ABERDEEN
CITY COUNCIL

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

Town House,
ABERDEEN 10 January 2019

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House on THURSDAY, 17 JANUARY 2019 at 2.00 pm**.

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

1   There are no items of urgent business 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 PREVIOUS MEETING

COMMITTEE PLANNER

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

GENERAL BUSINESS

EXEMPT/CONFIDENTIAL BUSINESS

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

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https://committees.aberdeencity.gov.uk/ecCatDisplayClassic.aspx?sch=doc&cat=13450&path=0

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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 6 November 2018.   Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillor Bell and Grant, Vice-Convener;   and Councillors Alphonse (as substitute for Councillor Cormie), Cooke, Delaney, Jackie Dunbar, Lesley Dunbar, Houghton (as substitute for Councillor Lumsden), Hutchison, Macdonald, Jennifer Stewart and Townson.

DECLARATIONS OF INTEREST

1. Councillors Lesley Dunbar and Macdonald declared an interest in item 10.1 on the agenda, Caroline Phillips Plaque, due to their membership on the Women's Alliance. Both Councillors did not feel that their interest meant that they should leave the meeting.

The Committee resolved:-
to note the declarations of interest from Councillors Lesley Dunbar and Macdonald.

MINUTE OF THE PREVIOUS MEETING OF 6 SEPTEMBER 2018

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

The Committee resolved:-
to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

3. 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 (North East of Scotland Road Casualty Reduction), 5 (Commemorative Plaque Caroline Phillips), 7 (Fleet and MOT Issues), 8 (Community Learning and Development Strategic Plan), 9 (Waste Policies Review), 10 (Parking and Adjudicators for Scotland), 12 (Risk Register), 13 (Formal Joint Working Partnership of North Scotland Trading Standards Services), 14 (Procedure/Policy for Carrying out Temporary Repairs to Granite Setts/Cobbled Roads) and 16 (Performance Report);
(ii)   to request that item 15 (Roads Infrastructure Current Skills Shortages) be referred to Staff Governance Committee in order for a report to be brought back with details on this matter, and therefore deleted from this planner;
(iii)   to request that item 40 (Review of Broad Street Pedestrianisation) include options for looking at the re-instatement of a pedestrian crossing when the report is brought to this Committee;

OPERATIONAL DELIVERY COMMITTEE
6 November 2018

(iv)   to note that item 11 (Public Bodies Duties Climate Change 2017/18) had transferred to City Growth and Resources Committee; and

(v)   to otherwise note the information on the Business Planner.

PERFORMANCE REPORT - COM/18/224

4.   The Committee had before it a report by the Chief Operating Officer and the Director of Customer, 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, the performance analysis of exceptions and the 2017/18 statutory performance indicators.

Councillor Jackie Dunbar, seconded by Councillor Townson, moved as a procedural motion,:-
That information on agency staff including costs, be added back into the data analysis for future performance reports.

On a division, there voted:-

For the procedural motion (6) – Councillors Alphonse, Cooke, Delaney, Jackie Dunbar, Hutchison and Townson

Against the procedural motion (8) – the Convener, the Vice Conveners Councillors Bell and Grant, Lesley Dunbar, Houghton, Macdonald and Jennifer Stewart.

The Committee resolved:-
to reject the procedural motion.

The Committee further resolved:-
(i)   to note that the Chief Operating Officer would email requested information to Councillor Jackie Dunbar in regard to staff costs;
(ii)   to request that the Director of Customer Services investigate issues brought to attention by Councillor Delaney in regard to street lighting and to raise these with IT, and to circulate any feedback to members;
(iii)   to request that a comments section be added to the report for the next cycle in regard to Environmental Services;
(iv)   to request that officers confirm the HMO figures contained within the report;
(v)   to request that officers look at the one hour target in regard to the ASBIT team and to examine whether there was a more valuable way of reporting the information;
(vi)   to request that officers look at having five categories for the traffic light system and to separate out the indicator where no target is identified and one is not appropriate;

OPERATIONAL DELIVERY COMMITTEE
6 November 2018

(vii)   to request that the Chief Officer – Integrated Children's and Family Services, email members to provide information on what the Council was doing to help mitigate problems some individuals had in regard to coping with a property after being homeless;

(viii)   to request that officers provide information to members on the equality target set out; and

(ix)   to otherwise note the performance of the 2017/18 Statutory Performance information contained in the report.

CLUSTER RISK REGISTERS - OPE/18/237

5.   The Committee had before it a report by various Chief Officers for the Operations Function, which presented the Cluster Risk Registers in accordance with the Risk Management Framework and Committee Terms of Reference.

The report recommended:-
that the Committee note the Cluster Risk Registers in accordance with the Risk Management Framework and Committee Terms of Reference

The Committee resolved:-
to approve the recommendation contained within the report.

CAROLINE PHILLIPS PLAQUE - PLA/18/226

6.   The Committee had before it a report by the Chief Officer – City Growth, which sought approval for the erection of a plaque to Caroline Phillips, local suffragette and journalist, at 41 ½ Union Street.

Councillors Macdonald and Jennifer Stewart spoke in support of the plaque and highlighted the ongoing effort in celebrating women and their achievements over the decades.

The report recommended:-
that the Committee approve the erection of a plaque to Caroline Phillips (1874-1956), local suffragette and journalist, at 41 ½ Union Street.

The Committee resolved:-
to approve the recommendation contained within the report.

FLEET AND TRANSPORT MOT ISSUES - OPE/18/236

OPERATIONAL DELIVERY COMMITTEE
6 November 2018

7. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which reported the findings of the Corporate Investigation Team regarding the information that had been received that there were several Council vehicles that had been in operation without a valid MOT certificate.

The report recommended:-
that the Committee note the findings and recommendations of the internal Corporate Investigation into the use of Council vehicles without an MOT certificate.

The Committee resolved:-
to approve the recommendation contained within the report.

COMMUNITY LEARNING AND DEVELOPMENT STRATEGIC PLAN - CUS/18/212

8. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which highlighted the requirements placed on Local Authorities by the Scottish Statutory Instrument and the requirements of Community Learning and Development (Scotland) Regulations 2013.

The report recommended:-
that the Committee approve the Community Learning and Development Strategic Plan 2018-2021 and the process required to enable its implementation in line with the Scottish Statutory Instrument, Requirements for Community Learning and Development (Scotland) Regulations 2013.

The Committee resolved:-
(i)   to thank officers for the huge amount of work that was involved with the Strategic Plan; and
(ii)   to otherwise approve the recommendation contained within the report.

PROCEDURE FOR CARRYING OUT TEMPORARY REPAIRS TO GRANITE SETTS / PRECAST BLOCK ROADS - OPE/18/225

9. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which sought approval for the procedure for carrying out temporary repairs to granite setts/precast blocks and which would enable Aberdeen City Council to fulfil its statutory obligation under the Roads (Scotland) Act 1984.

The report recommended:-
that the Committee approves the use of bituminous materials in the temporary repair of granite setts and precast block carriageways and that a further report will be brought to the Operational Delivery Committee to outline the permanent repair options and associated costs.

OPERATIONAL DELIVERY COMMITTEE
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The Committee resolved:-
(i)   to approve the replacement of lock block with the same or similar materials where it is feasible to do so; and
(ii)   to otherwise approve the recommendation contained within the report.

WASTE POLICIES REVIEW - OPE/18/213

10.   The Committee had before it a report by the Chief Officer – Operations and Protective Services, which sought approval of revised waste policies dealing with excess waste, contamination, assisted bin uplifts and unadopted roads.

The report recommended:-
that the Committee approve the revised policies for the following:-
        (a) Excess Waste Policy
        (b) Assisted Collections Policy
        (c) Contamination of Recycling Policy
        (d) Unadopted Roads Waste and Recycling Policy.

The Committee resolved:-
to approve the recommendation contained within the report.

PARKING AND BUS LANE ADJUDICATORS FOR SCOTLAND

11.   The Committee had before it a report by the Chief Officer - Early Intervention and Community Empowerment, which sought approval to respond to the consultation in regard to Parking and Bus Lane Adjudicators for Scotland using the proposed consultation draft.

The report recommended:-
that the Committee approve the response to the consultation on Parking and Bus lane Adjudicators for Scotland.

The Committee resolved:-
to approve the recommendation as contained within the report
-   **Councillor John Wheeler, <u>Convener</u>**

OPERATIONAL DELIVERY COMMITTEE
6 November 2018

	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	17 January 2019								
4	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.	Service Update	TBC	Operations and Protective Services	Operations	Purpose 1	R	To be reported by means of service update.
5	Autism Strategy and Action Plan	To seek approval of the revised Autism Strategy and Action Plan	On agenda	Jenny Rae	Health and Social Care Partnership		GD 7.1		
6	Various Small Scale Traffic Management and Development Associated Proposals (Stage 3)		On agenda	Tolu Olowoleru/ Ross Stevenson	Operations & Protective Services	Operations	Purpose 1		
7	Bedford Area Traffic Management Proposals	To provide an update on the measures requested within the Bedford Road Area followiung the implementation of the Third Don Crossing	Service Update	Ross Stevenson	Operations & Protective Services	Operations	1		This is to be reported as a Service Update.
8	Rapid Rehousing Transition Plan	To seek approval for plans to implement the Scottish Government's Rapid Rehousing agenda from April 2019.	On agenda	Kay Diack	Early Intervention and Community Empowerment	Customer	9.3		
9	Payment to Foster Carers, Adopters and Associated Services	To seek approval of the Foster Care fees and allowances.	On agenda	Isabel McDonnell	Integrated Children's and Family Services	Operations	2		
10	Performance Report	To provide Committee an update in regards to the performance.	On agenda	Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
11	Notice of Motion by Councillor Delaney - plastic road	At Operational Delivery committee on 6 September, it was agreed "to instruct the Chief Operating Officer to investigate the feasibility of trialling "plastic roads" in Aberdeen and to report back to the appropriate committee(s). May be the case that it is reported to another committee.	On agenda	Paul Davies	Operations and Protective Services	Operations	3 and 5		

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2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**		**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
12	Enforcement of the Private Rented Housing Sector	Finance, Policy and Resources Committee 1/12/17 agreed that following the appointment of the Administration Assistant (Enforcememt) to instruct officers to report back to Committee in 9 months providing an update on enforcement of the private rented housing sector.		Ally Thain	Operations and Protective Services	Operations	Purpose	**R**	As the Administrative Assistant (Enforcement) post has not yet been recruited and is being included within the wider transformation of the team. Therefore, there is currently nothing to report.
13			**14 March 2019**						
14	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		
15	Gray Street and Salisbury Terrace			Graeme McKenzie	Operations & Protective Services	Operations	Purpose 1	**D**	Delayed from January due to ongoing consultation with objectors.
16	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	D	Delayed from May. Awaiting info from the Scot Govt and Scottish Water to understand the funding implications and how section 7 is to be funded. 3 years ACC have been pursuing written confirmation in the form of a letter rather than verbal/email/FAQ received to date detailing the proposed funding arrangement for Section 7 agreements and whether or not Local Authorities will get increased grant funding based on what we perceive as the transfer of maintenance liabilities from Scottish Water to local authorities.

	A	B	C		D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**			**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
17	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		
18	Management of Gaps in the Public Transport Network	FP&R Committee on 20.09.2017 agreed to request the Interim Head of Planning and Sustainable Development to report to the Communities Housing and Infrastructure Committee in May 2018 with regards to the position of operating services under s22 Community Bus Permit and to update on the performance of all supported bus services.	The Department for Transport's (DfT) final response on Community Bus Permits due late Autumn, which would allow the Council to consider operating supported bus services on s22 permits has still not been issued.		Chris Cormack	Strategic Place Planning	Place	1	D	**Awaiting a final response from Department of Transport.**
19	Proposed Road Sign Policy	To clarify the situation regarding requests for directional signs.			Jack Pennan	Operations & Protective Services	Operations	1		
20	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	D	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
21	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.			Mark Reilly/Ross Stevenson	Operations and Protective Services	Operations	3		
22	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			
23	Roads Hierarchy	Communities, Housing and Infrastructure 29/08/17 - The Committee requested that officers report back with the next level of detail as described in para 3.6 the first half of 2018, and consider the responses to the recent Strategic Car Parking Review as well as the objectives of the new Quality Partnership.				Strategic Place Planning		3 and 5	T	This has been transferred to CG&R business planner.
24	Performance Report	To provide Committee an update in regards to the performance.			Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		

	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
25			16-May-19						
26	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		
27	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.**
28	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 MacIver/ Paul Davies	Operations and Protective Services	Operations			
29	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 initative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial.
30	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		

	A	B	C		D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**			**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
31	Review of Broad Street Partial Pedestrianisation inlcuding 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 repot is the safety review and the instruction from Council ojn 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 fo the scheme, the implications on the City Centre network and the CCMP and report back with receeommendations taking into acount 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		
32	Review of Broad Street Partial Pedestrianisation	Council on 5/3/18 agreed to instruct the Chief Officer for Strategic Place Planning to conduct a full review of the Broad Street partial pedestrianisation, (one year after opening) on the effectiveness of the scheme, the implications on the City centre network, the CCMP and reporting back with recommendations taking into consideration recommendation (b) to the relevant committee at the earliest opportunity.			Tara Gavan	Strategic Place Planning	Place	Purpose 1	R	**This report has been merged with the other Broad Street report.**
33	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	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.**
34	Performance Report	To provide Committee an update in regards to the performance every cycle.			Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
35	Hydrogen Buses and Facilities in Aberdeen	At Council on 10 September 2018, it was agrred 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			
36	Scottish Road Works Commissioner Annual Performance				Angus MacIver/ Kevin Abercrombie	Operations and Protective Services	Operations	Purpose 1		
37	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		

