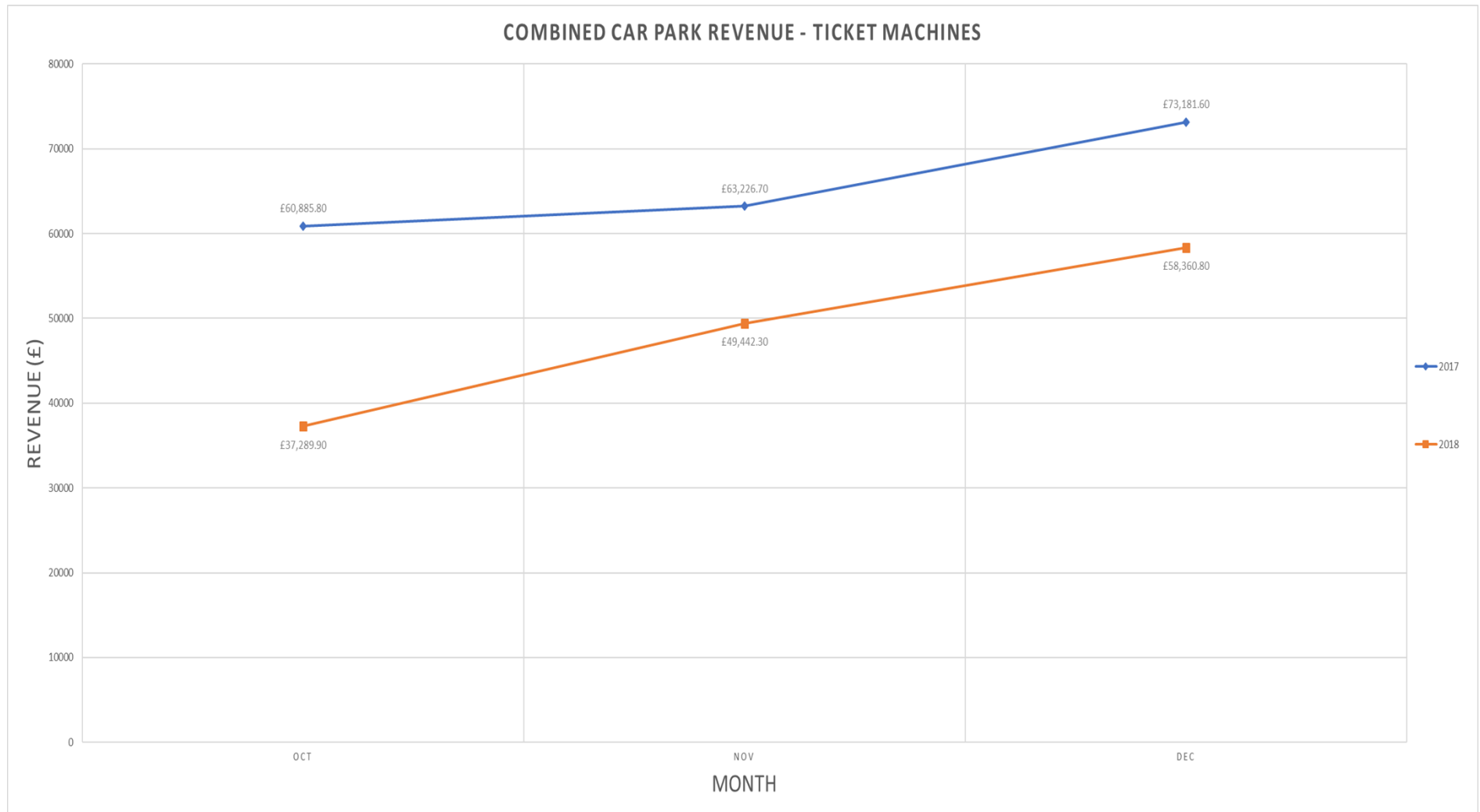
Technical Officer

Jpenman@aberdeencity.gov.uk

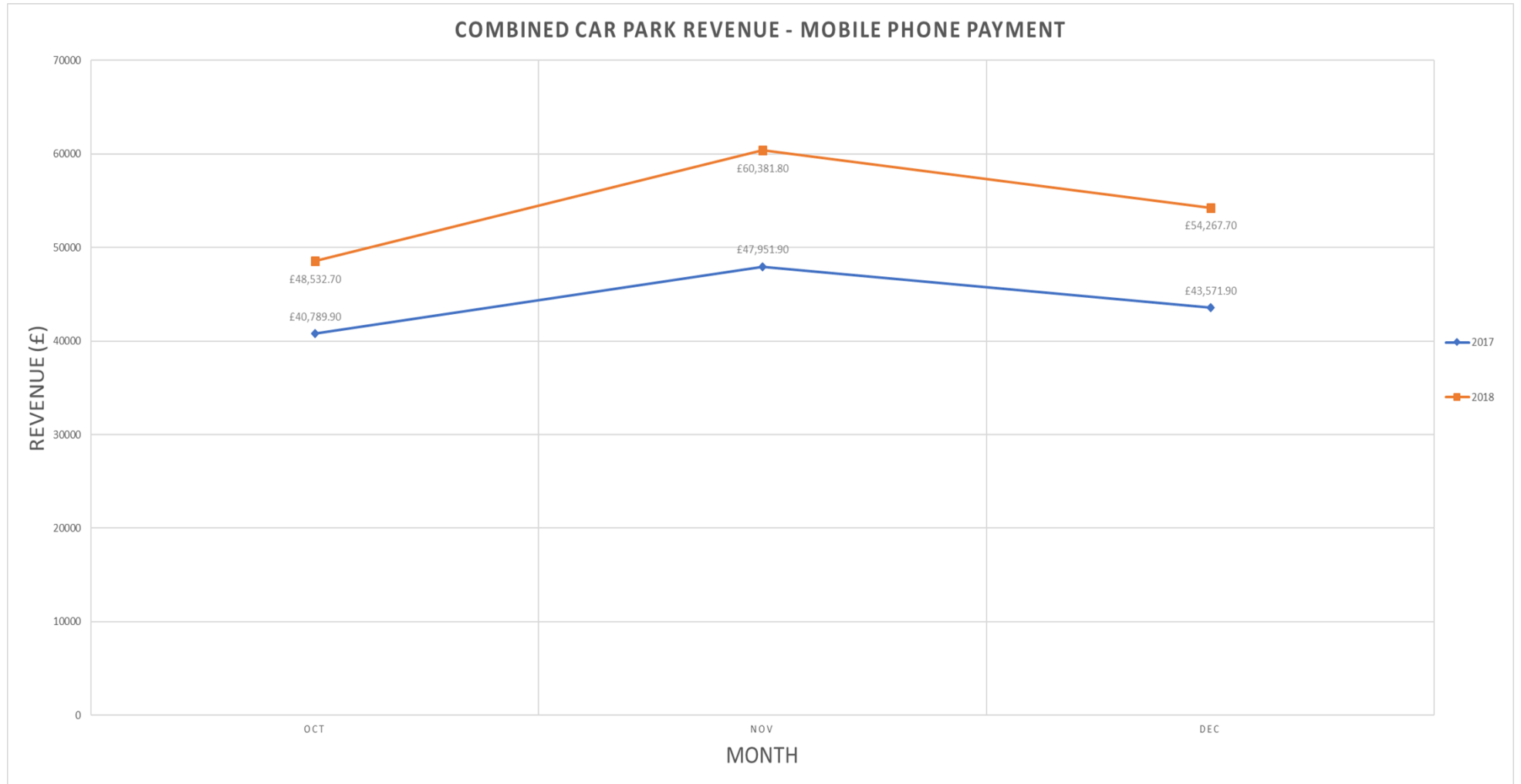
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## Appendix A

**Graph 1 – Ticket Machine revenue for all car parks during trial months.**

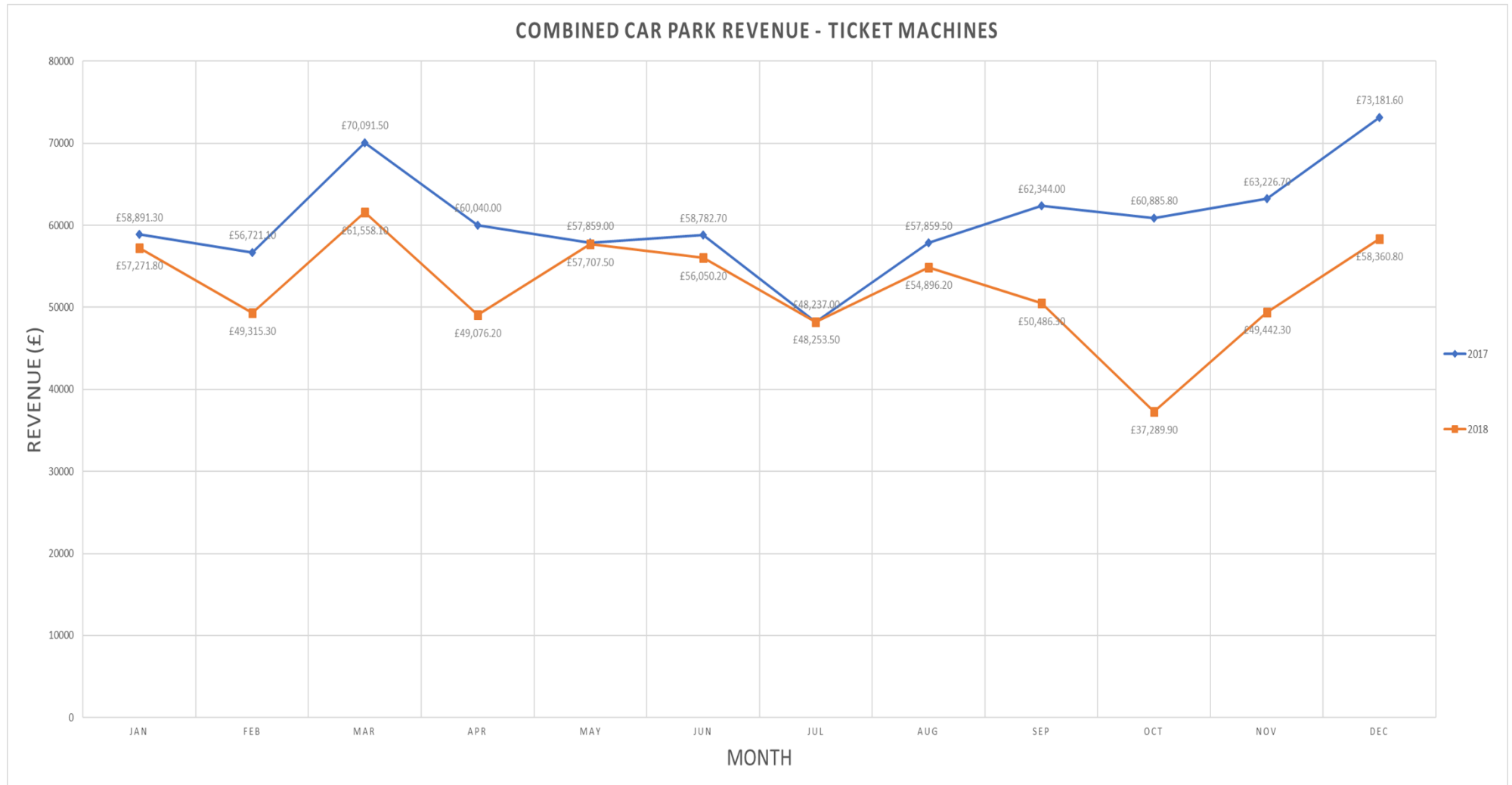


Graph 2 Mobile Phone revenue for all car parks during first three trial months.