	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
				A		B	C	D	E	F	G	H	I
38	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		
39	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			
40			**17-Sep-19**							
41	South College Street/Queen Elizabeth Bridge Junction	Communities, Housing and Infrastructure Committee - 8/11/17 - The Committee agreed to instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction. The report will also seek approval of a new roads hierarchy	To be reported August 2019		Ken Neil	Operations and Protective Services	Operations	5		
42										
43										
44										
45			**12-Nov-19**							
46										
47										
48			**To be reported by Service Update**							
49	Haudagain Improvement Scheme	Housing and Environment Committee on 26/8/14 (Article 13) agreed to request officers to provide regular updates to the Communities, Housing and Infrastructure Committee advising on how the relocation of tenants was progressing.	**Agreed at Committee in April 18 that an update report would be provided every cycle.**			Early Intervention and Community Empowerment	Customer	Purpose 1		
50	Property Level Flood Protection Grant Scheme	Agreed in May 2018 that this would be removed once Service Update circulated.			Alan Robertson	Capital	Resources	GD3		
51	One Stop Employability Shop	Will be deleted after service update received.			Matt Lockley	City Growth	Place	1		
52	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	R	**To be reported by means of service update**
53	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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2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
54	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	R	To be reported by means of service update.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17th January 2019
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	COM/19/085
DIRECTORS	Rob Polkinghorne and Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1

1.   PURPOSE OF REPORT

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

2.   RECOMMENDATION(S)

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

3.   BACKGROUND

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

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

4.   MAIN ISSUES

4.1   This report is to provide members with key performance measures in relation the Operations Directorate (non-Education). The report includes some data which predates the move to the transitional structure and is offered to provide assurance to Members around the continuation of monitoring and scrutiny of these performance issues during the transition to the Target Operating Model and to support the Committee 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 B, shows further analysis of a number of performance measures, listed below, which have been identified as exceptional: -

- The percentage of Repairs Inspections completed within 3 working day target
- Number of Complaints upheld by Inspector of Crematoria
- % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)
- Food Safety Hygiene Inspections % premises inspected more than 12 monthly
- Percentage of all street light repairs completed within 7 days
- Sickness Absence - Average Number of Days Lost
- % Waste diverted from Landfill
- Rent loss due to voids – Citywide
- % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed

4.4   Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

 On target or within 5% of target

 Within 5% and 20% of target and being monitored

 Below 20% of target and being actively pursued

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

8.   OUTCOMES

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

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

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

Assessment	Outcome
	between partners will be used to monitor performance and support improvement.

9. IMPACT ASSESSMENTS

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

10. BACKGROUND PAPERS

Best Value Audit report by Audit Scotland 2015
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	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£7,111K	✅	£8,378K	✅	£9,592k	✅	£10,398k
Staff Costs - % Spend to Date (FYB)	45.8%	✅	53.7%	✅	61.5%	✅	100%
Sickness Absence - Average Number of Days Lost	13.3	🛑	13.3	🛑	13	🛑	10
The year to date average length of time taken to complete emergency repairs (hrs)	3.31	✅	3.29	✅	3.29	✅	4.1
The year to date average length of time taken to complete non emergency repairs (days)	4.66	✅	4.68	✅	4.75	✅	8.3
Percentage of reactive repairs carried out in the last year completed right first time	92.9%	✅	92.92%	✅	93.13%	✅	93.6%
Percentage of repairs appointments kept	99.21%	✅	99.24%	✅	99.25%	✅	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.	94.3%	✅	94.5%	✅	94.9%	✅	80%
The percentage of Repairs Inspections completed within 3 working day target (year to date)	49.1%	🛑	47.4%	🛑	44.2%	🛑	78%

Environmental Services

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Value	Status	Value	
Staff Costs - Cumulative Expenditure	£5,090K	✅	£5,918K	✅	£6,765k	✅	£6,710k
Staff Costs - % Spend to Date (FYB)	51.1%	✅	58.8%	✅	67.2%	✅	100%
Sickness Absence - Average Number of Days Lost	16.6	🛑	16.5	🛑	16.2	🛑	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	153	📈	147	📈	132	📈	

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	150	📈	123	📈	123	📈	

Facilities Management

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£6,065K	✅	£7,092K	✅	£8,121K	✅	£7,997K
Staff Costs - % Spend to Date (FYB)	50.8%	✅	59.3%	✅	67.7%	✅	100%
Sickness Absence - Average Number of Days Lost	14.9	🛑	14.9	🛑	15.4	🛑	10

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of children taking school lunches in the year – Primary (YTD)	1,479,391	🔺	427,909	🔺	660,951	✅	662,430
Number of meals provided during holiday projects (YTD)	1,734	📊	168	📊	9,359	📊	

Fleet and Transport

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£795K	✅	£965K	✅	£1,125K	✅	£1,080K
Staff Costs - % Spend to Date (FYB)	50%	✅	59.6%	✅	69.5%	✅	100%
Sickness Absence - Average Number of Days Lost	7.5	✅	6.9	✅	7.6	✅	10

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 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	September 2018		October 2018		November 2018		Q4 2017/18		Q1 2018/19		Q2 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	88%	📊	90%	📊	88%	📊	90%	📊	90%	📊	88%	📊	
* Looked After Children with an allocated social worker (%) - Integrated Children's and Family Service	99%	📊	95%	📊	99%	📊	99%	📊	100%	📊	98%	📊	
* Looked After Children looked after at home (%)	13%	📊	13%	📊	13%	📊	15%	📊	14%	📊	13%	📊	
* Looked After Children looked after in Kinship (%)	21%	📊	21%	📊	21%	📊	19%	📊	19%	📊	21%	📊	

Performance Indicator	September 2018		October 2018		November 2018		Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
* Looked After Children looked after in Foster Care (%)	52%	📈	51%	📈	52%	📈	47%	📈	48%	📈	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.

Performance Indicator	September 2018		October 2018		November 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	✅	7.8	✅	7.7	✅	10

Operational Health and Safety

Performance Indicator	September 2018		October 2018		November 2018		Q4 2017/18		Q1 2018/19		Q2 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	📈	2	📈	0	📈	1	📈	
Accidents - Reportable - Employees (No In Month - Facilities)	0	📈	2	📈	2	📈	0	📈	0	📈	1	📈	
Accidents - Reportable - Employees (No In Month - Environmental)	0	📈	0	📈	0	📈	0	📈	0	📈	0	📈	
Accidents - Reportable - Employees (No In Month - Fleet)	1	📈	0	📈	0	📈	0	📈	0	📈	0	📈	
Accidents - Reportable - Employees (No In Month - Roads)	1	📈	0	📈	0	📈	1	📈	1	📈	0	📈	
Accidents - Reportable - Employees (No In Month - Waste)	2	📈	1	📈	1	📈	2	📈	1	📈	2	📈	
Accidents - Non-Reportable - Employees (No In Month - Environmental)	0	📈	0	📈	0	📈	5	📈	4	📈	1	📈	
Accidents - Non-Reportable - Employees (No In Month - Building Services)	0	📈	0	📈	0	📈	6	📈	5	📈	4	📈	
Accidents - Non-Reportable - Employees (No In Month - Facilities)	0	📈	0	📈	0	📈	1	📈	3	📈	7	📈	

4

Performance Indicator	September 2018		October 2018		November 2018		Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (No In Month - Fleet)	0		1		1		1		0		3		
Accidents - Non-Reportable - Employees (No In Month - Roads)	2		1		0		3		1		0		
Accidents - Non-Reportable - Employees (No In Month - Waste)			2		6		10		4		3		

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Environmental)	6	✅	4	✅	5	✅	40
Vehicle, Plant and Equipment Accidents (Roads)	4	✅	1	✅	0	✅	10
Vehicle, Plant and Equipment Accidents (Waste)	14	✅	7	✅	0	✅	40
Fleet Compliance Incidents (Environmental)	5	✅	1	✅	17	✅	60
Fleet Compliance Incidents (Fleet)	1	✅	0	✅	0	✅	15
Fleet Compliance Incidents (Roads)	2	✅	3	✅	0	✅	15
Fleet Compliance Incidents (Waste)	4	✅	9	✅	12	✅	60

Protective Services

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£2,146K	✅	£2,463K	✅	£2,806K	✅	£2,789K
Staff Costs - % Spend to Date (FYB)	50.7%	✅	58.9%	✅	67.1%	✅	100%
Sickness Absence - Average Number of Days Lost	4.1	✅	4.4	✅	4.3	✅	10

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Non Domestic Noise % responded to within 2 days	100%	✅	97.4%	✅	97.2%	✅	100%
High Priority Pest Control % responded to within 2 days	96.4%	✅	96.7%	✅	98.4%	✅	100%
High Priority Public Health % responded to within 2 days	90.9%	⚠️	95.8%	✅	95.3%	✅	100%
Dog Fouling - % responded to within 2 days	90%	⚠️	100%	✅	100%	✅	100%
HMO Licenses in force	1,271	📈	1,271	📈	1,291	📈	
HMO License Applications Pending	178	📈	176	📈	144	📈	

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 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	38.97%	📈	9.45%	📈	11.63%	📈	
** % of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	16.6%	📈	0%	📈	5.45%	📈	
** % of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date			18.55%	📈	41.43%	📈	
** % of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date			0%	📈	12.9%	📈	
% of Samples reported within specified turnaround times (ASSL)	71.78%	⚠️	76.14%	✅	69.3%	⚠️	80%
% of External Quality Assurance reported results that were satisfactory (ASSL)	98.6%	✅	97.87%	✅	92.06%	✅	95%
Number of Air Quality Management Areas	3	📈	3	📈	3	📈	
Number of Noise Management Areas	15	📈	15	📈	15	📈	
Food Safety Hygiene Inspections % premises inspected 6 monthly	97.22%	✅	100%	✅	100%	✅	100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	97.94%	✅	100%	✅	100%	✅	100%

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	53.88%	🔴	42.05%	🔴	53.06%	🔴	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	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£3,190K	✅	£4,108K	✅	£4,280K	✅	£4,722K
Staff Costs - % Spend to Date (FYB)	45.3%	✅	58%	✅	60.4%	✅	100%
Sickness Absence - Average Number of Days Lost	14.5	🔴	13.9	🔴	12.9	🔴	10
Percentage of all traffic light repairs completed within 48 hours	97.8%	✅	95.5%	✅	93.1%	✅	95%
Number of Traffic Light Repairs completed within 48 hours	45	📊	63	📊	54	📊	
Percentage of all street light repairs completed within 7 days	75.62%	⚠️	73.67%	⚠️	46.45%	🔴	90%
Number of Street Light Repairs completed within 7 days	307	📊	375	📊	314	📊	
Number of Street Light Repairs completed within the month taking over 28days	7	📊	29	📊	69	📊	
Potholes Category 1 and 2 - % defects repaired within timescale	100%	✅	100%	✅	99.7%	✅	95%
Potholes Category 1 and 2 - No of defects repaired within timescale	247	📊	227	📊	295	✅	

Waste Services

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - Cumulative Expenditure	£2,979K	✅	£3,535K	✅	£4,024K	✅	£3,979K
Staff Costs - % Spend to Date (FYB)	50%	✅	59.2%	✅	67.4%	✅	100%
Sickness Absence - Average Number of Days Lost (Waste)	25.2	🛑	25	🛑	25.3	🛑	10

Performance Indicator	Q4 2017/18		Q1 2018/19		Q2 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	86.5%	✅	82.1%	✅	70.8%	⚠️	85%
Percentage of Household Waste Recycled/Composted	40.8%	✅	47.2%	✅	43.5%	✅	43%
*** Percentage of Household Waste - Energy from Waste	45.7%	📈	35.2%	📈	26.4%	📈	

*** 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	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	97%	✅	97.3%	✅	96%	✅	95%
Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	97.38%	✅	96.83%	✅	96.61%	✅	100%
Number of cases of anti-social behaviour reported in the last year (SSHC definition)	2,172	📈	2,559	📈	2,920	📈	
Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	88.6%	✅	97.7%	✅	88.9%	✅	80%

Customer Service

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of all Contact Centre calls answered within 30 seconds	82.5%	✅	79.9%	✅	78.5%	✅	60%

Housing

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Homeless Applications Arising From Private Sector	16%	✅	16.1%	✅	16.1%	✅	18%
Number of homeless applications received in the year	851	📈	1,004	📈	1,119	📈	
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%	🛑	6.7%	🛑	5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	99.9%	✅	99.6%	✅	99.5%	✅	100%
YTD % of statutory applicants found to be intentionally homeless	4.3%	✅	3.9%	✅	4%	✅	6%
Average time taken to relet all properties (Citywide - days)	45.1	✅	47.4	✅	47.2%	✅	46
Rent loss due to voids - Citywide	1.38%	🛑	1.4%	🛑	1.4%	🛑	1%
Voids Available for Offer Month Number - Citywide	277	📈	294	📈	296	📈	
Number of Households Residing in Temporary Accommodation at Month End	479	📈	467	📈	461	📈	
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	23.4	✅	22.9	✅	22.5	✅	24
Percentage of tenants satisfied with the standard of their home when moving in YTD	68.3%	🔺	68.4%	🔺	66.7%	🔺	75%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	93.8%	✅	93.2%	✅	93.2%	✅	90%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	95.5%	✅	96.1%	✅	96.1%	✅	75%
YTD % of new homeless tenancies sustained for more than a year	89.76%	✅	88.13%	🔺	88.18%	🔺	94%
Gross rent Arrears as a percentage of Rent due	6.1%	✅	6.47%	✅	6.73%	🔺	6.2%
Private Sector Leasing Stock at month end	152	📈	145	📈	139	📈	