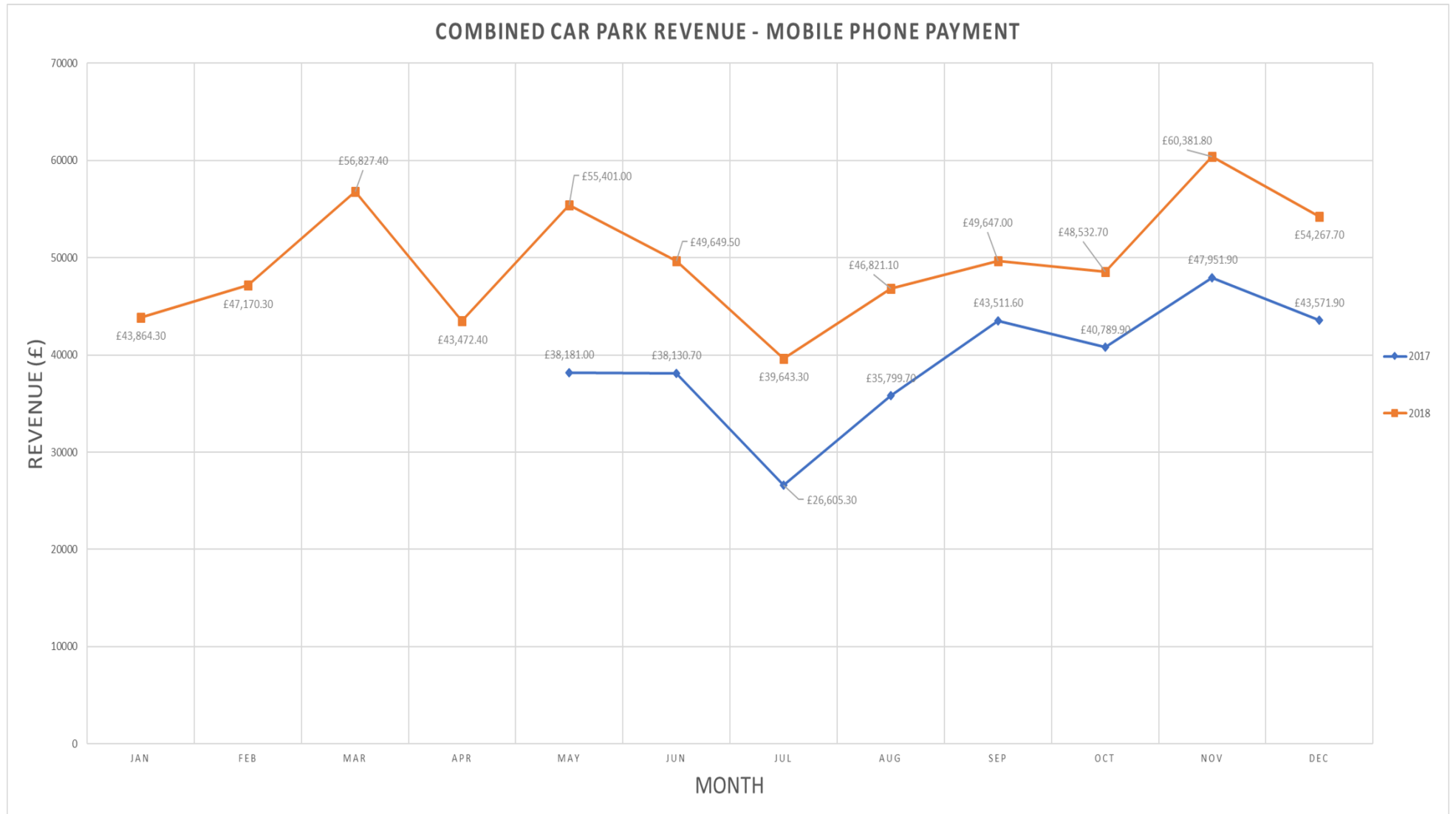




Graph 3 Ticket Machine revenue for year.

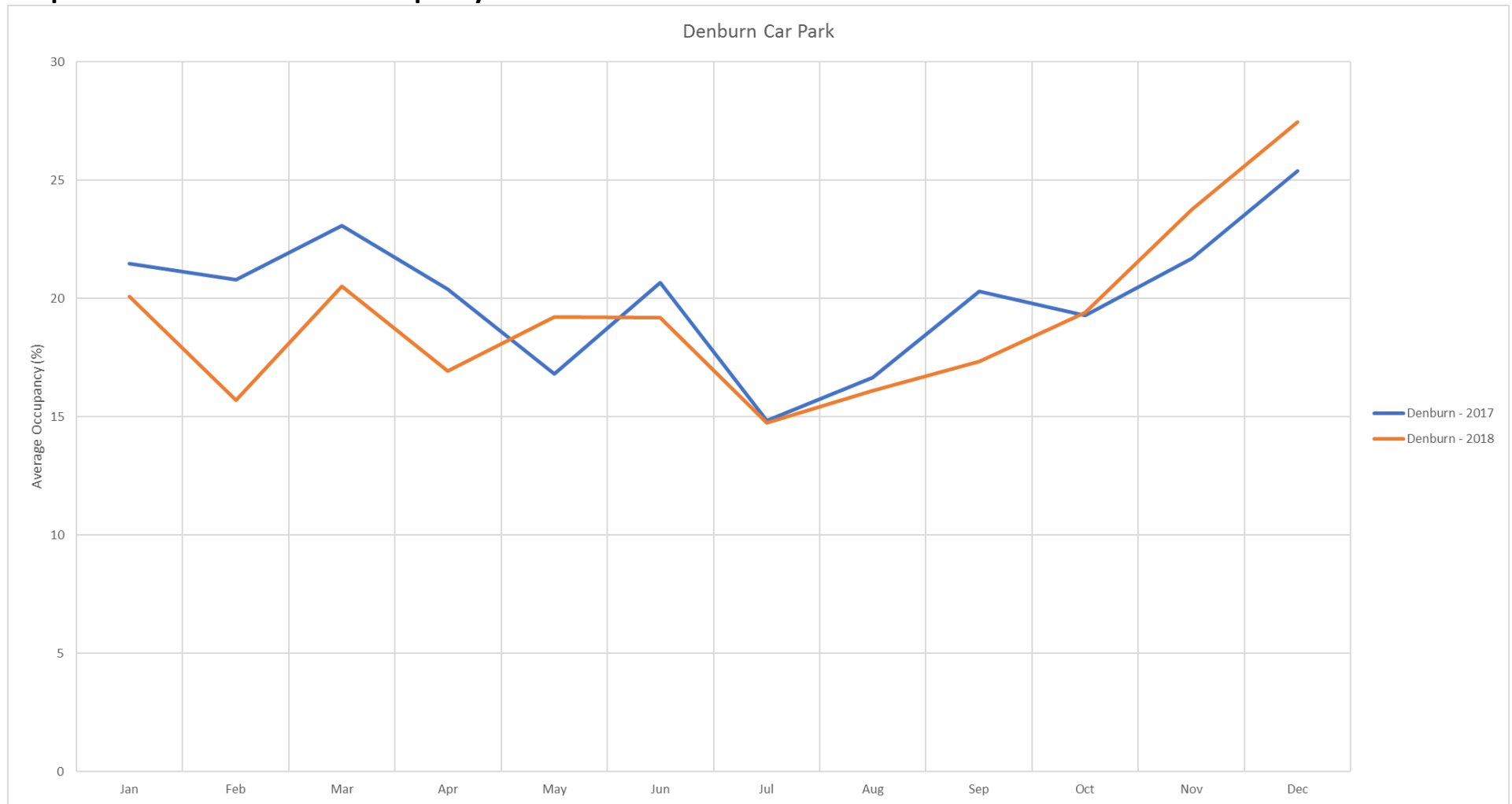


Graph 4 Mobile Phone revenue for year.