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties))	£305,507	📈	£285,600	📈	£252,371	📈	
Legal repossessions following decree - Citywide	45	📈	50	📈	61	📈	
Satisfaction of new tenants with the overall service received (Year To Date)	82.7%	⚠️	84.6%	⚠️	84%	⚠️	90%

ICT Systems and Operations

Performance Indicator	September 2018		October 2018		November 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	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	68,964	📈	75,956	📈	75,447	📈	
Number of visits to libraries - virtual	48,753	📈	50,294	📈	46,035	📈	

Revenues and Benefits

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£65.8m	✅	£76.1m	⚠️	£87m	✅	£86.9m
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	10.77	✅	10.86	✅	11.13	✅	12

Performance Indicator	September 2018		October 2018		November 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Correct amount of Housing Benefit paid to customer (monthly)	96.06%	✔	95.97%	✔	95.68%	✔	95%

Operational Delivery Committee Performance Report Appendix B

The percentage of Repairs Inspections completed within 3 working day target (year to date)
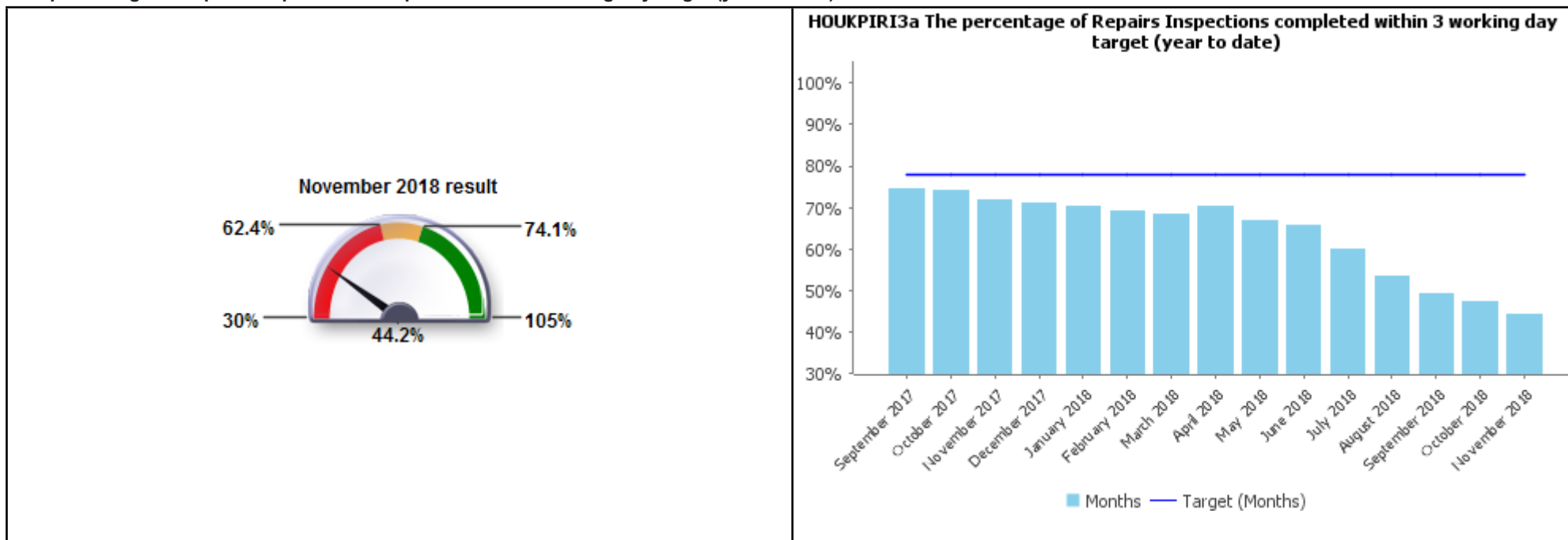
November 2018 result

62.4% — 74.1%
30% — 105%
44.2%

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

Months — Target (Months)

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 there has been an improvement in performance when based on monthly figures only, as shown below. This table clearly indicates the significant decline in performance for reasons previously given which is now beginning to recover:

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

As previously reported, the data for this PI is calculated on a year to date basis so under performance in previous months to date will continue to impact in the interim. We are, however, confident that performance will improve over the coming months, with initial indications being that December outcome will be 31%.

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: **Last Updated:**

Graham Williamson   November 2018

Number of Complaints upheld by Inspector of Crematoria

November 2018 result

CHI4532BSV Number of Complaints upheld by Inspector of Crematoria

Months ▬ Target (Months)
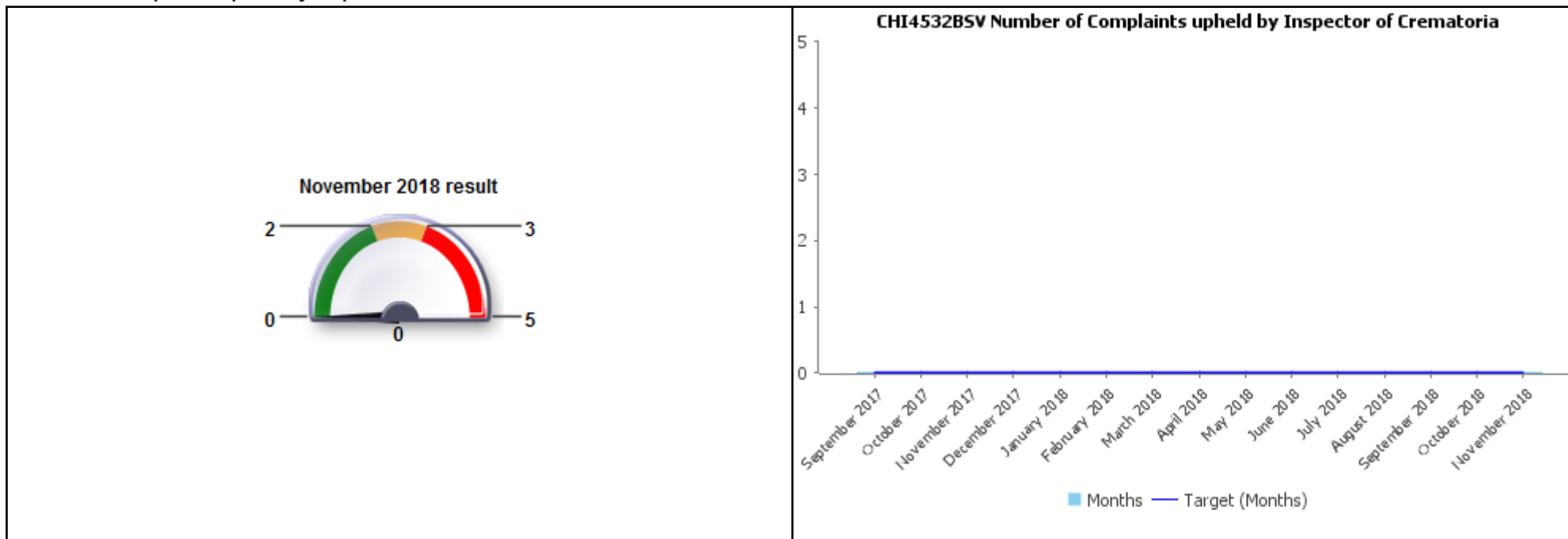
Why is this important?

Following the recommendations from the Infant Cremation Commission and National Cremation Investigation, the service has developed a suite of indicators to ensure that meaningful information is reported which will facilitate on-going governance of Crematorium compliance and performance, for the monitoring, analysis and reporting of relevant issues.

Benchmark Information:

Not currently available

Target:

The target for the number of complaints upheld is 0.

Intelligence:

All performance indicators continue to achieve excellent values, including 100% success rate for recovery of ashes and no complaints upheld by the Inspector of Crematoria. The Crematorium staff work very hard to achieve this level of performance and it is just reward for the level of care, professionalism and dedication that the staff show each and every day. Everyone involved in the hard work required to run the crematorium is very proud of the results being achieved.

The £1.1million refurbishment of the of the Crematorium is now complete and the chapels have re-opened. The refurbishment work included replacing the existing entrance with a bright and welcoming new reception area, a new digital media system, which will allow images and music during services, and a complete redecoration of both chapels including new flooring, seating, refurbishment of catafalques and lecterns, and the repair of the ventilation system. The works also included, a new area for the book of remembrance, refurbishment of toilets, refurbishment of both entrance and departure halls and external improvements. Councillors, Funeral directors and officiates have been shown around the refurbished facility and have been very impressed with the work that has taken place. The feedback to date has been extremely positive.

This has been an important project and staff have welcomed the improvements. Staff have been receiving training for the new digital media system and making themselves familiar with the new equipment in place. The Crematorium is now a modern crematorium with up-to-date facilities and the staff are very happy with their refurbished place of work.

Responsible officer:	**Last Updated:**
Steven Shaw	November 2018

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

% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)
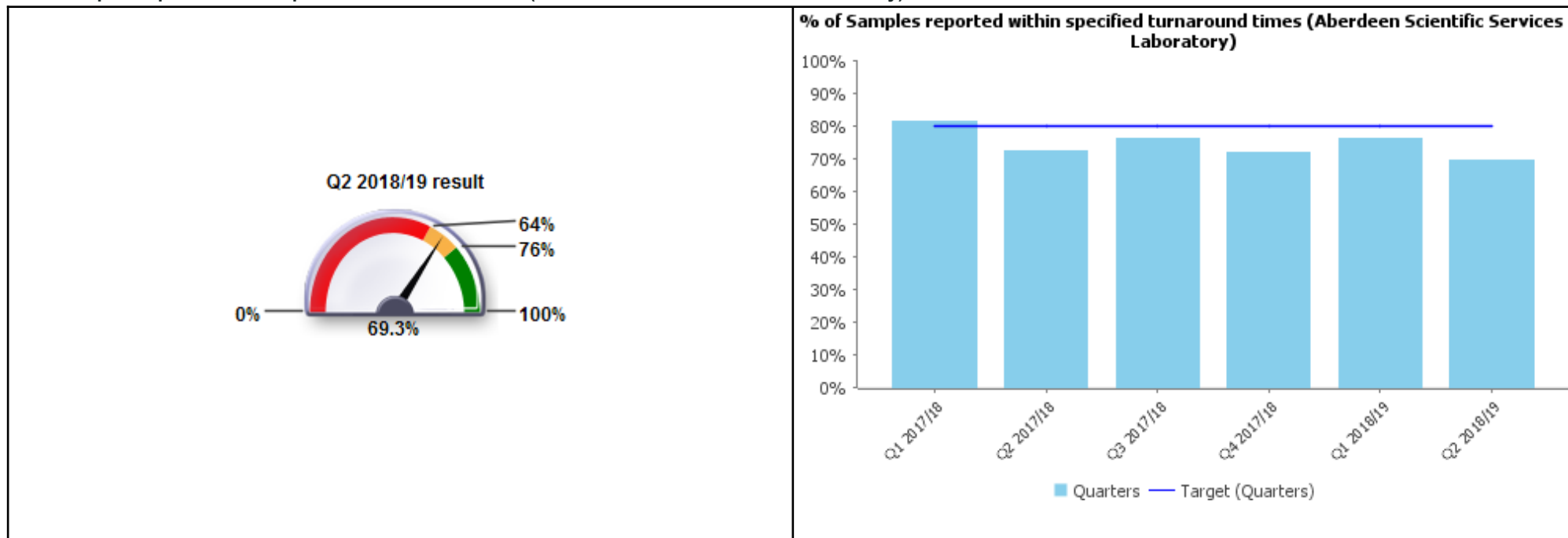
Why is this important?

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 Aberdeen Western Peripheral Route – Construction Joint Venture (AWPR-CJV) programme. This programme has resulted in a 12% increase in income since May 2015, resulting in increased pressure on existing staff. With the AWPR-CJV programme approaching completion it is anticipated that, in the first quarter of 2019, that the workload will decrease and that turnaround targets will be met.

The primary reason for the current problems with Food Microbiology is due to the retirement, at the end of July, of the Public Analyst (PA) 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 | Q2 2018/19

Food Safety Hygiene Inspections % premises inspected more than 12 monthly

Q2 2018/19 result

53.06%

Food Safety Hygiene Inspections % premises inspected more than 12 monthly

Quarters — Target (Quarters)
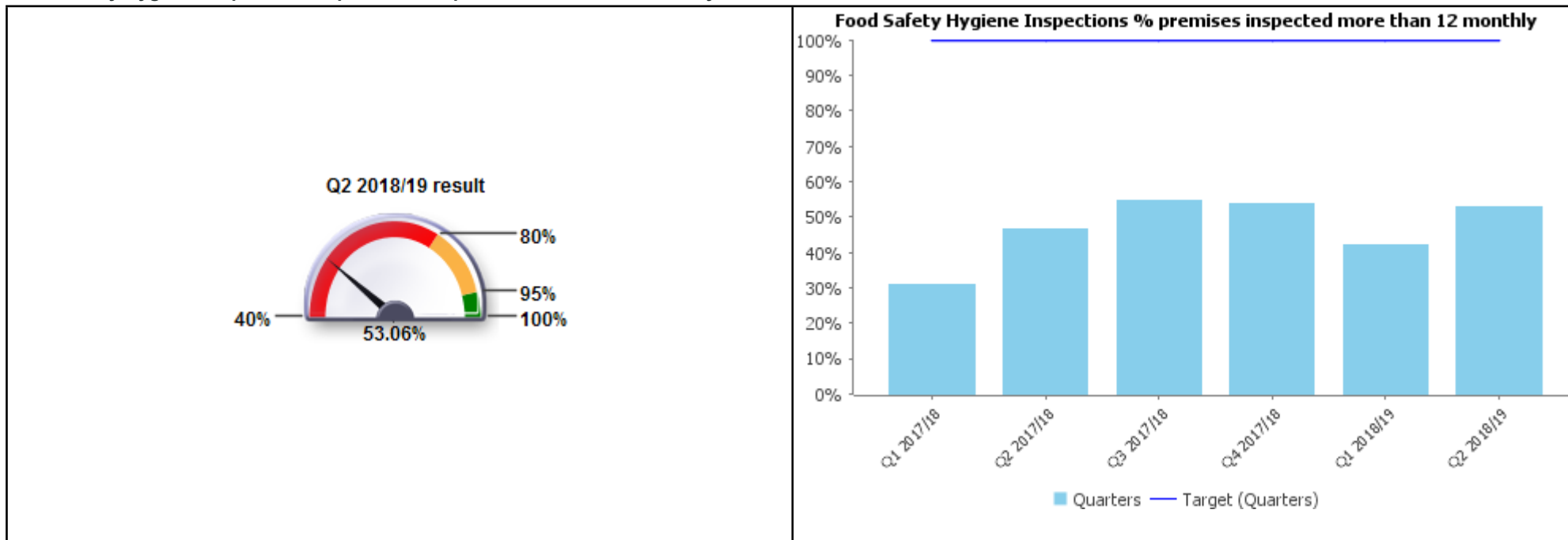
Why is this important?

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)

7

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 ENV1.15 and to date we have achieved 100%.
Medium risk establishments are covered by ENV1.16 and to date we have achieved 99.29%.
Additionally, 90 inspections were undertaken during Quarter 2 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 3. A further 68 revisits to non-compliant establishments were also undertaken.

Quarter 2 - 108 establishments due and 67 inspected on time - 62.04%. Of these, 68 were C rated establishments (18 month frequency) of which 58 were inspected on time (85.29%). Of the 40 D rated establishments (2 year inspection frequency), only 9 was inspected on time (22.50%).
Year to date - 196 premises due. 104 premises inspected on time (53.06%). Of these, 119 were C rated establishments (18 month frequency) of which 95 were inspected on time (79.83%). Of the 77 D rated establishments (2 year inspection frequency), only 9 were inspected on time (11.69%).
The majority of D rated establishments were not timetabled in order to prioritise higher risk activity.

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. To date, indications are that this is realising some limited efficiency savings.

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 in order 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. Therefore, the potential for a currently unquantifiable impact on performance remains which is being monitored on a monthly basis.

Responsible officer:	Last Updated:
Andrew Morrison	Q2 2018/19

Percentage of all street light repairs completed within 7 days
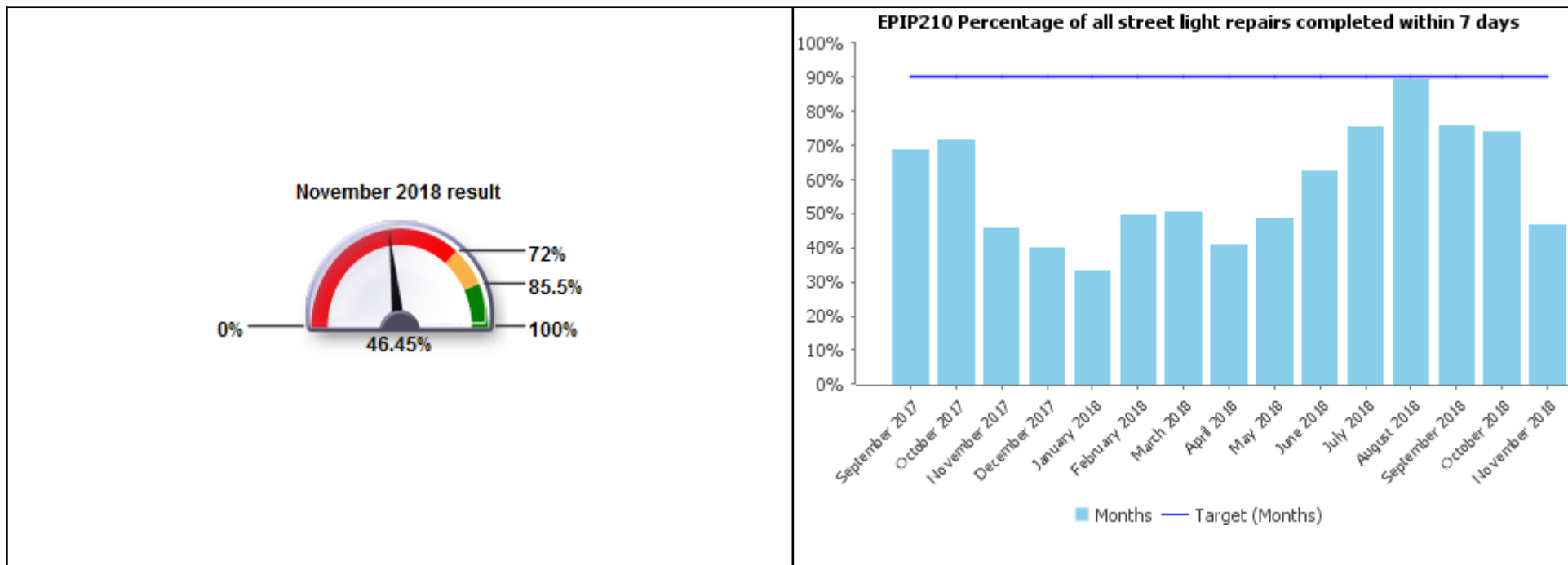
November 2018 result

72%
85.5%
0%
46.45%
100%

EPIP210 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:

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Of 1,185 faults due to be completed during October and November 2018, 689 (58.14%) were completed within the 7-day target timescale. Comparing this with the same period during 2017 produces a similar result (57.27% completed on time). When reviewing the data on a year to date basis, for 2018/19 59.02% of faults have been completed within the 7-day timescale, compared with 64.58% during 2017/18, a decrease of around 5%.

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 have the outcome of lowering maintenance requirements across the city.

Responsible officer:	Last Updated:
Doug Ritchie	November 2018

Sickness Absence - Average Number of Days Lost - Waste

October 2018 result

CHI4071WST Sickness Absence – Average Number of Days Lost – Waste

Months ▬ Target (Months)
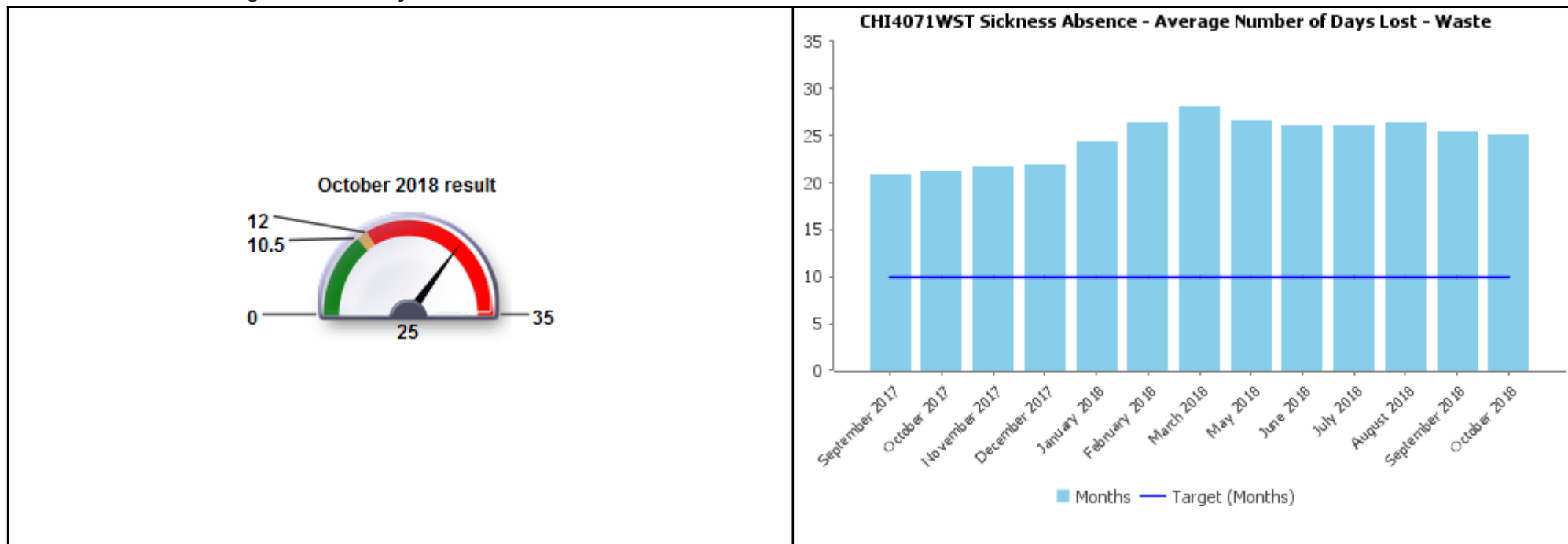
Why is this important?

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:

The Council's target for absence management remains at an average of 10 days lost per employee per annum, with an end of year figure of 11.3 days for the year to March 2018. Since that time, Council wide performance has sat at around 10 days and is currently 10.02 (November 18).

The most up to date figure available (November 2018) for Operations is 10.3 days and Operations and Protective Services 15 days. Both of these show minimal movement from the start of the reporting year, Operations overall down 0.1 and Operations and Protective Services up 0.1.

Based on a rolling 12 month period to November 2018 it is possible to identify that across Operations and Protective Services the majority of services have seen a decrease or virtual stability since the start of the financial year. The exception to this is Facilities which has seen a gradual increase in long term days lost (from 9.5 and 11.4 between May and November). Managers within Facilities ensure that the Maximising Attendance Policy and procedures are fully implemented in order to provide employees with all reasonable support and assistance to ensure as timely and sustainable return to work as possible. There have been a greater number of instances of long term absence recently and these are also worked through as quickly as process allows, to either see employees return to work when fit, or leave the organisation due to lack of capability due to ill health.

Waste remains the highest for average days lost by some margin, however. The overall days lost score of 25.3 in Waste for November 2018 breaks down as 8.2 days short term and 17.1 days long term. These categories have both 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 and it should be noted that the higher level of sickness is in the main attributable to a small number of employees on long term absence (6 employees are absent long term in the rolling 12 month period which increases the overall Waste Recycling Service figure by 6.5 days). These absences are actively being addressed in accordance with the Council's policies and in conjunction with HR colleagues. The physical nature of the service also means that opportunities for long term absentees to return on "light duties" are limited and this has an effect on the length of absence in some cases, however this is considered and implemented wherever possible.

In the past few months the Council's Health & Wellbeing Officer has been assisting the service 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 November is as follows:

Musculoskeletal – 44.5% (37.7% in 12 months to September)

Gastrointestinal – 7.9% (8.8%)

Respiratory – 3.1% (3.3%)

Psychological – 21.1% (22.8%)

Neurological – 2% (6.9%)

Cardiovascular – 8.8% (6.6%)

Malignancy – 8.9% (5.7%)

Responsible officer:	Last Updated:
All	November 2018

% Waste diverted from Landfill
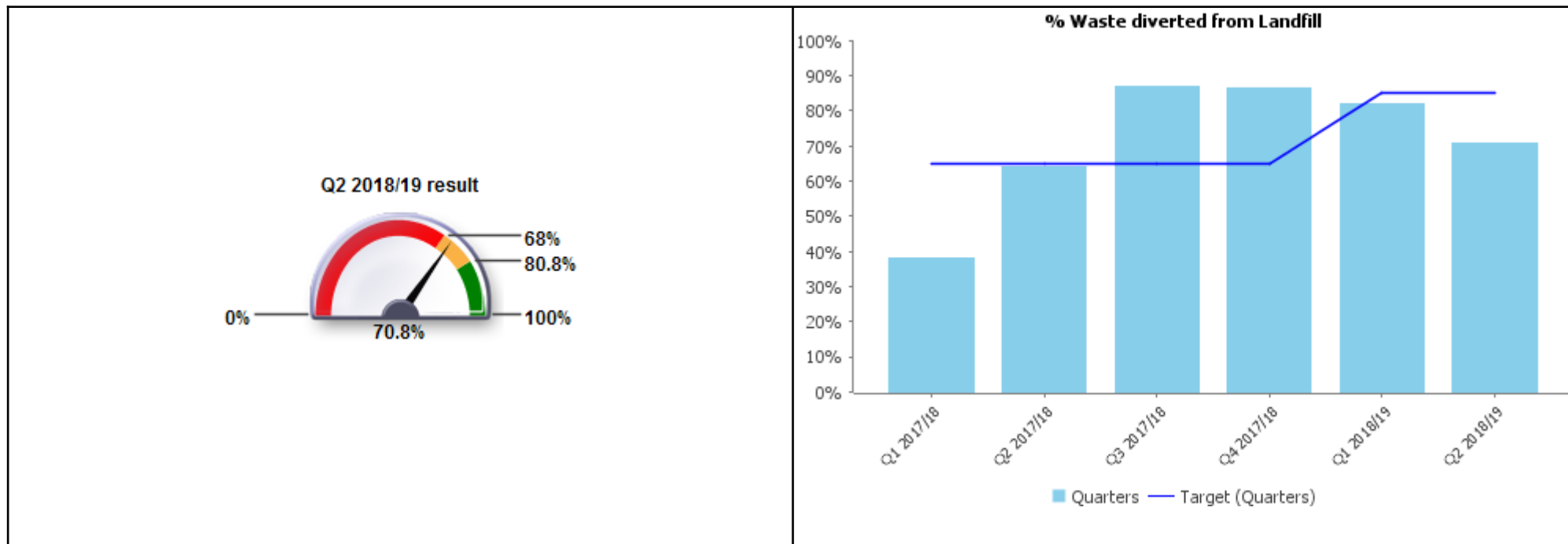
Why is this important?