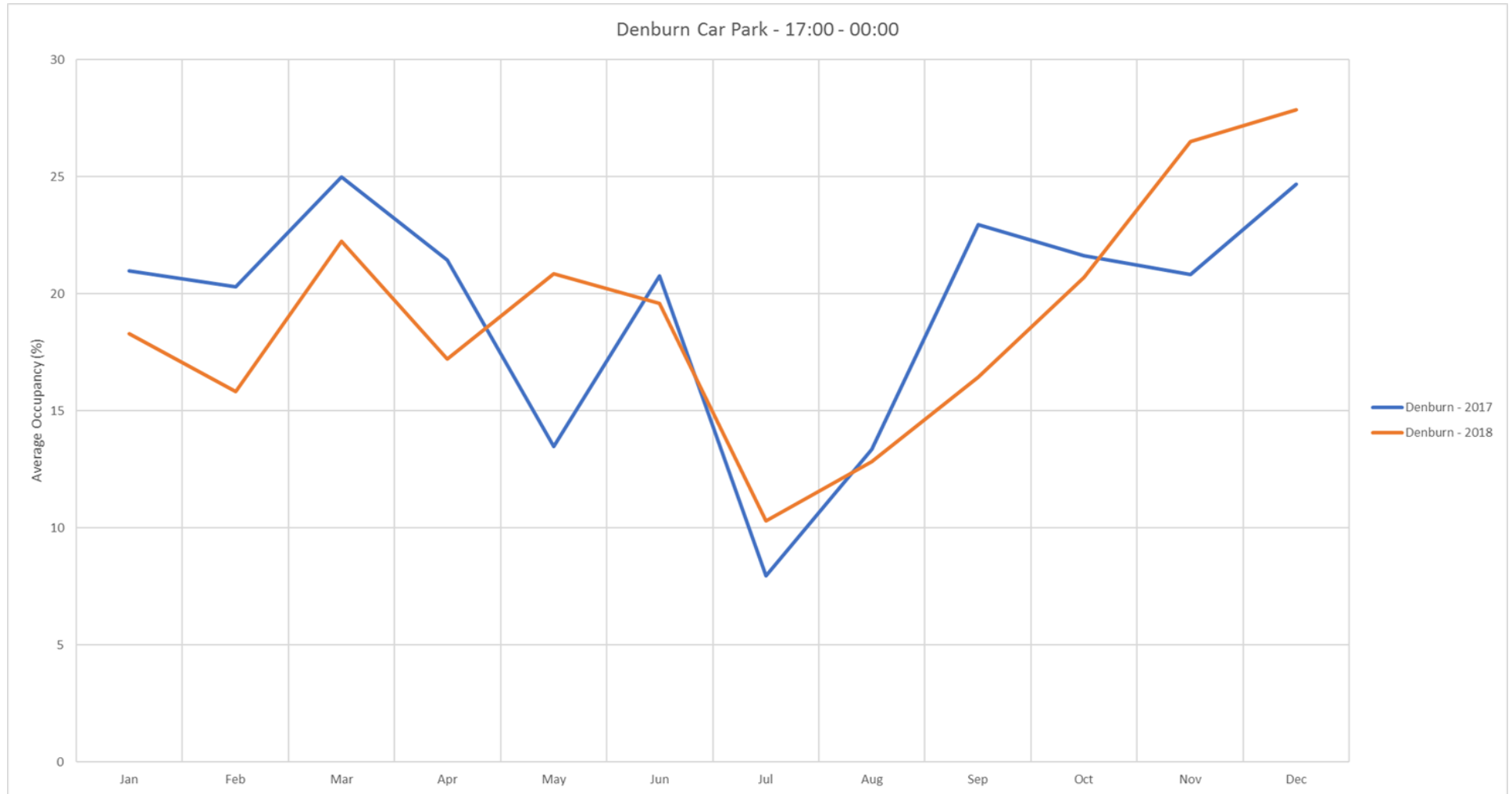


## Appendix B

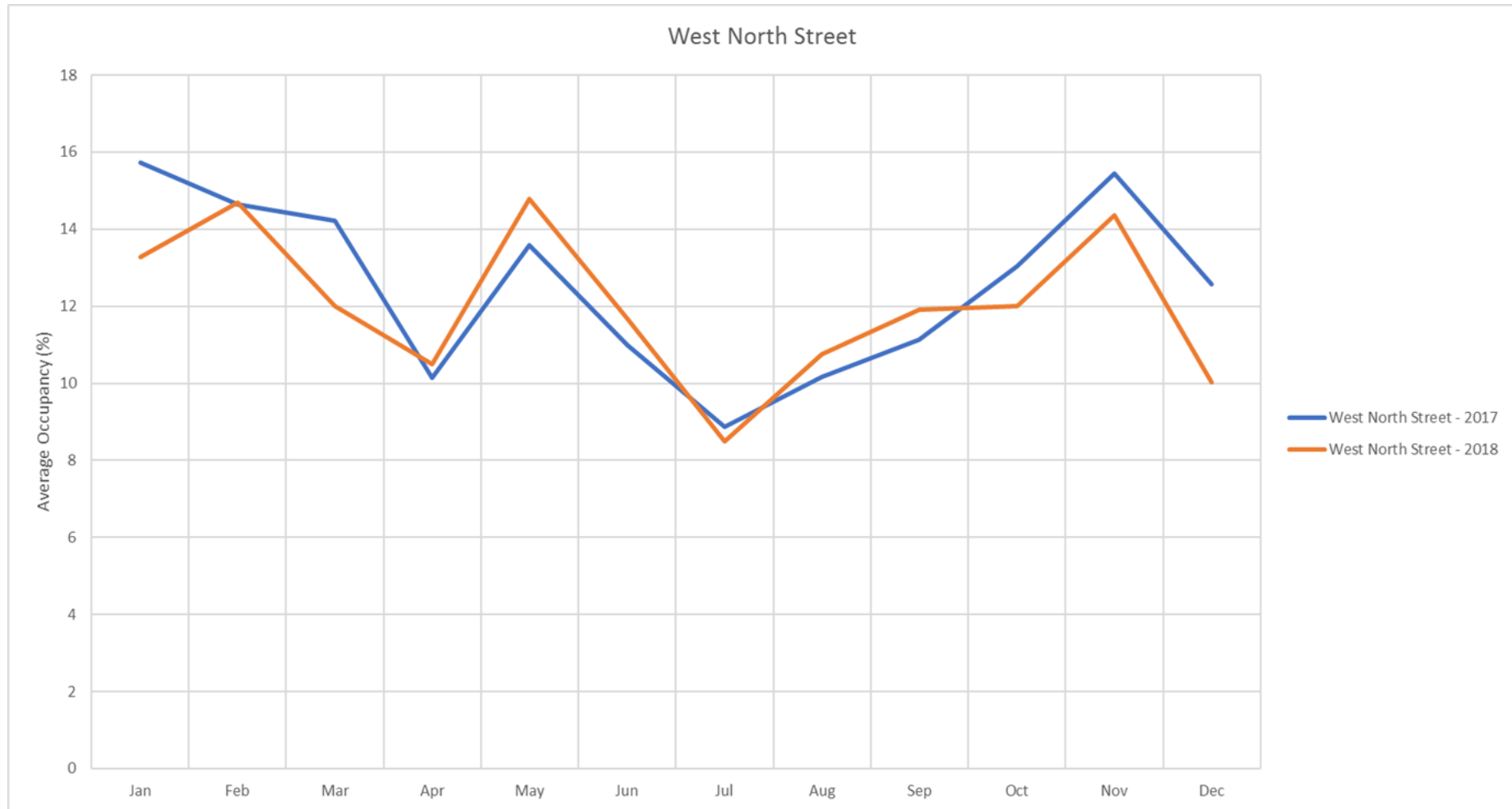
**Graph 5 – Denburn Car Park Occupancy 24 Hour**



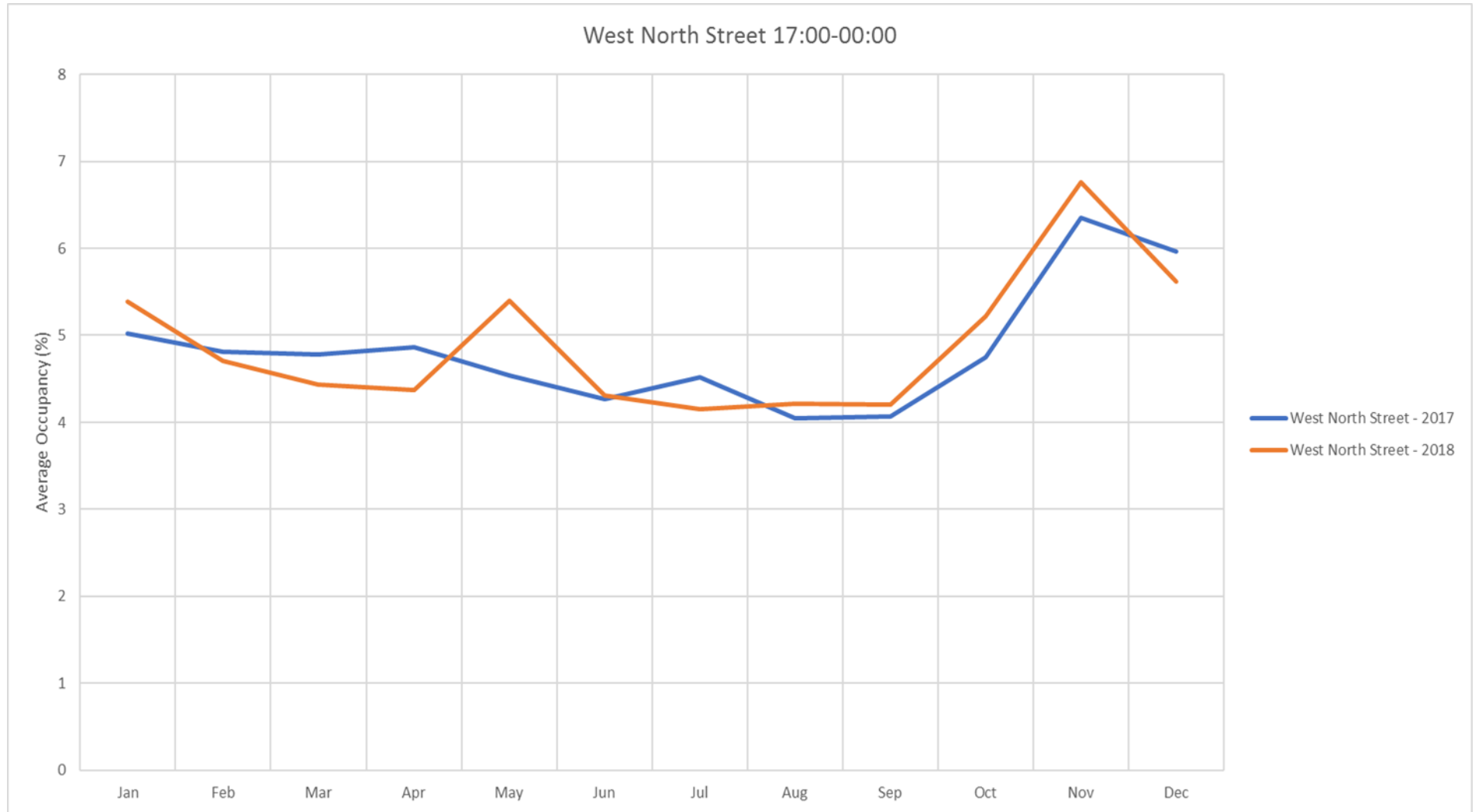
Graph 6 Denburn Car Park Occupancy 17:00 hours – 00:00



Graph 7 West North Street Car Park Occupancy 24 Hour



Graph 8 West North Street Car Park Occupancy 17:00 hours – 00:00



## Appendix C

An operator has noted that car parking in the city is “already incredibly cheap, with a wide choice of locations available. Much of this is controlled by private operators, who it is argued already use cheap parking as an incentive for customers.” It is noted that “it is already very challenging for bus operators to compete with this pricing model, as services still need to cover their cost of operation and do not get cheaper to operate at night.”

They note that public transport engagement could have been “key to helping people access leisure activities and restaurants/bars in a sustainable way. It would have also allowed people to have a drink and socialise.” They note this as “a potential missed opportunity of the trial.”

If the trial is to be pursued, they “would be happy to engage fully with the project and support its success through marketing and customer communications. With the ability to retail discounted tickets via their mobile app this could incentivise people into the city centre, furthermore this data could be used to monitor the uptake of the project to report back to the project partners.”



## **Appendix D**

### **Oslo, Norway.**

Weekend parking was made free, instead of this attracting lots of additional shoppers, fewer people parked for longer (and some of those were retail staff). Occupancy rose to almost 100%, parking duration by 30% and so there was less turnover and it became more difficult for people to park. Most retailers were negative about the experiment and it was abandoned in 2000.

### **Herford, Germany.**

The first half hour of parking was made free. This increased occupancies, drew some more short-term visitors into town, but also led to a deterioration in the traffic environment.

### **Appeldoorn, Netherlands.**

Parking fees were increased at the same time as a cheap public transport ticket was introduced. The latter brought an increase in people coming into town, whilst parking occupancy remained as it was before. However, the view of most retailers was that people were choosing where to shop mainly on grounds of the quality of the shops, not the parking opportunities.

### **Madrid, Spain.**

Expensive parking fees have not affected the buoyancy of the retail economy.

### **Dutch study**

The report cites a study conducted in the Netherlands that argues that:

- Cities and towns with unique qualities/features can implement restrictive parking policies with little effect on their retail sector.
- Where there are several similar competing towns and cities, then parking policy can be a deciding factor for people in deciding where to go and shop.
- Therefore, a regional parking policy can be helpful in that it can help to maintain the relative positions of existing centres within the region, and also help to prevent the development of new, competing centres.