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

Benchmark Information:

To be decided.

Target:

The target for 2018/19 has been set at 85%, increasing to 95% in 2019/20.

Intelligence:

This information is reported quarterly and therefore the figures reported here are the same as those reported last cycle and the reasons for the downturn in diversion rate during Q2 remain as below. However, it is expected that Q3 levels will return to approximately those seen in Q1 since the issues outlined as encountered during Q2 in relation to export of RDF material have now been overcome.

The main mechanism delivering this is the Refuse Derived Fuel (RDF) facility at Altens East, through the Waste Management Services Contract. This fuel is then exported and used to generate energy from Waste, currently the material is being sent to energy from waste facilities in northern Europe. Our waste is recycled, composted or sent to Energy from Waste. There remains a small amount (approx 10%) that is sent to landfill locally and is made up of materials that are not suitable for recycling or for the RDF process, however, work continues to find ways to further reduce this.

During Quarter 2 (summer season), there were some challenges encountered with the export of the RDF material to the European markets which accounts for the drop in diversion rate. This was largely due to a drop in demand for this fuel due to the warmer than usual summer which resulted in some of the residual waste being sent to landfill. However, the recycling and composting rates have not dropped and are in line with expectations. This resulted in a drop in the overall diversion rate to 72% and 50% in July and August respectively, however, in September the situation returned to normal and the diversion rate was 89%.

Discussions have been ongoing with the Council's contractor to mitigate the potential for this to recur, and new contracts are being negotiated currently which will assist with this. However, this does highlight the benefits of the planned energy from waste facility which is due to come online in Aberdeen in 2021/22. This will then become the end destination for the authority's residual waste instead of RDF and will enable the authority to have full control over its material and not be subjected to market forces in this way.

In addition, the Council's reported household recycling rate for 2017 rose by almost 5% to 43.9%.

Responsible officer:	**Last Updated:**
Pam Walker	Q2 2018/19

Rent loss due to voids - Citywide
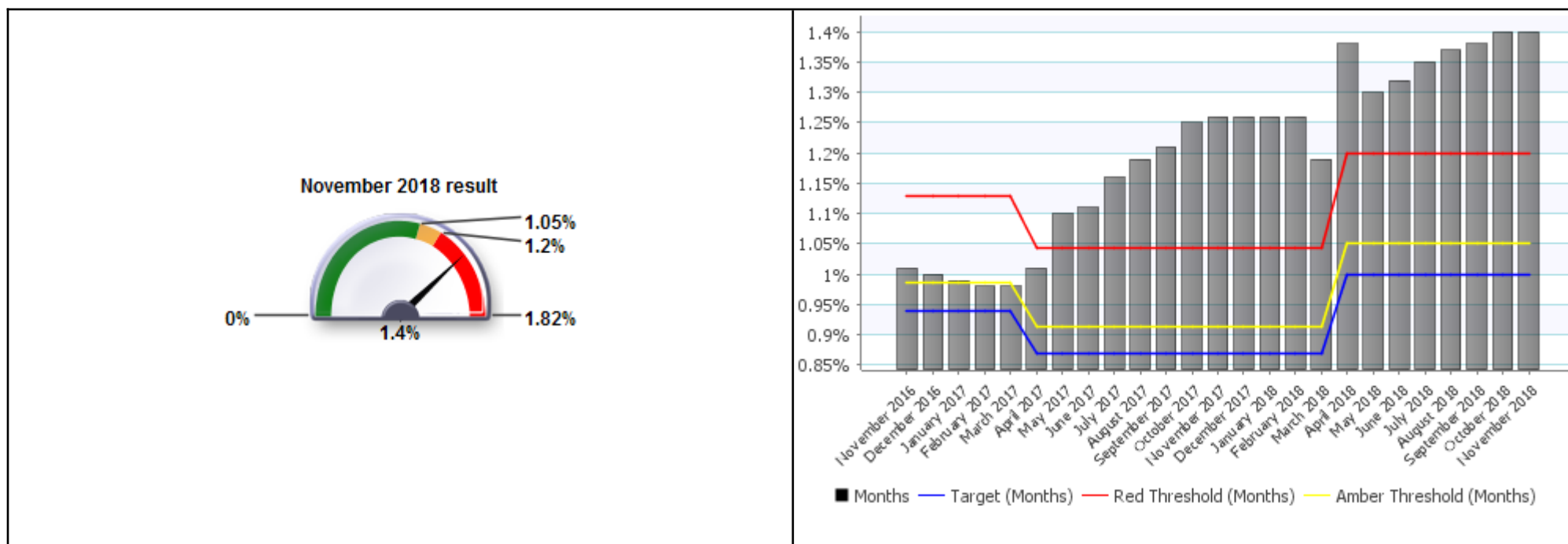
November 2018 result

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 landlords should be achieving for tenants and customers through their housing activities.

Charter outcome **13 -** Value for Money - stipulates that Social Landlords manage 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:

During 2017/18, Rent Loss due to Voids was **1.19%** against the Scottish LA average of **0.84%**

Target:

The target for **2018/19** has been set at **1.00%**

Intelligence:

The year to date average rent loss due to voids as a % of gross rent due is currently **1.40% (£781,066**) a slight increase from where we stood at the beginning of this financial year when the figure was **1.38%.**

In an effort to improve this, Building Services are developing a software solution which will realise mobile working. This will see enhanced performance arising from programming and scheduling of remedial works. This approach has resulted in a significant improvement for response repairs and we anticipate that this will have a similar impact for the voids operation, which currently relies on manual processes.

We have also recently increased the number of front line housing staff. The additional resource will assist proactive checks of properties to help ensure that they are maintained satisfactorily, including additional pre-termination checks. In addition, we will commence validation checks with applicants to reduce numbers of offer refusals and be able to expediate housing management letting tasks more quickly.

Responsible officer:	**Last Updated:**
Neil Carnegie	November 2018

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)
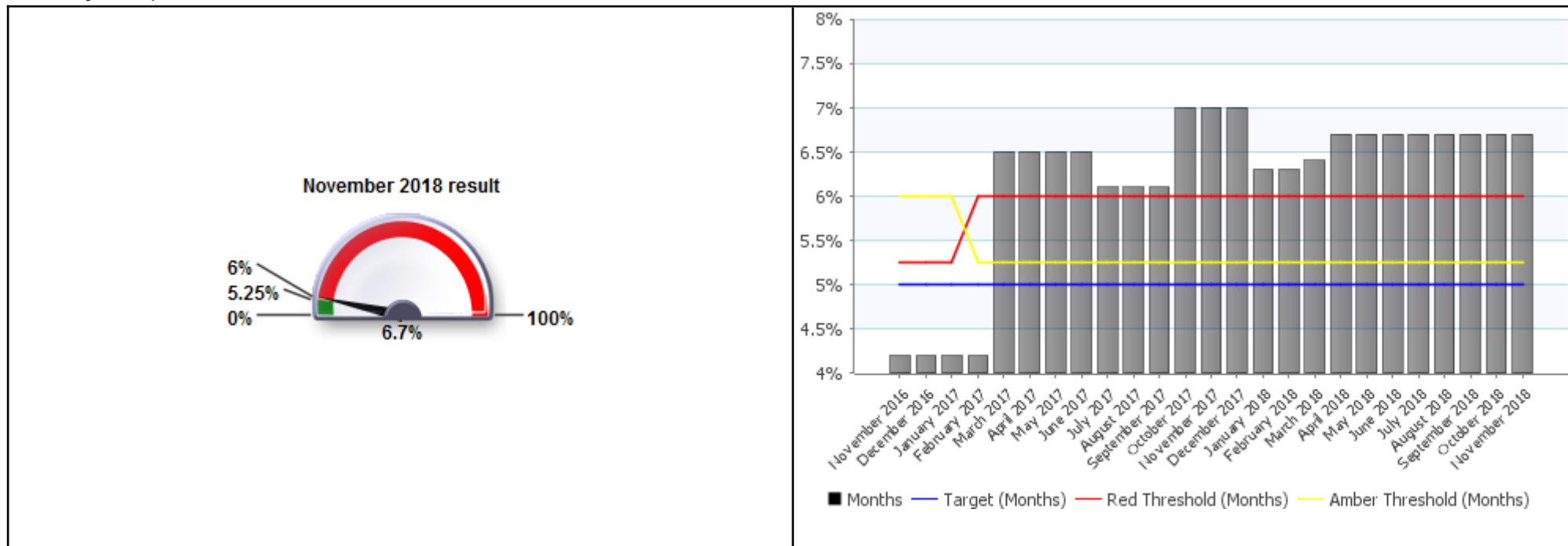
Why is this important?

The Scottish Social Housing Charter (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 **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.

Page 56

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 6.7%. This figure has not been updated since June when we last received our HL1 data extract back from the Scottish Government. The Scottish Governments has been experiencing system failures and staff shortages. It is anticipated that we will have an up to date figure in January 2019.

The Housing Access Service has initiated new policies since the turn of the year to reduce the number of homeless applicants that lose contact during the course of their application, thus reducing the risk of returning to homeless services within 12 months. Similarly, housing services are establishing channels of communication with the prison service, GP practices, and the Alcohol & Drugs Partnership to maintain contact with tenants in mainstream and temporary accommodation to sustain tenancies. Work is also continuing with the Tenancy Sustainment Panel to review any evictions being considered by Aberdeen City Council to ensure every effort is made to prevent a presentation to homeless services. Additionally, a project through the North & Islands Housing Options Hub is seeking to establish a protocol for the local housing associations to make homeless services aware of customers threatened with homelessness from their tenancies so greater prevention work can be undertaken.

Responsible officer:	**Last Updated:**
Kay Diack	November 2018

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	17 January 2019
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/19/157
Chief Operating Officer	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Tolu Olowoleru
TERMS OF REFERENCE	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 Orders (TROs) at the public advertisement stage.

2. **RECOMMENDATION**

It is recommended that the Committee: -

2.1 Acknowledges the objections received as part of the statutory consultation in relation to the "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X" and considers the contents of the objections.

2.2 Approves the making of "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X" produced in Appendix 4.

3. **BACKGROUND**

This report deals with proposed TROs which, at the public advertisement stage, received statutory objections from members of the public.

This report presents the objections received and provides responses to any issues raised. Plans detailing each of the schemes in question are included within Appendix 1 to this report. Redacted copies of the letters of objection received (Appendix 2) and the public notice for each of the proposed orders (Appendix 3) are also included.

3.1 **The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X**

3.1.1 Proposal

1

Concerns were raised regarding the forward visibility on Westerton Road Bridge (Bridge No. 065DX). When vehicles are parked on the north side of Westerton Road, it forces vehicles traveling south westbound (towards Inchgarth Road) to utilise the offside lane of the carriageway. This creates a potential for head on conflict if a driver is similarly travelling north eastbound (towards North Deeside Road). Given the reduced visibility caused by the gradient of the bridge, the waiting restrictions at this location will enable vehicle to pass any parked vehicles before returning to the correct side of the carriageway before the bridge, reducing the chance of head on conflicts.

Additionally, concerns were raised about vehicles parking behind and up to the build out on Westerton Road, in proximity to property number 11. This reduces visibility at this traffic calming feature and covers the give way markings. It is therefore proposed to promote at any time waiting restrictions at this location to prevent parking at this inappropriate location.

To ensure parking is not displaced to other inappropriate areas such as the sharp bend it is proposed to link these restrictions up.

3.1.2 Objections

One statutory objection was received from Cults Bieldside and Milltimber Community Council and three statutory objections were received from residents of Westerton Road. Cults Bieldside and Milltimber Community Council were mainly concerned about the waiting restriction adjacent properties 1-7 and 2-10 Westerton Road, they prefer the restriction starts after the speed cushion south of properties 1-7 and 2-10. The Community Council is concerned that most of these properties have no driveways or rear access and questions how the properties can be served (for example) by trades-peoples' vehicles. However, they have recognised the danger of builders' vans involved in multi-day jobs at Westerton Road properties which are sometimes left on Westerton Road overnight creating a hazard especially in the hours of darkness. Hence, they have proposed a timed restriction be introduced to deter builders from parking outside working hours instead.

The residents were concerned that the restriction will result in increased vehicular speed and volume, they believe having parked cars on the road is a form of traffic calming. In summary, they think this restriction will make the road unsafe for all road users.

3.1.3 Response

It is proposed to implement "at any time" waiting restriction on south sides of Westerton Road, from 11 metres south of its junction with Ashfield Road, south-eastwards for a distance of 143 metres, and on its north-east side from 76 metres south of its junction with North Deeside Road, south-eastwards for a distance of 124 metres. Based on Officers investigations, they have calculated this to be the extent necessary to ensure proper visibility and reduce any chance of head on collision.

As the purpose of this proposal is to ensure visibility at all time and for residents, pedestrians and all vehicle users to feel safe to travel on this road, introducing

2

a timed restriction will forfeit this purpose. Tradesmen can stop on the waiting restriction to load and unload materials and equipment and then move their vehicle to a more appropriate parking place for the duration of their work.