342 - Parking policy measures and their effects on mobility and the economy:

[www.cordis.lu/cost-transport/src/cost-342.htm](http://www.cordis.lu/cost-transport/src/cost-342.htm)

## Appendix D

The revenue for the comparable months of 2017 and 2018 (out with the trial period) has shown an average increase of 8%.

	Difference in comparable months		
	2017	2018	%
<b>May</b>	£96,040.00	£113,108.50	15%
<b>June</b>	£96,913.40	£105,699.70	8%
<b>July</b>	£74,842.30	£87,896.80	15%
<b>August</b>	£93,659.20	£101,717.30	8%
<b>September</b>	£105,855.60	£100,133.30	-6%
	Average:	8%	

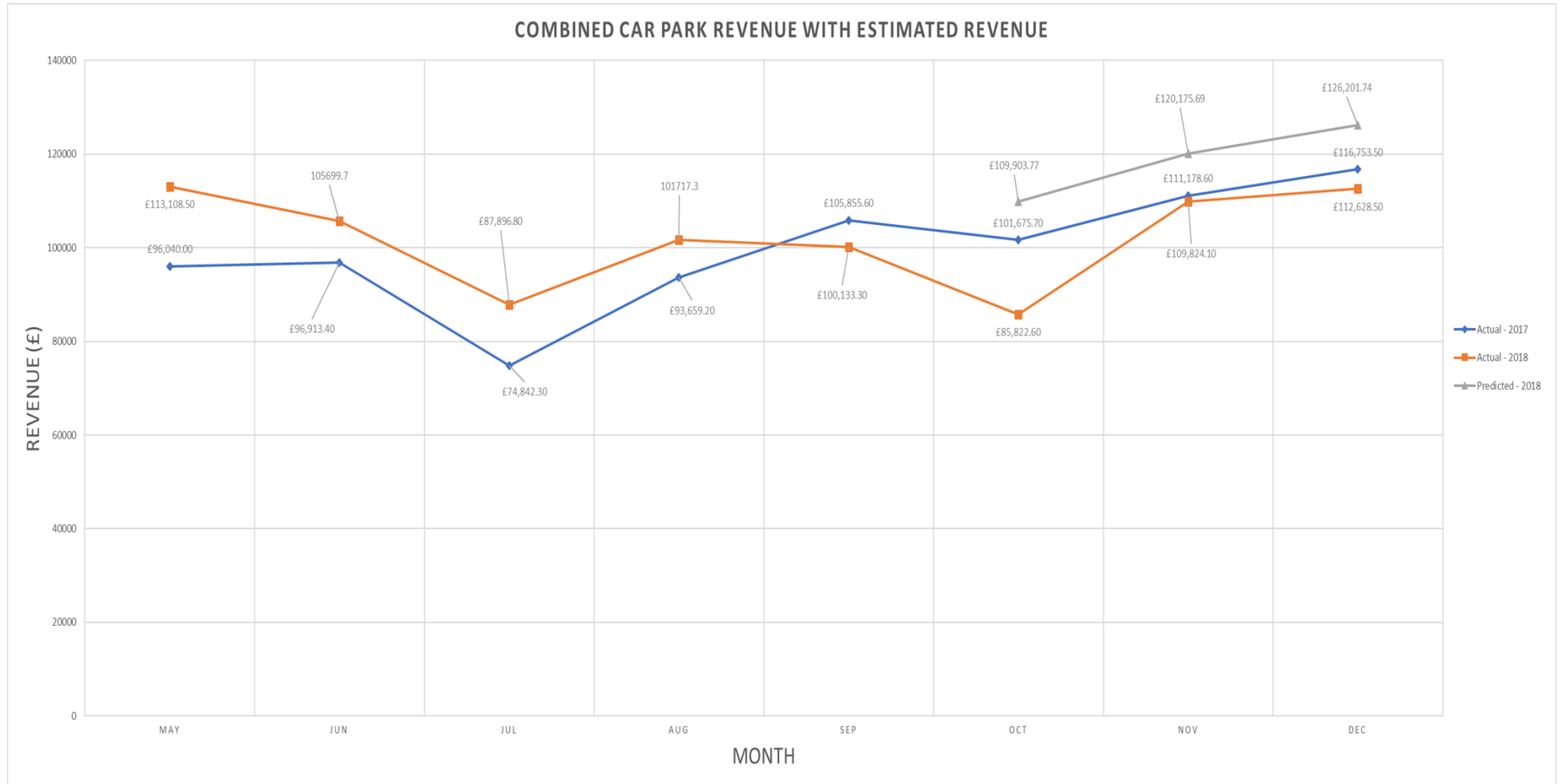
Applying this average % increase to the revenue figures for the months of October, November and December 2017 gives a prediction of what the revenue for 2018 without the Alive @ 5 trial would be. This is shown in the table below and in graph 9.

Month	2017 Revenue	Estimated 2018 Revenue	Actual 2018 Revenue	Difference
October	£101,675.70	£109,903.77	£85,822.60	£24,081.17
November	£111,178.60	£120,175.69	£109,824.10	£10,351.59
December	£116,753.50	£126,201.74	£112,628.50	£13,573.24
			Total:	£48,006.00

Doubling this figure and accounting for seasonal variations, to estimate the expected revenue over the full 6 months of the trial, would approximate the agreed £80,000 reduction.

£160,000 is estimated to cover a full year. It should be noted that many factors would however influence actual revenue and this estimate is provided based on available data.

**Graph 9 – Actual Revenue and Expected revenue for comparable months.**



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## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	14 March 2019
<b>REPORT TITLE</b>	Council Housing Rent Management
<b>REPORT NUMBER</b>	CUS/19/213
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Derek McGowan
<b>REPORT AUTHOR</b>	Neil Carnegie
<b>TERMS OF REFERENCE</b>	1

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### 1. PURPOSE OF REPORT

The Full Council at its meeting on 17 December 2018 requested a report to the Operational Delivery Committee on 14 March 2019 detailing how many Council tenants are in arrears, stating the reasons and whether additional support is necessary in order to prevent those individuals from falling further into financial insecurity.

### 2. RECOMMENDATION

That the Committee: -

- 2.1 Notes the report and agrees that no additional support measures are required at this time.

### 3. BACKGROUND

- 3.1 In 2018/19 our rental income budget for Council housing tenancies is £82.7M. Effective rent collection is critical to ensuring high quality housing and related services, with rent income used to fund all housing services, repairs and maintenance and new build programmes.

- 3.2 The following table sets out how many Council tenants are in arrears in the current financial year to 28 December 2018.

	2015-16	2016-17	2017-18	Scottish Average 2017-18	YTD 2018-19*
Rent collected as percentage of total rent due in the reporting year	101.55%	100.20%	99.91%	99.20%	Not available
Gross rent arrears as a percentage of rent due for the reporting year	5.29%	4.63%	5.30%	6.4%	6.87%
Rent Arrears at year end	£2.6M	£2.7M	£3.05M	Not applicable	£3.75M
Number of tenants in arrears	6,649	6,911	7,475	Not applicable	8,153

\* Full Universal Credit applicable from 31<sup>st</sup> October 2018

- 3.3 The total number of tenants in rent arrears at 28 December 2018 is 8,153. Approximately 50% of tenants in arrears have balances less than the equivalent of one-month rent. The following table provides a breakdown of the balance ranges and number of tenants within each of these.

Balance Range	Number of Tenants
£250 or less	4,175
£251 to £500	1,621
£501 to £1,000	1,256
Greater than £1,000	1,101

- 3.4 Our rent management performance over the previous three years compares very favourably with national performance levels. However, rent arrears in the city are increasing and this is consistent with national trends.
- 3.5 We consider that the main reasons for the increasing trend in rent arrears are the continuing challenging economic environment, welfare reform and the implementation of Universal Credit, and our increased focus on tenancy sustainment.
- 3.6 We have increased our focus on tenancy sustainment and substantially reduced our legal activity, resulting in a near 50% reduction in eviction decrees executed compared with 2016/17 - reflecting our ambition to support those in financial difficulty. While legal action and eviction may support strong rent collection rates, it also has various negative consequences – tenancy eviction, impact on wellbeing, legal action costs for tenants and the Council, potential homelessness presentations, void property costs and uncollectable former tenancy arrears debt included.

3.7 We are investing in additional staffing to help tenants experiencing rent arrears and are currently recruiting 8 Housing Officers, 3 Assistant Housing Officers and 3 money advice posts. Increasing staffing in these roles is intended to enable us to support tenants more intensively through early intervention activity to avoid high balances and legal activity, also helping ensure that their overall income is maximised. For example, in 2018 our Financial Inclusion Team assisted local residents to access £4.7million in various benefits due to them, with a significant level of those benefits helping to pay for housing costs. Housing staff also proactively work with a wide range of internal and external partners to help ensure that tenants receive support for relevant needs. These partners include:

- Children’s and Family services
- Aberdeen Health & Social Care Partnership
- Aberdeen Citizens Advice Bureau
- Shelter Scotland
- Civil Legal Assistance Office

3.8 Given the additional staffing resources whose priority is to support tenants with rent issues through early intervention work, we would not seek additional support for tenants at this time. However we will continue to monitor this situation carefully to determine if additional support is required in the future.

3.9 Members may also be assured that we consider a range of factors to determine if legal action should be taken in high balance rent arrears cases, the main factors are:

- Level of debt and payment history
- Level of active tenant engagement and action being taken to address the issues
- Family composition and needs
- Known vulnerabilities and perceived support needs
- Income maximisation and all debt and benefits advice options.

## **7 FINANCIAL IMPLICATIONS**

7.1 No new implications arising from this report.

## **8 LEGAL IMPLICATIONS**

8.1 No new implications arising from this report.

## **9. MANAGEMENT OF RISK**

No new risks arising from this report.

## **10 OUTCOMES**

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>

<b>Prosperous People</b>	It is recognised that good quality Housing is a key driver of Public Health and can affect the wellbeing of tenants in all areas of life including educational attainment, employment, and physical and mental health.
<b>Prosperous Place</b>	<p>Effective rent management arrangements promotes a tenancy sustainment culture and encourages staff to base their recovery actions on the individual circumstances of each household in arrears. This allows for flexibility around whether a case is escalated for recovery. It aids support for tenants experiencing language; literacy or learning difficulties and promotes increased engagement with all tenants to work together to find practical solutions other than Court action.</p> <p>A core aspect of the interim structure of the Early Intervention and Community Empowerment structure and culture is community sustainability, and the management of rent arrears and formation of quality relationships between tenants and the Council as a landlord, leading to tenancy sustainment, is important in this context.</p>
<b>Prosperous Economy</b>	Effective tenancy sustainment will be supported by income maximisation and financial assistance.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	Our approach to rent management promotes early intervention and community empowerment models and aims to deliver improving customer service.
<b>Organisational Design</b>	We are striving to develop quality relationships between tenants and the Council - a landlord. This is a core aspect of the interim structure of the Early Intervention and Community Empowerment structure and culture.
<b>Governance</b>	This continues robust management of the HRA account.
<b>Workforce</b>	Workforce development in the Early Intervention and Community Empowerment cluster is planned to include the refreshed rent management approach.
<b>Process Design</b>	We continue to develop our systems and processes aiming to make it easy for tenants to manage their rent and access assistance when required.
<b>Technology</b>	Use of technology is promoted for the payment of rent and managing rents accounts.
<b>Partnerships and Alliances</b>	Effective partnerships are necessary and proactively nurtured to help ensure tenants are fully supported.