Introducing "at any time" waiting restriction on Westerton Road is not likely to result in increased vehicular speed as there are speed bumps on it. Regarding the possibility of increased vehicular volume, this is not likely to happen. With the opening of the AWPR, we expect more traffic to be diverted to it.

We have received emails from two residents of Westerton Road with comments agreeing with our proposal. They have both highlighted the danger of the current parking situation on this road.

4. FINANCIAL IMPLICATIONS

4.1 These proposals will be funded through the Cycling, Walking and Safer Streets budget.

5. LEGAL IMPLICATIONS

5.1 None.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A		
Legal	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	Reviewing the priority of the project in respect of funding in order to ensure that the consultation process does not need to be restarted.
Employee	N/A		
Customer	Road safety levels and traffic management could be compromised if measures are not progressed, 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.

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Environment	N/A		
Technology	N/A		
Reputational	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided thorough rationale as to the requirement for the proposal.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Place	As the recommendation is to approve the proposals, there will be a positive impact on current customer experience in terms of road safety in our communities.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA required
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not Applicable

9. BACKGROUND PAPERS

10. APPENDICES

Appendix 1 - Proposal Plans
Appendix 2 - Redacted Objections
Appendix 3 - Public Notices
Appendix 4 – "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X"

11. REPORT AUTHOR CONTACT DETAILS

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Title: Engineering Assistant
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Tel: 01224 522670

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APPENDIX 1 – Proposal Plans

Key

Proposed AAT

Existing AAT

Based upon the Ordnance Survey mapping with permission of the Controller of Her Majesty's Stationery Office Crown Copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings, Aberdeen City Council 100023401, 2018

Client		ABERDEEN CITY COUNCIL	Drawing Title	
Project		Westerton Road - AAT	Proposed AAT's	
Description		Traffic Management TRO Process	Westerton Road	

Operations and Protective Services
Traffic Management and Road Safety

Business Hub 11, 2nd Floor West, Marischal College
Broad Street, Aberdeen AB10 1AB
General Enquiries Telephone: 01224 522305

ABERDEEN
CITY COUNCIL

Originator	Checked	Approved	Date	Scale	Project Number	Sheet size	Drawing Number	Sheet No.	Revision
JP			24/7/18	NTS		A4			0

Westerton Road - Proposed lengths of prohibition of waiting at any time

5

APPENDIX 2 - Objections

The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X

CULTS BIELDSIDE AND MILLTIMBER COMMUNITY COUNCIL

26 October 2018

Tolu Olowoleru
Aberdeen City Council
Road Safety and Traffic Management
Operations and Protective Services
Operations
Marischal College
Business Hub 11
Level 2 West
Aberdeen
AB10 1AB

Initial Statutory Consultation: Various Traffic Management and Developer Proposals

Thank you for your email of 19 October 2018. We comment on the proposals for Lower Deeside as follows:

Disabled Parking

We understand that the space is actually on Kirk Terrace for an applicant on Kirk Brae and have no objection to the proposal.

Cults Avenue / Hillview Crescent – Proposed lengths of prohibition of waiting at any time

We have no objection to making permanent the extension of At Any Time (AAT) parking restrictions around this junction.

Westerton Road – Proposed lengths of prohibition of waiting at any time

We endorse the problems identified on this road caused by parking at and near the bend and either side of the Deeside Way bridge and would support the introduction of AAT restrictions on and South of the bridge and northwards from there to include the first set of speed humps just South of 7 and 10 Westerton Road. However we are concerned that 1-7 Westerton Road and most of 2-10 have no driveways or rear access and we question how these properties can be served (for example) by tradespeoples' vehicles under the proposed restrictions. We therefore object to blanket AAT restrictions any further North than described above.

Against this we understand from residents that trades vehicles are sometimes left parked overnight for convenience during a job and would welcome action to force their removal outside of working hours.

Although beyond the scope of this proposal, the fundamental problem is that Westerton Road is completely unsuitable as a link road between Cults and Garthdee in modern traffic conditions and the only long-term answer to this problem is the construction of a new link road between North Deeside Road and Inchgarth Road!
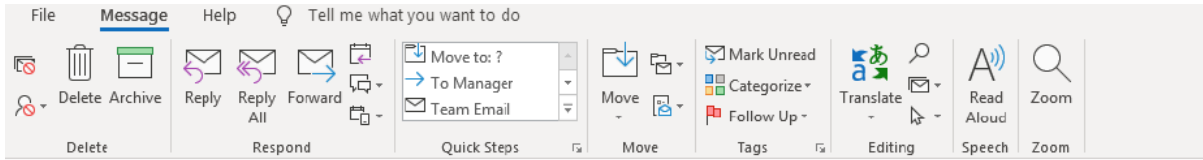
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Delete | Respond | Quick Steps | Move | Tags | Editing | Speech | Zoom

Tue 20/11/2018 15:40

TO

FW: Various Traffic Management and Developer Proposals

From:
Sent:
To:
Subject: RE: Various Traffic Management and Developer Proposals

Re Westerton Road I thought that I should add a further point which arose at our last Community Council meeting. Concern was expressed that builders' vans involved in multi-day jobs at Westerton Road properties are sometimes left on Westerton Road overnight creating a hazard especially in the hours of darkness. To be consistent with our objection to AAT North of the bridge, could a restriction on parking outside working hours be a solution?

Whatever the eventual solution, enforcement by the City Wardens will inevitably be required.

We look forward to the public consultation on this issue.

Regards

Cults, Bieldside and Milltimber Community Council

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Dear sir / madam

I strongly object to the proposed 'prohibition of waiting' (order 201x) on Westerton Road Cults for a number of reasons:

1. The timing of such a proposal is totally inappropriate:
The effect of the imminent opening of the AWPR should be studied first (it may dramatically reduce the volume of traffic using Westerton road)
There is currently a proposed development (including large link road) between Westerton road and Pitfodels Station road. If approved this would provide the required 'safe link road' between North Deeside and Inchgarth road and dramatically reduce the volume of traffic using Westerton road.

2. Removing parked cars will encourage traffic using Westerton road to travel at increased speeds (the parked cars currently act to slow down traffic). Increased speed will make it more dangerous for residents, in particular young children and pets of which there are several within the street and surrounding streets. There is also access to the railway line off Westerton road. Many dog walkers, children and families from the surrounding area travel along Westerton road in order to use this access point.

3. Removing parked cars will encourage more people to use Westerton road as a link between Inchgargh and North Deeside.
The road is not designed to handle large volumes of traffic and is not fit for purpose. It has an extremely dangerous junction with North Deeside road and increasing the traffic using it will inevitably lead to more traffic accidents and harm to human life.

In summary Westerton Road is a residential street which isn't designed to support large volumes of traffic. Removing parked cars will increase the volume of traffic and also increase the speed at which cars using Westerton road travel, both of which will make the street less safe for residents of Westerton Road and the surrounding area.
Aberdeen city council should act to safeguard the residents of Westerton road and not try to turn it into a rat run for commuters between North Deeside road and Inchgarth road.
Regards

██████████████
███████████████

Cults
AB15 ███

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Traffic Management
Operations and Protective Services
Business Hub 11
Second Floor West
Marischal College
Broad Street
Aberdeen
AB 10 1AB
trafficmanagement@aberdeencity.gov.uk

9 December 2018

Objection to The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X

Dear Sir/Madam,

I am writing to **object** to the above proposed order to add double yellow lines to portions of Westerton Road to facilitate the flow of traffic between North Deeside Road and Garthdee.

Westerton Road is a residential road and whilst it may, at one point in its life, have been an appropriate size for a through route this is no longer the case due to the increased volume, speed and weight of traffic. The proposed traffic order is aimed at making Westerton Road a principal distributor route between North Deeside Road and Garthdee for which it was not designed

This issue has been considered before (in 2009) when it was rejected following representations from local residents on the grounds of pedestrian safety. These issues have not changed in the intervening years.

Furthermore, the provision of a separate and more suitable distributor road is included in a planning application (181224/PPP) currently being considered by the Council. This scheme received the written support of the local community council and many local residents during the recent consultation period. In my view, no action should be taken with respect to the proposed traffic order until such time the above alternative scheme has been determined by the council.

The new distributor road in the above application will provide a much safer route between North Deeside Road and Inchgarth Road compared to Pitfodels Station Road, Westerton Road and St Devenick's Place (all of which have substandard geometry and poor junction visibility

With respect to Westerton Road:

- The road is below the nationally accepted (UK) width for a distributor road being at most 4.9 m wide. Pedestrians are frequently hit by wing mirrors of vehicles passing in the road and any large vehicle requires opposing traffic to mount the kerb.

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- The footpaths are narrow and do not provide sufficient protection to pedestrians in the above situation.
- Traffic on Westerton Road already travels too fast and speeds are likely to increase if the proposed double yellow lines in the vicinity of the bridge are added.
- The road surface and related infrastructure cannot support the current, never mind increased, volumes of traffic. Both the gas main and the water main have fractured on numerous occasions in the vicinity of the bridge.
- The bridge (weight limited 7.5 tonnes axle weight except for access) frequently has to cope with loads far in excess of its limit. The weight limit is not enforced and it would appear that the increased use of GPS systems has resulted in an increase of heavy vehicles including articulated lorries using the road.

At present the only deterrents to excess speed on Westerton Road are the occasional parked car. I am aware that commuters have complained that cars parked in the road make the approach to the bridge dangerous, but this assertion must be rejected by a simple reference to the Highway Code. Vehicles must not travel at such a speed as to put themselves or other road users in danger. Excessive speed on the part of the commuter is the danger here not the road or the parked cars. As a resident I use the road every day and never feel in danger when approaching the bridge.

The proposed double yellow lines will give commuters a clear run at the bridge and will undoubtedly lead to increased average speed on the road. Given that the width of the road frequently leads to conflicts between opposing traffic, even in the absence of parked vehicles, increased speed is to be discouraged. It can be argued that the parked cars in the road acting as proxy chicanes are the most effective traffic calming measure in this residential area.

Should you have any queries regarding the above points please do not hesitate to contact me.

Yours faithfully

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From: ██████████████████████████████

Sent: Sunday, December 9, 2018 2:03 pm

To: ██████████

Subject: Westerton Road, Cults, Aberdeen- Prohibition of Waiting Order 201X

Dear Sir/Madam,

I am writing to object to the above proposed order to add double yellow lines to portions of Westerton Road, as this is a residential road, and was not designed to be a principal distributor route between North Deeside road and Garthdee Road, which the above would order would effectively make it.

The above order would in effect, make Westerton road, a 'rat run' for traffic. Residents of Westerton road parking their cars, makes traffic slow down and wait to go over the bridge, hence making the road safer. If no cars were allowed to park on the road, the speed of traffic on both sides would increase, thus making it unsafe for road users and pedestrians, as the pavements are too narrow on both sides of the road .

Regards

██████████████

APPENDIX 3 – Public Notices

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (WESTERTON ROAD, CULTS, ABERDEEN) (PROHIBITION OF WAITING) ORDER 201X

Aberdeen City Council proposes to make "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201(X)" in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to impose certain lengths of prohibition of waiting at any time on Westerton Road, Cults, Aberdeen, as defined in the schedule below. Exemptions will apply as usual to the picking up or setting down of passengers, loading or unloading, blue badge holders not causing an obstruction, funeral vehicles, and vehicles parked with the consent of the Council in direct association with authorised roadworks or building works.

Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined during normal office hours on weekdays between 21st November and 12th December 2018, in the offices of the roads officials in the Traffic Management and Road Safety 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 during the statutory objection period which also runs from 21st November to 12th December 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 names, addresses, telephone numbers and signatures removed from this correspondence.

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

Schedule

Westerton Road

South-west side, from a point 11 metres or thereby south of its junction with Ashfield Road, south-eastwards for a distance of 143 metres or thereby.

North-east side, from a point 76 metres or thereby south of its junction with North Deeside Road, south-eastwards for a distance of 124 metres or thereby.

APPENDIX 4 – Traffic Order

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ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT, 1984

THE ABERDEEN CITY COUNCIL (WESTERTON ROAD, CULTS, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 201X

Aberdeen City Council, in exercise of its powers under the Road Traffic Regulation Act 1984
(hereinafter referred to as "the 1984 Act"), and of all other enabling powers, and after
consultation with the Chief Constable of Police Scotland in accordance with Part III of Schedule
9 to the 1984 Act, and having complied with the requirements of The Local Authorities' Traffic
Orders (Procedure) (Scotland) Regulations 1999, hereby makes the following order:-

Citation

1.   This order may be cited as "The Aberdeen City Council (Westerton Road, Cults,
      Aberdeen) (Prohibition of Waiting) Order 201X" and shall come into operation on XX
      XX XXXX.

Prohibition of Waiting

2.   Save as provided in Articles 3, 4 and 5 of this order, no person shall, except upon the
      direction or with the permission of a police constable in uniform, cause or permit any
      vehicle to wait at any time on any day on the lengths of road specified in the schedule
      hereto.

Exemptions

3.   Nothing in Article 2 of this order shall prevent any person from causing or permitting a
      vehicle to wait on any of the lengths of road referred to in that article for so long as
      may be necessary:

      (a)   to enable a person to board or alight from the vehicle or to load thereon or
             unload there from goods or personal luggage;

      (b)   when the person in control of the vehicle is:
             (i)   required by law to stop; or
             (ii)   obliged to stop in order to avoid an accident; or
             (iii)   prevented from proceeding by any circumstances beyond their control,
                     where the said circumstances relate directly to the movement or
                     otherwise of traffic on the road;

      (c)   if the vehicle is in material use in connection with a funeral undertaking;

      (d)   If the vehicle is in the service of, or is being employed by, a security company
             and is in actual use while currency or other valuables:
             (i)   are being unloaded from the vehicle; or
             (ii)   having been unloaded from the vehicle, are being delivered; or
             (iii)   are being collected from premises adjacent to that road for loading onto
                     the vehicle; or
             (iv)   having been collected from such premises, are being loaded onto the
                     vehicle.