<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Assessment</b>	Not required.
<b>Privacy Impact Assessment</b>	Not required.
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable.

## **12 BACKGROUND PAPERS**

None.

## **13 REPORT AUTHOR CONTACT DETAILS**

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## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	14 March 2019
<b>REPORT TITLE</b>	Additional Revenue and Capital Budget Cost associated with the Detrunking of the A92 & A96
<b>REPORT NUMBER</b>	<b>OPE/19/191</b>
<b>DIRECTOR</b>	Rob Polkinghorne
<b>REPORT AUTHOR</b>	Doug Ritchie
<b>TERMS OF REFERENCE</b>	1 & 3

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### 1. PURPOSE OF THE REPORT

This report brings together the estimated costs that will have to be met by this Council to continue the maintenance operations of the de-trunked A92 (previously A90) and A96. Currently negotiations are ongoing with Transport Scotland re the state of the asset and recompense for outstanding work at transfer.

### 2. RECOMMENDATIONS

That the Committee

2.1 instructs the Chief Officer of Operations and Protective Services to,

2.1.1 include the de-trunked lengths in the Councils list of Adopted Roads:

2.1.2 update the Roads Asset Management Plan: and

2.1.3 include any future works to the de-trunked sections within the annual Roads Capital Programme

all in accordance with the Traffic orders made by Transport Scotland in 2010, copy contained in Appendix F

2.2 approves the expenditure required to maintain the de-trunked roads, as described in The A90 Trunk Road (Charleston to Blackdog) Detrunking Order 2010, in accordance with the Council's relevant policies and procedures;

2.3 notes that Revenue and Capital expenditures for the maintenance of the de-trunked road will be an annual requirement;

- 2.4 authorises the Chief Officer of Operations and Protective Services to implement the required maintenance programme;
- 2.5 approves that appropriate officers may award contracts for the repair and maintenance of the de-trunked sections of road on receipt of a valid tender submission and subject to the necessary funding being in place, such monies to come from either Transport Scotland or the approved revenue and capital budgets.

### **3. BACKGROUND**

- 3.1 With the completion of the Aberdeen Western Peripheral Route on the 19<sup>th</sup> February 2019, this report has been completed to assess the condition, and identify the financial implications, of the assets that will be adopted by the Council on the de-trunking routes the current A92 and A96 on 1st April 2019.
- 3.2 The A92 Trunk Road (Charleston to Blackdog) Detrunking Order 2010 set out proposed de-trunking routes which includes Stonehaven Road, South Anderson Drive, Anderson Drive, North Anderson Drive, The Parkway, Ellon Road to Blackdog, Auchmill Road and Inverurie Road covering approximately 40 Kilometres. It should be noted that at this time the section of A92 between Manor Drive and Haudagain Roundabout and Haudagain Roundabout and Manor Avenue are excluded from the de-trunking order until such times as the Haudagain improvements have been completed.
- 3.3 The transfer of the asset to the Council will incur immediate annual maintenance costs that will need to be met from the Revenue Budget or monies from Transport Scotland. (Appendix A sets out the possible budget pressure costs that may be incurred) along with the longer term maintenance costs from a Capital Budget Appendix B). It should be noted that the levels of inspection, response times winter maintenance etc. will not be carried out to current Trunk Road standards but will revert to the current Council policies and procedures.
- 3.4 The Councils Road Asset Management Plan (RAMP) will require to be updated to include all assets being transferred along with their current condition. Consideration will then need to be given to when the asset would need to be refurbished/replaced and what the likely costs would be based on current market rates.
- 3.5 Site visits were carried out by the Council along with Transport Scotland's representatives, Jacobs, to determine the current state of the asset. Jacob's carried out a full walk through producing site photographs and measurements which they have added to the road condition surveys. This is currently being checked by our own staff. Negotiations are currently under way with Transport Scotland to determine an agreed figure for repairs and outstanding maintenance issues that will require to be carried out by the Council after the 1<sup>st</sup> April 2019.

- 3.6 A calculation based on market rates for repairs has been employed to determine the cost of outstanding works required to bring the standard of the road up to what they consider an average condition with respect to the other trunk roads in the North East. A full asset plan has not been yet been received from Transport Scotland.
- 3.7 The inspection of the asset was checked against the standards that were in place for the year the asset was installed, the standards detailed were valid for all installations and along with an inspection of the existing road condition, was used to compile the expected costs and probable future work.
- 3.8 Currently Transport Scotland have not supplied the council with an asset plan indicating current condition and asset life for the de-trunked section of the roads thus making it difficult to estimate any required future planned maintenance. Figures quoted are extrapolated from the actual costs incurred in maintaining the existing road network.

#### 4. FINANCIAL IMPLICATIONS

Expenditure will be in accordance with the Council's approved Revenue and Capital budgets for 2019 – 2020 but the Committee should be aware of the budget pressures of maintaining approx. 17km dual Carriageway, 2km of double carriageway and 5km of single carriageway. Figures quoted are extrapolated from the actual costs incurred in maintaining the existing road network.

**Appendix A: Anticipated Revenue Expenditure** sets out the expected annual Revenue Budget Costs, it should be noted that any increase in the 2020-2021 Grant Aided Expenditure (GAE) will not cover all of these costs. The majority of costs are associated with energy consumption of £165K. (see Appendix D)

**Appendix B: Additional De-trunked Assets** sets out the Assets that will become part of the adopted road network and possible increased Capital Maintenance Costs that will be incurred on the network once de-trunking is finalised. The de-trunking of the A92 and A96 will see the inclusion of 31 additional traffic signal/pedestrian crossing sites to Aberdeen City Councils RAMP. The average age of the assets, as of April 2019, will be 12.8 years and it is considered reasonable that all assets 13.5 years or older should be refurbished when required rather than works being carried out to bring them up to an acceptable standard. Average age of Traffic Lights is 13 years, 7 are over the age of replacement in accordance with 15-year refurbishment policy which was agreed at the National Traffic Signal User Group (NTSUG) and subsequently adopted by Aberdeen City Council as part of its Road Asset Management Plan (RAMP).

Currently we have not been provided with an asset list indicating pole condition and asset life, these will be re-assessed once the information has been received, currently Transport Scotland have made an allowance for 47 out of 936 lighting columns to be replaced and a provision for a bulk change of 1015 lamps

Approx. 35 km of footways and 25km of carriageways are added to the adopted road network all of which will require future maintenance.

There are approx. 1115 gullies and 4500m of drainage pipe to be added to the existing asset.

A joint principal inspection will be carried out on the 24 structures and any agreed additional monies will be added to the proposed payment.

**Appendix C: Savings to be made on Energy by Changing to LED's** shows the makeup of the expected energy costs and the possible savings that could be achieved by the installation of LED's. It should be noted that no design work has been carried out to date for the replacement LED's and rates are based on a like for like replacement.

## 5. LEGAL IMPLICATIONS

The Council is required to include the de-trunked sections of the road network to its list of adopted roads. The Council will become responsible for the maintenance of these newly adopted roads.

## 6. MANAGEMENT OF RISK.

This addition of the de-trunked section of the roads to the adopted road network represents a potential Hazard and Financial Risk to the Council.

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	Existing Revenue Budget will not be sufficient to cover the cost of increased maintenance operations.	H	This will be minimised by the use of high-quality design and installation materials taking into account whole life costs of the new asset. Integration of the work patterns between the old and new adopted road network will assist in reducing some costs
	Increase in insurance claims	H	Include the new sections of roads within the existing Inspection regime
<b>Legal</b>	Increase in insurance claims through the large section of road being adopted	M	Ensure adequate safety inspections take place within the prescribed timescale
<b>Employee</b>	Staff resources: The addition of A92 & A96 to the current maintained system will increase the road lengths by approx. 5% and the length of A class roads	H	Revised inspection regimes and required response times will assist, but not negate the additional resources required to manage the additional workload

	by approx. 72%. Increase of phone calls, emails etc. to the Contact Centre due to the adoption of this section of road.		especially in inspections and winter operations.
<b>Customer</b>	Possible confusion to the travelling public about who they should be contacting re defects on the de-trunked section of the road	H	Press and Radio updates at the point of de-trunking.
<b>Environment</b>	The risks of inaction (not improving and increasing pedestrian and cycle infrastructure) are also significant in terms of a poor quality environment, poor reputation for Aberdeen and a decline in active travel which would have significant implications for the health and wellbeing of the citizens of Aberdeen	M	"Locking in the Benefits" of the new network will assist in improving the environment,
<b>Technology</b>	Lack of Asset Management information to deliver annual work programme	L	Carry out a digital asset survey of the City Roads Infrastructure in order to manage the spend over several years to continue to optimise our use of resources to continue to provide best value
<b>Reputational</b>	Lack of maintenance and/or Investment in the de-trunked roads will increase claims against the council and press involvement	H	Continue to prioritise spend in order to repair higher used/ higher damaged roads and footpaths

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report considers the required Investment in infrastructure which will be required to ensure economic activity within the City and actions to be taken by the Council to support such activity
<b>Prosperous People</b>	The Council is committed to improving the key life outcomes of all people in Aberdeen. The maintenance of this key section of infrastructure will assist in continuing the prosperity of the Citizens.
<b>Prosperous Place</b>	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. The maintenance of this key section of infrastructure will assist in continuing the prosperity of the City
<b>Enabling Technology</b>	The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	<p>Improved Customer Experience City Voice, the panel of Aberdeen residents who are contacted on a regular basis and asked for their views on a range of issues, is used to develop a statistically analysed pattern of response to basic aspects of asset management.</p> <p>The views of affected residents and road users are sought on our performance on specific schemes. Records held in the Confirm (Roads Maintenance Management) System and records of Claims by road users against alleged defects can be analysed to indicate areas of concern. Specific surveys may be carried out from time to time to address specific areas of concern. Results of these various analyses can be used in conjunction with inspection data to establish customers' areas of concern and expectations of the maintenance of the roads network.</p>
<b>Organisational Design</b>	City wide operations will need to be re-thought in order to provide a practical and financially viable integration of the existing adopted road network and the newly adopted roads
<b>Governance</b>	The additional roads will be added to the Asset Management Plan which will be used to manage the whole city spend over several years to continue to optimise our use of resources to continue to provide best value.
<b>Workforce</b>	The workforce require to be sufficient to deliver the



	maintenance of the cities adopted road network whilst managing to deliver the work within the approved Revenue and Capital Budgets
<b>Process Design</b>	As the structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
<b>Technology</b>	Incorporate new technologies in the management of the new City Road Network
<b>Partnerships and Alliances</b>	Continue to work with new(Aberdeen Roads Limited) and existing partners (BEAR Scotland, NESTRANS etc) to deliver an integrated package for maintenance operations

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	This report has no direct implications in relation to Equalities and Human Rights Impact Assessment.
<b>Privacy Impact Assessment</b>	Not required
<b><u>Children's Rights Impact Assessment/Duty of Due Regard</u></b>	Not applicable

## 9. BACKGROUND PAPERS

There have been no reports on this subject

## 10. APPENDICES (if applicable)

**Appendix A: Anticipated Revenue Expenditure**  
**Appendix B: Additional De-trunked Assets**  
**Appendix C: Savings to be made on Energy by Changing to LED's**  
**Appendix D: Road Condition Index**  
**Appendix E: Detrunking Order**

## 11. REPORT AUTHOR CONTACT DETAILS

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## Appendix A:

### Anticipated Annual Revenue Expenditure

Below are the expected increased annual revenue budgetary pressures for providing maintenance of the de-trunked A92 and A96. Figures quoted are extrapolated from the actual costs incurred in maintaining the existing road network.