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4.   Nothing in Article 2 of this order shall prevent any person from causing or permitting a vehicle to wait in any of the lengths of road referred to in that article for so long as may be necessary:

(a)   to enable a vehicle in actual use or materially necessary for such purpose (provided that the vehicle cannot conveniently be used for the same purpose in any other road) to be used in or adjacent to that road in connection with any:
(i)   building operation;
(ii)   demolition;
(iii)   laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity, or of any electronic communications apparatus; or
(iv)   excavation, provided that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.

(b)   to enable a vehicle in actual use or materially necessary for such purpose (provided that the vehicle cannot conveniently be used for the same purpose in any other road) to be used in connection with the:
(i)   cleansing or lighting of any road;
(ii)   removal of any obstruction to traffic on any road;
(iii)   maintenance or improvement or reconstruction of any road; or
(iv)   placing, maintenance or removal of any traffic sign or parking meter on any road.

(c)   if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider, and is in actual use while postal packets:
(i)   addressed to premises adjacent to that road are being unloaded from the vehicle;
(ii)   addressed to premises adjacent to that road and having been unloaded from the vehicle, are being delivered;
(iii)   are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle; or
(iv)   having been so collected, are then being loaded onto the vehicle

5.   Nothing in Article 2 of this order shall apply to any invalid carriage or disabled person's vehicle which is not causing an obstruction and which displays in the relevant position a valid disabled person's badge issued by a local authority.

Given by Aberdeen City Council on this XX Day of XX, in the year XXXX.

....
Interim Roads Infrastructure Manager

....
Witness

14

<div align="center">

Schedule
(Prohibition of waiting)

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Westerton Road

South-west side, from a point 11 metres or thereby south of its junction with Ashfield Road, south-eastwards for a distance of 143 metres or thereby.

North-east side, from a point 76 metres or thereby south of its junction with North Deeside Road, south-eastwards for a distance of 124 metres or thereby.

....
Interim Roads Infrastructure Manager

....
Witness

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 January 2019
REPORT TITLE	Rapid Rehousing Transition Plan Draft
REPORT NUMBER	CUS/19/155
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Kay Diack
TERMS OF REFERENCE	9.3

1. **PURPOSE OF REPORT**

   To seek approval for this Rapid Rehousing Transition Plan document, which was submitted in draft form to Scottish Government for their deadline of 31/12/18. This is a partnership approach to ending homelessness in the City.

2. **RECOMMENDATION(S)**

That the Committee approves the Draft Rapid Rehousing Transition Plan 2019-2024.

3. **BACKGROUND**

3.1 The Homelessness & Rough Sleeping Action Group (HARSAG) was set up by the Scottish Government in October 2017 to produce short and long term solutions to end homelessness and rough sleeping. Four sets of recommendations were made in December 2017 and in February, May and June 2018. The context for the 70 detailed recommendations is a vision of a whole-system approach whereby prevention of homelessness is paramount and the responsibility lies not just with local authorities but with all parts of the public sector. Our response is a partnership vision for the city, to eradicate homelessness by 2024.

3.2. When homelessness occurs, rapid rehousing should be the default position, as that will avoid the need for time in temporary accommodation. Recognising that some people need more than just a house, and have multiple complex needs that must be addressed alongside their homelessness, the action group has

made it clear that the Housing First model of intensive support should be available. For people who require the emergency safety net of temporary accommodation, their time there should be as short as possible. It should be spent in accommodation that is of a high standard and in a location that minimises disruption to their daily lives. Aberdeen City Council are a partner in the Aberdeen Housing First Pathfinder, a consortium operating across the City and Aberdeenshire, as previously approved by this Committee.

3.3. Where homelessness cannot be prevented, Rapid Rehousing means:

- A settled, mainstream housing outcome as quickly as possible;
- Time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better;
- When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community. Housing Support Services are moving to a Locality based model under the Target Operating Model.

3.4 For people with multiple complex support needs beyond housing:

- Housing First is the first response for people with complex needs and facing multiple disadvantages;
- Housing First provides ordinary, settled housing as a first response for people with complex needs;
- It recognises a safe and secure home as the best base for recovery and offers personalised, open-ended, flexible support for people to end their experience of homelessness and address wider needs;
- The model separates the provision of housing and support, offers choice and control to tenants and works to the principles of harm reduction.

3.5 A rapid rehousing approach sees a shift away from a culture of 'tenancy readiness'. The majority of households experiencing homelessness have no, or low support needs. Some households may have higher support requirements, and for them, rapid rehousing means supporting people in their own settled home rather than in temporary or supported accommodation for prolonged periods of time. Where independent living within the community is not possible or preferable for whatever reason (safety, risk to self or others, choice), and for whom residential or supported accommodation is the preferred housing option, commissioned support should be small, highly specialist provision.

3.6. The Rapid Rehousing Transition Plan (RRTP) is a new planning framework for local authorities and their partners to transition to a rapid rehousing approach. Each Local Authority is required to develop their plans in collaboration over a planned and costed phase of 5 years (2019/20 to 2023/24). Aberdeen City Council will collaborate across the public, private and third sectors in this regard.

3.7. Ongoing consultation on the Draft Rapid Rehousing Transition Plan is underway, with a shared partnership vision to end homelessness in the City. We have recently undertaken two events, with representation from Aberdeen City Council staff, Aberdeen City Council tenants, Aberdeen Cyrenians, Aberdeen Foyer, Instant Neighbour, Barnardos, SAMH, Penumbra, Turning Point Scotland, Grampian Women's Aid, Langstane Housing, Grampian Housing Association and Aberdeenshire Council.

4. FINANCIAL IMPLICATIONS

4.1 Within the five year period of the Rapid Rehousing Programme (from April 2019), it is anticipated that we will completely transform our Service delivery. This is in keeping with Scottish Government's aspirations for ending homelessness and improving customer experience, as well as our own aspirations as outlined in the Target Operating Model and Local Outcome Improvement Plan.

4.2 In order to effect these changes, funding will be available from Scottish Government to assist. The level of available funding is yet to be determined. In the longer term the streamlining of Service provision will ensure savings to Aberdeen City Council.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Scottish Government funding does not follow the RRTP	L	This is very unlikely. However, many of the changes outlined in the vision will result in significant cost savings to Aberdeen City Council and could proceed on a spend to save basis.
Legal	This has been considered and no risks have been identified.		
Employee	Changing roles and job descriptions will impact on staff and industrial relations	L	Work in partnership with trade unions from early stage and effect regular consultation with

			staff at all stages of the process.
Customer	Current tenants in Temporary Accommodation refuse to vacate properties resulting in backlog prior to commencement of RRTP	M	Dialogue to be undertaken with Temporary Accommodation tenants and redesignation of stock ("flipping") to be employed where necessary, whilst managing supply and demand of stock.
Environment	This has been considered and no risks have been identified.		
Technology	This has been considered and no risks have been identified.		
Reputational	Shortage of properties to meet demand	M	Develop options around further development of Houses in Multiple Occupation, development of Flat Share, housing people in two bed rather than one bed units to take advantage of vacant stock.

7.   OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	RRTP will impact positively on people. The vision set out in the draft attached is shared by partners city wide. It is reflective of views gathered from our client group. Customer experience will be vastly improved by reducing time in temporary accommodation, ceasing use of less appropriate accommodation and reducing homeless journey time. Support will be provided from the day of presentation and deferments will be removed. In short, this support will build resilience and protect people from experiencing unnecessary harm in accordance with the Target Operating Model and Local Outcome Improvement Plan.
Prosperous Place	RRTP will have a positive impact on environmental standards. For example, one of our hostel buildings is no longer fit for purpose. Implementation of RRTP will remove use of this building. Bed and Breakfast accommodation is attracting a lot of negative media attention. Again, RRTP will remove use of this provision. RRTP will ensure settled accommodation throughout the City for those who need it most. Community involvement, integration and inclusion are central to this.
Enabling Technology	This proposal will fully embrace technology as it progresses from a draft to a finalised plan. Our aspirations for Service redesign largely centre around the

	digital agenda and we are committed to using digitisation to deliver self serve and subsequently reducing the customer journey further from that perspective.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The content of this report will, over the period to 2024, completely transform how Housing Access and Support is delivered. This will mainly focus on a customer led Service.
Organisational Design	In the period to 2024, this work will drive organisational design in terms of redefining the structure, redefining job roles and remits, developing skills and capabilities and improving accountability and performance to ensure a financially viable, customer focussed model of delivery.
Workforce	As above, implementation of this report will allow us to define the level of people required and the skillsets needed. We will change the culture within the Service to enable a greater customer focus.
Process Design	RRTP will ensure we identify the processes which require to be changed to enable greater customer focus balanced with stronger financial performance.
Technology	Digitisation will ensure we deliver self serve options as far as possible. This will assist in the reduction of the homeless journey.
Partnerships and Alliances	Fundamental to the success of RRTP is the strength of partnership. There is a shared vision City wide to end homelessness, and cuts across the public, private and third sector equally.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not required

9. BACKGROUND PAPERS

None

10. APPENDICES (if applicable)

1. Draft Rapid Rehousing Transition Plan (Appendix A)
2. Rapid Rehousing Transition Plan Toolkit (Excel Spreadsheet – Appendix B)

11. REPORT AUTHOR CONTACT DETAILS

Kay Diack
Housing Access and Support Manager
kdiack@aberdeencity.gov.uk
07778 872309

ABERDEEN CITY COUNCIL

ABERDEEN CITY COUNCIL

DRAFT

Rapid Rehousing Transition Plan

Please note that whilst this draft has been approved by Corporate Management Team (CMT), it has not yet been presented to Council Committee. This is scheduled for 17 January 2019.

Contents:

- Context
- Baseline
- Vision

Consultation

Vision

Our vision for the period to 2024 is both bold and ambitious.

We will work together as a City to end homelessness.

Aims and objectives

In short, we need to change a number of elements of how we do business, as already reflected in the Local Outcome Improvement Plan and Local Housing Strategy, the detail of which follows.

In summary:

- We will completely eradicate homeless presentations which repeat within a 12 month period
- There will be no incidence of previously homeless households who do not sustain their tenancy for at least one year, unless for positive reasons
- We will reduce the homeless and support assessment periods to 14 days
- We will ensure that Housing First is the first response for people with multiple and complex support needs
- We will cease using hotel and bed and breakfast accommodation
- We will reduce use of hostel accommodation by retaining only one hostel, and in the longer term assessing it's use and appropriateness
- We will reduce the use of temporary properties by 150 by winding down the Private Sector Leasing scheme and building stronger partnerships with the private rented sector
- We will reduce the homeless journey from a 164 day average to a 50 day average
- We will launch an online self serve portal with all housing options from all providers and private landlords operating across the City and potentially beyond
- We will ensure that our new build programmes in Aberdeen across the social rented sector are fully reflective of the demand demonstrated by the urgent and mainstream housing waiting lists
- We will ensure that all partners with housing stock are allocating a minimum 50% stock to homeless clients
- We will work closely with Locality based staff to ensure early intervention, tenancy sustainment and therefore prevention of homelessness

The Housing Market and Homelessness Context

The Local Housing Market

Aberdeen is located in the north east of Scotland and is the country's third-largest city. It is the regional centre for employment, retail, culture, health and higher education. It is also the region's transport hub with road, rail, sea and air links. The city extends to 185.7 km2 (71.7 square miles) and shares it boundaries with Aberdeenshire.

Aberdeen is part of the Aberdeen Housing Market Area which includes part of Aberdeenshire. The housing market area includes Aberdeenshire towns, extending to Banchory, Westhill, Stonehaven, Oldmeldrum, Inverurie and Ellon. Scottish planning policy defines a housing market area as a "geographical area where the demand for housing is relatively self-contained."

The Aberdeen Housing Market Area housing needs have been identified through the Housing Need and Demand Assessment (HNDA 2017). The HNDA was developed through collaboration between Aberdeen City Council, Aberdeenshire Council and the Aberdeen City & Shire Strategic Development Planning Authority. At a strategic level, the HNDA informs the Strategic Development Plan, the Local Development Plan and Local Housing Strategy of each local authority.

The Aberdeen City Local Housing Strategy (LHS) 2018-2023 https://aberdeencity.gov.uk/services/housing/local-housing-strategy

provides the strategic direction to respond to housing need and demand and informs the future investment in housing and housing related services across the city. The LHS identifies an indicative affordable housing target of 342 homes per year in 18/19 and 19/20 and 385 per year in 20/21, 21/22 and 22/23.

Figure 01: Indicative Housing Supply Targets – Aberdeen City Council

18/19	19/20	20/21	21/22	22/23	Total
342	342	384	384	384	1,836

Source: Aberdeen City Council (2017)

The Strategic Housing Investment Plan https://www.aberdeencity.gov.uk/services/housing/strategic-housing-investment-plan

provides the strategic direction in relation to the supply of affordable housing across the city. The Aberdeen City Strategic Housing Investment Plan 2019 – 2024 has the potential to provide up to 2,037 new affordable housing units which will make a significant contribution towards meeting the affordable housing supply targets identified in the Local Housing Strategy.