• <b>Traffic Lights and Pedestrian Crossing</b>	
Increased annual maintenance costs	£45,000
Increased Energy and Carbon Reduction Commitment (CRC) costs	£17,000
Increased Communication costs	<u>£ 5,000</u>
	<b>£67,000</b>
• <b>Lighting Improvements</b>	
Increased annual maintenance costs	£ 35,000
Increased Energy and Carbon Reduction Commitment (CRC) costs	£165,500
Column knock downs should be recoverable from driver	<u>£       0</u>
	<b><u>£200,500</u></b>
• <b>Winter Maintenance (based on 60 runs per winter + 6 Snow Days).</b>	
Additional gritter cost per year	£30,000
Additional maintenance, diesel, insurance etc. of vehicle	£13,900
Additional salt	£22,000
Additional labour	<u>£ 9,500</u>
	<b>£75,400</b>
• <b>Ice Detection and Weather Stations</b>	
Maintenance & Contract costs of 3 additional stations	<b><u>£10,000</u></b>
• <b>Footway Patching</b>	
Assume per annum.	<b><u>£20,000</u></b>
• <b>Carriageway Patching</b>	
Assume per annum	<b><u>£60,000</u></b>
• <b>Drainage and Gully Cleaning</b>	
Gully cleaning 1115 gullies @ £35	£39,000
Filter drainage 6000m @ £20/m every 5 years	£24,000
Beany blocks drainage	<u>£ 4,000</u>
	<b>£67,000</b>
• <b>Bridge Repairs &amp; Inspection</b>	
Assume per annum	£ 5,000
Annual Inspections	£ 9,000
Principal Inspections every 6 years (£20,000)	<u>£ 3,600</u>
	<b>£17,600</b>

<ul style="list-style-type: none"> <li>• <b>Road Sign.</b> Accident Damage should be recoverable from driver Annual Maintenance</li> </ul>	<b>£ 2,000</b>
<ul style="list-style-type: none"> <li>• <b>Safety Fence</b> Accident Damage: majority should be recoverable from driver Annual Maintenance</li> </ul>	<b>£ 4,000</b>
<ul style="list-style-type: none"> <li>• <b>Landscaping</b> Annual Maintenance</li> </ul>	<b>£143,000</b>
<ul style="list-style-type: none"> <li>• <b>Traffic Management</b> Assume 100 hours of work on road +20hrs overtime Cost of Traffic Management per hour £315 Total cost</li> </ul>	<b>£ 40,000</b>
<ul style="list-style-type: none"> <li>• <b>Inspections</b> Safety Inspections, increase public responses</li> </ul>	<b>£ 15,000</b>
<ul style="list-style-type: none"> <li>• <b>Depot Overheads</b> Staff, Personal Protective Equipment (PPE), holidays, Sickness</li> </ul>	<b>£ 50,000</b>
<b>Estimated total budget pressure</b>	<b><u>£770,600</u></b>

## Appendix B:

### Additional Assets

The adopted assets will be added to the Road Asset Management Plan (RAMP) and will be added to future Capital Works Programme; the inclusion of these additional assets would put further budgetary pressures on the maintenance of the overall network. These figures are based on handover on 1/04/2019.

- **Traffic Lights and Pedestrian Crossing.**

SITE ADDRESS	Age At Detrunking	Calculated Replacement Costs on De-trunking
<b>Full Refurbishment Cost Group 1</b>		
A92 Anderson Drive / Hill of Rubilslaw	17.8	£62,910.18
A92 The Parkway / Whitestripes Avenue	16.6	£17,901.20
A92 North Anderson Drive / Provost Fraser Drive North	15.3	£39,451.28
A96 Great Northern Road / North Anderson Drive	15.2	£39,451.28
A92 Bridge of Dee / Holburn Roundabout	15.1	£39,451.28
A92 North Anderson Drive / King's Gate	14.9	£39,451.28
A92 Stonehaven Road / Bridge of Dee	14.9	£39,451.28
<b>14/15 Refurbishment Costs (93%) Group 2</b>		
A92 South Anderson Drive / Holburn Roundabout	14.2	£36,821.19
A92 Anderson Drive / Cromwell Road	14.2	£36,821.19
A96 Auchmill Road / Auchmill Terrace	14.2	£58,716.17
A92 South Anderson Drive / Broomhill Road	14.2	£16,707.79
A92 North Anderson Drive / Provost Fraser Drive South	14.1	£36,821.19
A92 North Anderson Drive / Ashgrove Road West	14.1	£58,716.17
A92 North Anderson Drive / Provost Rust Drive	14.1	£36,821.19
A92 North Anderson Drive / Middlefield Place	14.1	£36,821.19
<b>13/15 Refurbishment Costs (87%) Group 3</b>		
A92 South Anderson Drive / Great Western Road	13.8	£54,522.16
A92 North Anderson Drive / Clifton Road	13.7	£34,191.11
A92 North Anderson Drive / Great Northern Road	13.7	£34,191.11
A92 North Anderson Drive / Mid Socket Road	13.5	£54,522.16
<b>Acceptable Standard Cost Group 4</b>		
A92 Anderson Drive / Queen's Road	13.3	£16,332.06
A92 North Anderson Drive / Lang Stracht	13.2	£10,628.20
A92 North Anderson Drive / Hilton Drive	12.5	£15,718.32
Auchmill Road / Newton Terrace	12.4	£14,620.46

A96 Auchmill Road / Manor Drive	12.4	£12,500.74
A96 Inverurie Road / Old Meldrum Road	12.3	£8,242.26
A92 The Parkway / Scotstown Road West	12.3	£8,243.30
A92 The Parkway / Scotstown Road East	12.2	£8,243.30
A92 North Anderson Drive / Fire Station	10.4	£2,161.10
A96 Inverurie Road / Bankhead Avenue	6.1	£8,806.40
A96 Dyce Dr	2.7	£0.00
A92 The Parkway / Ellon Road	0.0	£0.00
	<b>Total</b>	<b>£879,236.55</b>

- **Street Lighting and Road Signs**

Currently we have not been provided with an asset list indicating pole condition and asset life, these will be re-assessed once the information has been received, currently Transport Scotland have made an allowance for 47 lighting columns to be replaced and all lamps to be renewed.

<b>A92</b>	<b>A96</b>	<b>Number of Lanterns</b>
Charleston to Bridge of Dee South		188
Bridge of Dee		29
Bridge of Dee North to Broomhill		34
Broomhill to Gt Western Road		32
Gt Western Road to Cromwell Road		28
Cromwell Road to Queens Road		24
Queens Road to Kings Gate		45
Kings Gate to Langstracht		44
Langstracht to Cairncry		60
Cairncry to Rosehill		32
Rosehill to Haudigain		62
Haudigain Roundabout		6
Haudigain Roundabout to Laural Drive		42
Laural Drive to Gordon Brae		51
Gordon Brae to Scotstown Road		54
Scotstown Road to Ellon Road		46
Ellon Road to Murcar		40
Murcar to Boundary		33
	Haudigain to Manor Drive	14
	Manor Drive to Auchmill Terrace	14
	Auchmill Terr to Cairnfield Place	28
	Cairnfield Place to A947 R/about	64
	A947 R/about to Sclattie R/about	28
	Sclattie R/about to Dyce Drive	60
	Dyce Drive To Craibstone	26
		<hr/> 1084

- **Road Safety Schemes:**

There are already some schemes being taken forward which will “lock in the benefits” of the AWPR, any future road safety schemes will require financial input from either the existing budget thus reducing the number of schemes that can be carried out across the city on an annual basis or additional support from capital investment plan. Currently the Capital budget does not finance many road safety schemes as these are mostly funded from the Cycling Walking Safer Streets (CWSS) ring fenced grant from the Scottish Government.

- **Footway Resurfacing.**

An additional length of approx. 35 km of footway will be added to the Council's maintenance programme. This is a 1.75% increase in footpath maintenance

- **Carriageway Resurfacing.**

Lengths of roads, in kilometres, to be adopted and taken forward for inclusion in the annual capital maintenance plan

	<b>A92</b>	<b>A96</b>	<b>Total</b>
Dual Carriageway	12.101	4.466	16.567
Double Carriageway	1.223	0.000	1.223
Single Carriageway	5.446	0.000	5.446
	18.770	4.466	23.236
Roundabouts	1.801	0.280	2.081
	20.571	4.746	25.317

- **Drainage.**

Currently the council have no detailed drawings of the drainage system that we will be adopting; we are aware of the major culverts and have details of Scottish waters assets that run under the roads. There are approx. 1115 gullies that will transferred along with approx. 4500m of drainage connecting these to the existing foul systems.

- **Structures:**

Existing Trunk Road Structures that will become part of the Adopted Road Network and will be required to be Managed and Maintained by the Council. A joint principal inspection will be carried out on the 24 structures and any agreed additional monies will be added to the proposed payment.

<b>Structure</b>	<b>Route</b>	<b>De-Trunked</b>
Bridge of Dee	A92	Yes
Bridge of Dee Flood Arches (Part a)	A92	Yes
Bridge of Dee Flood Arches (Part b)	A92	Yes
A92 Auchinyell Burn Culvert	A92	Yes
Ruthrieston Bridge	A92	Yes
A92 West Burn of Rubislaw Culvert	A92	Yes
A92 North Burn of Rubislaw Culvert	A92	Yes
Mugiemoss Road Railway Bridge	A92	Yes
Mugiemoss Road Scatterburn Culvert	A92	Yes
Persley Bridge	A92	Yes
Persley Pedestrian Underpass	A92	Yes
Mundurno Mill Culvert	A92	Yes
Mundurno Culvert	A92	Yes
Black Dog Culvert	A92	Yes
Auchmill Road Culvert	A96	Yes
Inverurie Road Culvert	A96	Yes
A96 Gilbert Road Underpass	A96	Yes
A96 Greenburn Drive Underpass	A96	Yes

A96 Green Burn Culvert East	A96	Yes
A96 Green Burn Culvert West	A96	Yes
A96 Rowett Underpass	A96	Yes
Forrit Brae Spring Culvert	A96	Yes
A96 Gough Burn Culvert	A96	Yes
A96 Craibstone Underpass (Mtd by SO)	A96	Yes

- **Road Sign Replacement:**

It should be noted that Road Sign Replacement has only been considered on the sections of road network to be de-trunked. No consideration has been given to works that may be necessary on other parts of the road network, such as relating or replacement of signs on the local road network to reflect the operation of the AWPR/B-T project and associated changes in route numbering. An allowance of £145,694 has been provided by Transport Scotland only for the changes to signage on the de-trunked sections of the A92 and A96.

- **Current Capital Budget and Potential Increases**

The current Capital Budget spend approved by Committee is given below. Members should be aware that future Capital Budgets will be required to cover the works on the extended network,

<b>Approved Capital Spend 2018-19</b>	<b>Current Value of Annual Capital</b>	<b>Potential Impact on Capital. Annual (A) One Off (O)</b>
Traffic Signal Refurbishment Programme	£ 450,000	£100,000 (A)
Lighting Programme:	£2,159,000	£700,000 (O) £70,000 (A)
Cycling Walking Safer Streets Capital Grant: Road Safety Programme & 20mph signs:	£ 373,000	
Footway Resurfacing Programme:	£ 600,000	£30,000 (A)
Carriageway Resurfacing Programme:	£2,788,000	£150,000 (A)
Drainage Programme:	£ 127,000	£5,000 (A)
Major Bridge Repairs:	£ 50,000	£25,000 (A)
Road Sign Replacement:	£ 30,000	£1,000 (A)
Weak Bridge Repairs:	£ 70,000	£10,000 (A)
Flood Prevention:	£1,110,000	
<b>Total</b>	<b>£7,757,000</b>	<b>£391,000 (A) £700,000 (O)</b>



## Appendix C

### Savings to be made on Energy by Changing to LED's

#### Energy Costs at Transfer

##### Lighting

	Lantern Numbers	Total KW for A92 and A96	Yearly Lit Hours	Total Kwh	Cost/kwh	Annual Energy Costs
A92	852	23,0273	4130	951,027.49	0.123297	£117,258.83
A96	200	57,014	4130	235,467.82	0.123297	£ 29,032.48
Charleston	43	7,940	4130	32,792.20	0.123297	£ 4,043.18
	<u>1095</u>	<u>295,227</u>		<u>1,219,287.51</u>		<u>£150,334.49</u>

##### **Lit Signs and Bollards**

Numbers	Total KW for A92 and A96	Yearly Lit Hours	Total Kwh	Cost/kwh	Annual Energy Costs
248	7.658	4130	31,610.30	0.123297	£3,897.45

**Total Energy Costs: £154,231.94**

#### **Carbon Reduction Commitment**

Cost Charged per Tonne CO<sup>2</sup> produced = £18.30: Conversion Factor 1 kwh = 0.5331kg carbon

Total KWH for A92 and A96	Tonnage CO <sup>2</sup>	Annual CO <sup>2</sup> Costs
1,219,288	650.00	£11,895.04

**Total direct costs incurred for energy: £166,126.98**

### Possible Annual Savings by Replacing Existing A92/A96 Street Lighting Lanterns with LED's.

#### Expected Energy Costs

Average Lantern Wattage	Total KW for A92 and A96	Yearly Lit Hours	Total Kwh	Cost/kwh	Annual Energy Costs
144	157.700	4130	651301.0	0.123297	£80,303.46

**Annual Energy Savings      £70,031.03**

#### **Carbon Reduction Commitment**

Cost Charged per Tonne CO<sup>2</sup> produced = £18.30: Conversion Factor 1 kwh = 0.5331kg carbon

Average Lantern Wattage	Total KW for A92 and A96	Yearly Lit Hours	Total Kwh	Tonnage CO <sup>2</sup>	CO <sup>2</sup> Costs
144	295071.048	4130	575205.75	320.28	£5,861.03

**Annual CO<sup>2</sup> Savings      £ 6,034.01**

**Summary**

Existing Lighting Energy Cost:	£150,334.49:	Existing Lighting CRC Costs:	£11,895.04
Expected LED Energy Costs:	<u>£ 80,303.46</u>	Expected LED CRC Costs:	<u>£ 5,861.03</u>
<b>Annual Energy Savings</b>	<b><u>£ 70,031.03</u></b>	<b>Annual CO<sup>2</sup> Savings</b>	<b><u>£ 6,034.01</u></b>

**Total Savings per Annum £76,065.04**

**Replacement Costs for LED Lanterns**

**No design work has been carried out. It has been assumed that there will be a direct replacement of the existing lanterns for new ones.**

From the purchase framework, a M2 class lantern should be suitable and 144W LED Lantern costs £433.46

Costs for fitting would range from £30 upward.

TM would be additional £320/hr for crash cushion.

Two teams changing lanterns should average 4 per hour thus reducing the Traffic Management costs: £320/hr divided by 4 lantern changes per hour

<b>Lantern Replacement</b>	<b>Cost per Lantern</b>	<b>Installation Cost</b>	<b>Traffic Management</b>	<b>Total Costs</b>
1014	£433.46	£50.00	£80.00	£571,348.44

**Payback Period 7.51 years**

## Appendix D

### Road Condition Index

From 2004, a carriageway condition Statutory Performance Indicator (SPI) was introduced across Scotland. This indicator is:

**“The percentage of the road network that should be considered for maintenance treatment.”**

The Road Condition Index (RCI) is the figure reported for the SPI and is produced from a Scotland wide survey. The Scottish Roads Maintenance Condition Survey (SRMCS) information is collected and processed centrally by an independent contractor engaged by Society of Chief Officers of Transportation in Scotland (SCOTS). Surveys are undertaken annually by means of machine-based measurement on a specified sample of each council's road network. All survey vehicles are independently calibrated by the Transport Research Laboratory including periodic calibration checks during the survey season.

Survey coverage of the road network is detailed in the SPI and Audit Scotland has approved both the survey methodology and the agreed percentages of road surveyed to ensure a statistically reliable SPI. Survey coverage is carried out as follows:

- **A Class Roads** are surveyed in both directions every two years that is one direction in one year and the opposite direction the next year.
- **B and C Class Roads** in both directions over a four year period; that is 50% of the B and C Class network is surveyed in one direction in one year; 50% in one direction in year two; then the first 50% in the opposite direction in year three and so on.
- **Unclassified Roads** have a 10% random sample undertaken on an annual basis selected by the survey contractor. Short sections of such roads are excluded from the survey.

Following some refinements to the road condition assessment system a number of technical parameters were revised in 2008. While the surveys are undertaken on an annual basis, the Road Condition Index (RCI) is now calculated over a two year rolling period to minimise the effect of sampling errors on the results.

In relation to the Road Condition Index (RCI), 'considered for maintenance treatment' means there is likely to be some defect in the condition of the road, but authorities will need to carry out more detailed investigations and prioritisation of need in the development of their future road maintenance programmes.

The results are categorised into Green, Amber and Red condition bands where:

- **Green** indicates the carriageway is generally in a good state of repair.
- **Amber** indicates the carriageway has some deterioration which should be investigated to determine the optimum time for planned maintenance treatment.
- **Red** indicates the carriageway has lengths in poor overall condition which are likely to require planned maintenance soon.

The RCI figure includes both the Amber and Red categories. An increase in the figure indicates deterioration and a decrease indicates improvement.

	% of Road Network in Red and Amber
Current Road Condition Index for Aberdeen City:	30.4
Road Condition Index for North East Trunk Roads	34.37
Road Condition Index for De-trunked Roads	32.00

It should be noted that the Road Condition Index index for Aberdeen roads is from surveys carried out in 2018, Trunk Road Surveys were carried out in June 2016 and there is general agreement that the road condition, of the Trunk Road, has deteriorated since the survey was carried out, Jacobs have tried to take this deterioration into consideration by carrying out onsite inspections and taking these into consideration in their calculations for areas that require repairs.

## Appendix E

### SCOTTISH STATUTORY INSTRUMENTS

**2010 No. 101**  
**ROADS AND BRIDGES**  
**The A90 Trunk Road (Charleston to Blackdog) Detrunking**  
**Order 2010**

*Made* *11th March 2010*

*Coming into force* *-31st March 2010*

The Scottish Ministers make the following Order in exercise of the powers conferred by sections 5(2) and (6) and 143(1) of the Roads (Scotland) Act 1984(a) and all other powers enabling them to do so.

In accordance with section 5(2) of that Act, they have taken into consideration the requirements of local and national planning, including the requirements of agriculture and industry, and are satisfied as to expediency.

This Order is made in accordance with the provisions of Part I and III of Schedule I(b) to that Act.

#### **Citation and commencement**

1. This Order may be cited as the A90 Trunk Road (Charleston to Blackdog) Detrunking Order 2010 and comes into force on the 28th day after the day on which the A90 (Aberdeen Western Peripheral Route) Special Road Scheme 2010(c) is approved by resolution of the Scottish Parliament.

#### **Road ceasing to be trunk road – Aberdeen**

- 2.- (1) On 1st April next after the date on which the new special roads and trunk roads are all open-
  - (a) for use as special roads; or
  - (b) (in the case of the new lengths of trunk road which are not a special road), for the purposes of through traffic

- (a) 1984 c.54. Section 143 was amended by the Local Government etc. (Scotland) Act 1994 (c.39), Schedule 13, paragraph 135; the New Roads and Street Works Act 1991 (c.22), Schedule 8, paragraph 93 and by the Transport (Scotland) Act 2005 (asp 12), section 37. The functions of the Secretary of State were transferred to the Scottish Ministers by virtue of section 53 of the Scotland Act 1998 (<.46)..
- (b) Part I of Schedule 1 was relevantly amended by the Local Government etc. (Scotland) Act 1994 (c.39), Schedule 13, paragraph 135; the Water Industry (Scotland) Act 2002 (asp 3), schedule 7, paragraph 14; the Transport and Works (Scotland) Act 2007 (asp 8), section 24, schedule 2, paragraph 3 and schedule 3, and also by S.S.I. 1999/1 and 2006/614.
- (c) S.S.I.2010/79.

the lengths of road along the routes described in Schedule 1 shall cease to be trunk road and Aberdeen City Council(a) shall become the roads authority for those lengths of road and shall enter those lengths of road in their list of public roads.

(2) In paragraph (1) "the new special roads and trunk roads" means the new special roads to be provided and the roads becoming trunk roads, as the case may be, by virtue of-

(a) the A90 (Aberdeen Western Peripheral Route) Special Road Scheme 2010;

(b) the A956 (Aberdeen Western Peripheral Route) Special Road Scheme 2010(b);

(c) . the A90 (Aberdeen Western Peripheral Route) (Craibstone Junction) Special Road Scheme 2010(c);

(d) the A90 (Aberdeen Western Peripheral Route) Trunk Road Order 2010(d);

(e) the A956 (Aberdeen Western Peripheral Route) Trunk Road Order 2010(e); and

(f) the A96 (Aberdeen Western Peripheral Route) Trunk Road Order 2010(1)

### **Road ceasing to be trunk road - Aberdeenshire**

3.-{1) On 1st April next after the date on which the new special roads and trunk roads are all open-

(a) for use as special roads; or

(b) (in the case of the new lengths of trunk road which are not a special road), for the purposes of through traffic, the length of road along the route described in Schedule 2 shall cease to be trunk road and

Aberdeenshire Council (g) shall become the roads authority for that length of road and shall enter that length of road in their list of public roads.

(2) In paragraph (1) "the new special roads and trunk roads" has the same meaning as in article 2(2).

A member of the staff of the Scottish Ministers

Transport Scotland  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G40HF  
11th March 2010

(a) A council constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (c.39). Aberdeen Council changed the name of their area from "Aberdeen" to "Aberdeen City" by resolution under section 23(1) of the Local Government (Scotland) Act 1973 (c.65) on 9th May 1995.

(b) S.S.I.2010/83.

(c) S.S.I.2010/81.

(d) S.S.I.2010/80.

(e) S.S.I.2010/84.

(1) S.S.I.2010/82.

(g) A council constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (c.39).

SCHEDULE 1 Article 2  
ROAD CEASING TO BE A TRUNK ROAD - ABERDEEN  
INTERPRETATION

In this Schedule-

"the existing A90 Trunk Road" means the existing *A901M90* Inverkeithing – Fraserburgh Trunk Road between Charleston and Blackdog including all lay-bys and bus lay-bys;

"the existing R1 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Holburn Street, Aberdeen and the existing Garthdee Road, Aberdeen shown marked "R1" on plan DT2 in the plan folio;

"the existing R2 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Broomhill Road, Aberdeen shown marked "R2" on plan DT2 in the plan folio;

"the existing R3 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Seafield Road, Aberdeen and the existing Cromwell Road, Aberdeen shown marked "R3" on plan DT2 in the plan folio;

"the existing R4 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Queen's Road, Aberdeen shown marked "R4" on plan DT2 in the plan folio;

"the existing R5 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing King's Gate, Aberdeen shown marked "R5" on plan DT2 in the plan folio;

"the existing R6 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Provost Fraser Drive, Aberdeen and the existing Cairncry Road, Aberdeen shown marked "R6" on plan DT2 in the plan folio;

"the existing R7 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Provost Rust Drive, Aberdeen and the existing A9012 Rosehill Drive, Aberdeen shown marked "R7" on plan DT2 in the plan folio;

"the existing R8 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing A96 Aberdeen - Inverness Trunk Road shown marked "R8" on plan DT2 in the plan folio;

"the existing R9 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Mugiemoss Road, Aberdeen shown marked "R9" on plan DT2 in the plan folio;

"the existing R10 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Laurel Drive, Aberdeen shown marked "R10" on plan DT2 in the plan folio;

"the existing R11 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Whitestripes Avenue, Bridge of Don, Aberdeen and the existing Fairview Street, Daneston, Aberdeen shown marked "R11" on plan DTJ in the plan folio;

"the existing R12 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing Scotstown Road, Bridge of Don, Aberdeen shown marked "R12" on plan DT3 in the plan folio;

"the existing R13 roundabout" means the existing roundabout at the junction of the existing A90 Trunk Road and the existing A956 Ellon Road, Bridge of Don, Aberdeen and the existing Parkway East, Aberdeen shown marked "R13" on plan DT3 in the plan folio;

"the plan folio" means the plan folio numbered RYC/GI09/13/0721 and entitled "The A90 (Charleston to Blackdog) Detrunking Order 2010", signed with reference to this Order and deposited at the offices of Transport Scotland, Buchanan House, 58 Port Dundas Road, Glasgow, G4 OHF;

"point 1" means the centre of the existing Bridge of Dee South roundabout, Aberdeen at the junction of the existing A90 Trunk Road and the existing B9077 Leggart Terrace, Aberdeen and the existing B9077 Great Southern Road, Aberdeen shown marked "point 1" on plan DT1 and on plan DT2 in the plan folio;

"point 2" means the centre of the existing RIO roundabout, shown marked "point 2" on plan DT2 and on plan DT3 in the plan folio; and

"point 3" means the centre of the existing Mill of Mundurno roundabout, Aberdeen at the junction of the existing A90 Trunk Road and the existing B999 Aberdeen - Tarves Road shown marked "point 3" on plan on and on plan DT4 in the plan folio.

#### LENGTHS OF ROAD CEASING TO BE A TRUNK. ROAD

1. That length of the existing A90 Trunk Road from a point 3.47 kilometres or thereby south of point 1 in a generally northerly then north, north-easterly direction for a distance of 3.58 kilometres or thereby including the existing Bridge of Dee South roundabout, Aberdeen to a point 25 metres or thereby north-west of point 1 as shown by black and white hatching between the points marked "point A" and "point B" on plan DT1 in the plan folio.

2. That length of the existing A90 Trunk Road from a point 25 metres or thereby north-west of point 1 in a generally west, north-westerly direction for a distance of 355 metres or thereby including the existing R1 roundabout to a point 370 metres or thereby west, north-west of point 1 as shown by black and white hatching between the points marked "point B" and "point C" on plan DT2 in the plan folio

3. That length of the existing A90 Trunk Road from a point 370 metres or thereby west, northwest of point 1 in a generally northerly then north-westerly direction for a distance of 685 metres or thereby including the existing R2 roundabout to a point 990 metres or thereby north, north-west of point 1 as shown by black and white hatching between the points marked "point C" and "point D" on plan DT2 in the plan folio.

4. That length of the existing A90 Trunk Road from a point 990 metres or thereby north, northwest of point 1 in a generally north-westerly direction for a distance of 1.11 kilometres or thereby including the existing R3 roundabout to a point 2.09 kilometres or thereby north-west of point 1 as shown by black and white hatching between the points marked "point D" and "point E" on plan DT2 in the plan folio.



5. That length of the existing A90 Trunk Road from a point 2.09 kilometres or thereby northwest of point 1 in a generally north, north-westerly direction for a distance of 415 metres or thereby including the existing R4 roundabout to a point 2.50 kilometres or thereby north-west of point 1 as shown by black and white hatching between the points marked "point E" and "point F" on plan DT2 in the plan folio.
6. That length of the existing A90 Trunk Road from a point 2.50 kilometres or thereby northwest of point 1 in a generally north, north-westerly then westerly then north, north-westerly direction for a distance of 800 metres or thereby including the existing R5 roundabout to a point 3.24 kilometres or thereby north-west of point 1 as shown by black and white hatching between the points marked "point F" and "point G" on plan DT2 in the plan folio.
7. That length of the existing A90 Trunk Road from a point 3.24 kilometres or thereby northwest of point 1 in a generally northerly then north-easterly direction for a distance of 1.84 kilometres or thereby including the existing R6 roundabout to a point 2.08 kilometres or thereby south of point 2 as shown by black and white hatching between the points marked "point G" and "point H" on plan DT2 in the plan folio.
8. That length of the existing A90 Trunk Road from a point 2.08 kilometres or thereby south of point 2 in a generally north, north-easterly direction for a distance of 545 metres or thereby including the existing R7 roundabout to a point 1.74 kilometres or thereby south, south-east of point 2 as shown by black and white hatching between the points marked "point H" and "point I" on plan DT2 in the plan folio.
9. That length of the existing A90 Trunk Road from a point 1.74 kilometres or thereby south, south-east of point 2 in a generally northerly then north, north-westerly direction for a distance of 1.01 kilometres or thereby including the existing R8 roundabout to a point 760 metres or thereby south, south-east of point 2 as shown by black and white hatching between the points marked "point I" and "point J" on plan DT2 in the plan folio.
10. That length of the existing A90 Trunk Road from a point 760 metres or thereby south, south east of point 2 in a generally northerly then westerly then west, north-westerly direction for a distance of 550 metres or thereby including the existing R9 roundabout to a point 390 metres or thereby south of point 2 as shown by black and white hatching between the points marked "point J" and "point K" on plan DT2 in the plan folio.
11. That length of the existing A90 Trunk Road from a point 390 metres or thereby south of point 2 in a generally northerly direction for a distance of 410 metres or thereby including the existing R10 roundabout to a point 20 metres or thereby north-east of point 2 as shown by black and white hatching between the points marked "point K" and "point L" on plan DT2 in the plan folio.
12. That length of the existing A90 Trunk Road from a point 20 metres or thereby north-east of point 2 in a generally north, north-easterly then east, north-easterly then easterly direction for a distance of 1.73 kilometres or thereby including the existing R11 roundabout to a point 1.50 kilometres or thereby east, north-east of point 2 as shown by black and white hatching between the points marked "point L" and "point M" on plan DT3 in the plan folio.
13. That length of the existing A90 Trunk Road from a point 1.50 kilometres or thereby east, north-east of point 2 in a generally easterly then east, north-easterly direction for a distance of 1.57 kilometres or thereby including the existing R12 roundabout to a point 1.70

kilometres or thereby south, south-west of point 3 as shown by black and white hatching between the points marked "point M" and "point N" on plan DT3 in the plan folio.

14. That length of the existing A90 Trunk Road from a point 1.70 kilometres or thereby south, south-west of point 3 in a generally east, north-easterly then easterly then east south-easterly direction for a distance of 1.03 kilometres or thereby including the existing R13 roundabout to a point 1.62 kilometres or thereby south of point 3 as shown by black and white hatching between the points marked "point N" and "point O" on plan DT3 in the plan folio.

15. That length of the existing A90 Trunk Road from a point 1.62 kilometres or thereby south of point 3 in a generally northerly then north, north-westerly then northerly direction for a distance of 1.67 kilometres or thereby including the existing Mill of Mundurno roundabout, Aberdeen to a point 30 metres or thereby north, north-east of point 3 as shown by black and white hatching between the points marked "point O" and "point P" on plan DT3 in the plan folio.

16. That length of the existing A90 Trunk Road from a point 30 metres or thereby north, north-east of point 3 in a generally north, north-easterly then northerly direction for a distance of 1.98 kilometres or thereby to a point 1.96 kilometres or thereby north, north-east of point 3 as shown by black and white hatching between the points marked "point P" and "point Q" on plan DT4 in the plan folio 5

SCHEDULE 2 Article 3  
ROAD CEASING TO BE A TRUNK ROAD - ABERDEENSHIRE  
INTERPRETATION

In this Schedule-

"the existing A90 Trunk Road", "the plan folio" and "point 3" have the same meaning as they have in Schedule 1; and

"point 4" means the existing council boundary between Aberdeen City Council and Aberdeenshire Council where it crosses the existing A90 Trunk Road shown marked "point 4" on plan DT4 in the plan folio.

LENGTH OF ROAD CEASING TO BE A TRUNK ROAD

That length of the existing A90 Trunk Road from a point 1.96 kilometres or thereby north, north-east of point 3 in a generally north, north-easterly direction for a distance of 1.12 kilometres or thereby to a point 1.12 kilometres or thereby north, north-east of point 4 as shown by black and white hatching between the points marked "point Q" and "point R" on plan DT4 in the plan folio. 6

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