If the additional homes identified in the plan were to be delivered, there would be a requirement for grant subsidy of circa £119.789 million. Through the Affordable Housing Supply Programme, the Scottish Government has confirmed the Resource

Planning Assumptions for 19/20 and 20/21 and for planning purposes, Scottish Government has advised that local authorities should use their 2020/21 RPA as the basis of funding for the final three years, but it has not yet been confirmed if these sums will be available.

Figure 02: Resource Planning Assumptions for Aberdeen City Strategic Housing Investment Plan 2019-2024

Year	RPA £ m
2018/19	17,120
2019/20	18,133
2020/21	19,436
2021/22	19,436
2022/23	19,436
2023/24	19,436

Increasing supply of affordable housing is a strategic priority for Aberdeen City Council as is improving standards in the private rented sector.

The private rented sector plays a key role in the provision of housing across the city. Figure 03 below shows the Local Housing Allowance for Aberdeen City from 01 April 2018 to 01 April 2019 in comparison to recent average private rented sector rates. Currently Aberdeen's private rental market is in decline and as a result many of the properties advertised are below the average rental figures and the rate of local housing allowance. However, not all private landlords in Aberdeen will accept those in receipt of benefits which means that private renting is not an option for everyone. This creates particular challenges for those who are may be homeless or at risk of becoming homeless and in receipt of benefits.

Figure 03: Local Housing Allowance Rates

Number of bedrooms	Weekly	Calendar monthly equivalent*	Average Private Rented Sector Rent
Shared room rate	£75.63	£327.73	N/A
1 bedroom	£105.86	£458.72	£469
2 bedrooms	£138.08	£598.34	£688
3 bedrooms	£172.60	£747.93	£1,012
4 bedrooms	£228.99	£992.28	£1,464

Prevention of Homelessness

There is an existing commitment to review the function and job specifications of housing services by April 2020, in line with the council's Target Operating Model. The shift of housing services into a new Early Intervention and Community Empowerment area aligns well with the future vision of rapid rehousing, placing an emphasis on customer choice and empowerment through digital delivery. Central to this will be a renewed focus on housing options advice and homelessness prevention across all functions and clusters to increase tenancy sustainment and reduce homelessness. It is intended that the outcomes from the Rapid Rehousing Transition Plan will form an integral part of any future service plans, job descriptions and performance management targets going forward.

We have committed to enrolling all frontline housing staff to the Housing Options Training Toolkit as a means of providing a consistent training approach across services, shifting the culture of housing and related services towards the prevention of homelessness. Through the toolkit we also intend to seek collaborative training with other preventative services in localities, education, social work, the Scottish Prison Service, the third sector and health partners to encourage a collaborative approach to early intervention work.

Existing statutory services will have to work better between locality based staff and local organisations and groups to support households. Recognising a 'no wrong door approach' and that people will seek support when their tenancy is in difficulties from organisations across a locality, not just housing professionals.

In addition to the training and education of staff, we intend to initiate an ongoing program of tenant and public housing education through digital services. This will focus on empowering tenants across all tenures to make informed decisions on their housing circumstances allowing them to access the support and assistance required at the earliest possible juncture. For new and existing council tenants this will take the form of tenancy education to increase tenancy sustainment and encourage greater engagement in the management of their homes. For home seekers we intend to provide greater access to information regarding tenancy rights and housing availability to assist them in making informed choices to prevent homelessness where possible or move to alternative accommodation in a planned manner if not.

Particular focus will be given to the support of education leavers as part of the Early Access System Change work being undertaken in collaboration with Aberdeen Foyer and other partners across the city. This Big Lottery Funded project seeks to see the system change to provide earlier intervention and support to people leaving school with no positive destinations, a group identified as particularly susceptible to housing issues in early adulthood. Engaging with employability and education services to improve this group's prospects of employment and access to further education prior to the point of crisis will be central to reducing youth homelessness in the city.

A similar collaborative approach to early intervention with the Health and Social Care Partnership will see households approaching services with housing related issues engaged with housing services at the earliest possible stage. Development of joint working protocols and intelligent data usage, driven by the Health & Homeless Data Linkage work completed earlier this year, will target households where engagement patterns with health services indicate that a crisis period is imminent and trigger proactive input form housing and support services.

We will review our rent collection and corporate debt policy with greater emphasis placed on tenancy sustainment and seek to utilise alternatives to the rent arrears escalation policy to manage households in rent arrears. Where eviction is the only course of action, we will seek to convert tenancies to Scottish Short Secure Tenancies or use technical evictions for families to ensure that no families enter the homeless process after being evicted from Aberdeen City Council properties.

For all other evictions we will seek to assess homelessness duty prior to eviction and determine available housing options, removing the requirement for these households to enter temporary accommodation.

To further reduce our homeless journey time we will build on the success of the Domestic Abuse Support and Accommodation Project (DASAP) which is a partnership between Aberdeen Cyrenians and Aberdeen City Council, where staff members from the DASAP team gather information required for the local authority to make a statutory homeless assessment and decision. This means our customers do not have to come into Council offices, and repeat their stories, reliving their trauma multiple times.

Through the housing options hub we intend to initiate a "section 11 plus" project to engage RSL tenants in the city threatened with losing their homes either through eviction or abandonment. We hope to ensure that any household facing losing their RSL property will have their homelessness assessed prior to losing their property to review their housing options and best plan their homeless journey if required.

We will work with the private rented sector to improve the availability and standard of privately rented properties. Using landlord information sessions, we will ensure that landlords are aware of their legal responsibilities and ensure that information is available for them to assist in managing their properties. We will also improve the access to support and assistance available in the sector to match that of council and RSL tenants, with all future service design incorporating all types of tenure in the city. This will include assistance from money advice services, which will be particularly relevant to educate landlords and tenancy as UC is delivered within the city. Through this work we will seek to improve the standard of accommodation across the private rented sector and increase tenancy sustainment.

Psychologically Informed Environment Service Design will be a cornerstone for all future service delivery involving tenancy sustainment and homelessness prevention.

Through a consistent approach to service delivery we will embed self-reflective practice to fully engage staff in the "golden thread" of housing options advice and where homelessness has occurred or is inevitable, the harm reduction measures imperative to assisting households to move through the homeless process with the least possible disruption to their lives. As a result, roles within the housing services will become more generic to empower workers decision making and create a greater understanding of the barriers faced by households at each stage of their housing journey.

Homeless Journey Time

Target: Reduce Journey Time (50 days by 2024)

In 2017 Aberdeen City Council undertook a survey with current homeless households and people who had experienced homelessness over the last 4 years. Along with the strategic objectives outlined in RRTP, feedback from our customers is supportive of the idea, with 70% of respondents requiring to be housed immediately.

What did you want from ACC?	%responded
House me immediately	70%
Place me in temp	20%
Prevent loss of home	9%

The Council's temporary accommodation stock is also used for other services. At any one time only 87% is used by households who have accessed the homelessness route. The increase in referrals for temporary accommodation from the Councils HRA stock has steadily been increasing.

Number of Temporary Accommodation tenancy created - decants/discretions from Council HRA			
2014/15	2015/16	2016/17	2017/18
5	22	35	54

In addition, temporary accommodation has been used to house Syrian New Scots and Social Work clients. At the start of April 2018 there were 14 Care Experienced Young people using a form of temporary accommodation provided by the Council, 3 of whom were in hostel type accommodation. We are currently redesigning our Throughcare Protocol in line with our Corporate Parenting role.

The last full review of the costs of temporary accommodation was in April 2016 which reduced the service charged to tenants in temporary furnished flats by around £45 per week. Officers are currently reviewing the costs to consider the HARSAG recommendations and the current service design within Aberdeen City Council. These changes will be brought to Council as part of the budget setting process in February/March 2019.

It is likely that temporary furnished flat costs will reduce due to changes in staffing structure and reduction in spend in other areas. At the same time, it may not be possible to reduce the costs of hostel accommodation. The main cost pressure is the 24/7 staffing of the units. In addition to the high claim for housing costs from Housing

Benefit, these costs are capped so the Council's General Fund is also required to contribute to the service.

80 West North Street

80 West North Street is a purpose-built unit for households experiencing homelessness which was opened in 2015. Within it are 20 self-contained en-suite rooms, including adapted properties, each has their own cooking and washing facilities. They are designed to replicate a person's tenancy going forward, with their own electric meters, which are managed on site. People staying there are allowed guests and are each given their own key fob to access the property when they want.

Within the building there is also large communal kitchen and common rooms for training and community building. These are currently staffed 24 hours a day and the Councils Out of Hours homeless service operates from them.

St Fittick's House

St Fitticks House was is a former bail hostel which was transferred across to be used as temporary accommodation in 2010. It consists of 15 rooms, with one bathroom for each quad of rooms.

There is a large communal kitchen, laundry and two resident's area within the building. It is staffed 24/7 by Accommodation Unit Officers.

95 Bon Accord/Tullos/HMO

For 6 years households have been offered the opportunity to access cheaper temporary accommodation in shared flats or buildings. This started with the conversation of an old janitor's house, Tullos Lodge, for people who were working and saving for a deposit. This has been expanded to include a small former hostel and larger flats rented from private landlords or the Council stock. Rents are calculated as a percentage of LHA rate to be affordable for customers.

Private Sector Leasing (PSL)

There has been a Private Sector Leasing scheme project in Aberdeen since 2011. This is run internally by Aberdeen City Council, by the same team who deliver the temporary accommodation. As of 1st of April 2018 there were a stock of 159 properties. This scheme is currently under review and is handing back properties where they are no longer financially viable for the Council to hold.

It has prevented taking more properties from the HRA stock and has also been used as a vehicle to lease properties from other RSLs for temporary accommodation. All of these flats are furnished to the same standard as the temporary furnished flats and for the customer there should be no difference between these properties and our own temporary furnished flats.

B&B/Hotel

Aberdeen City Council recently undertook a procurement exercise to drive up the standards and expectations of our customers within B&B accommodation which was completed in May 2018.

The Council routinely uses 3 B&B providers, which have capacity of 6, 14 and 10 spaces. The smaller units to provide less distribution to the customers and can be very homely in nature.

Temporary Furnished Flats

Most of the temporary accommodation is rented from the Council's HRA stock. These properties are fully furnished and decorated before being let to households experiencing homelessness. There is a wide spread of flats across the city ensuring households can benefit from a range of options and communities to live within.

Aberdeen City Council is currently undertaking a trial of using re-use items from local charities Instant Neighbour and Somebody Cares to furnish the flats in a homely fashion and reduce the overall costs of temporary accommodation.

Each new tenant of a flat receives cutlery, crockery, quilts, pillows and bedding, which they can retain for their new home after temporary accommodation.

Resettlement

Also managed by the Housing Access and Support Service is 53 properties that are not on the homeless return. These are bedsits and 1 bed properties scattered across the central area of the city. These have traditionally been used for customers receiving support for up to 2 years or care experienced young people.

Homeless Households would have their application deferred under the interim regulations while staying in these properties and therefore do not appear on the HL1 or HL3 report to the Scottish Government. We will shortly be reviewing this provision.

Future of Temporary Accommodation

The reduction of homeless journey times over the last few years has already seen the reduction in Aberdeen's need for temporary accommodation. There has been a substantial reduction in the use Hotels/B&B's, back to the baseline of using 3 B&B's providing up to 30 spaces.

In March 2018 we were also able to close 165 Crown Street, an older style hostel with 22 rooms, this was largely thanks to a reduction in homelessness journey time.

Over the duration of the Rapid Rehousing Transition Plan we will continue this pathway to remove all B&B usage, and with a view to closing one of our hostels and we will also review the usage of 80 West North Street.

This view is supported by our customers. The refusals recorded in the HL3 consistently show that more offers are refused for Hostel or B&B types of accommodation in 2017/18:

	TFF	B&B	Hostel	PSL
Confirmed	88.8%	76.3%	76.6%	88.6%
Refused	11.2%	23.7%	23.4%	11.4%

An accommodation unit like 80 West North Street offers customers a substantially improved experience to that of the older style hostels. While a move away from this type of accommodation all together would be ideal, there will remain a need for Aberdeen City Council to provide emergency accommodation out of hours, I.e. in the evenings or weekends. For some households the safety of a staffed building which can offer support following a presentation is more appropriate than being given a set of keys and address to move into their own temporary furnished flat immediately in the middle of the night.

Due to the proposals of support mentioned below, it is proposed that a portion of the Resettlement properties are given back to the HRA and let to Homeless Households. This can be achieved by "flipping" the accommodation, a term we use for re-designating their use.

We will retain a number of these units for outreach housing support from the core block of supported accommodation, in line with the support needs identified within the RRTP toolkit. These will be flexible properties treated in the same way as temporary furnished flats, and only designated as supported accommodation as the need arises.

We recognise the particular needs of people working or in education, college, school or university have in accessing temporary accommodation due the costs, which can result in some people stopping their courses, the rapid rehousing model should ensure these households are not losing their job or education due to experiencing homelessness.

The Rapid Rehousing Transition Tool provides a focus on unintentionally homeless households. It does not consider those who are in temporary accommodation with any other decision. These households may also require temporary accommodation and therefore will need to feature into Aberdeen's future temporary accommodation landscape.

In April 2018 there were 56 households in temporary accommodation where the local authority did not have a duty to rehouse. Some of these households are intentionally homeless are owed a period in temporary accommodation while given housing advice and options.

The high pressure on Aberdeen's private sector rental market has traditionally made it very hard to offer intentionally homeless households reasonable housing options. As rental costs have reduced over the last few years, we have been successful in supporting more people into private sector housing options, via use of Aberdeen City Council's Prevention Fund to support households with their first months' rent or deposit.

Within those 56 households, 25 were ineligible for rehousing. In Aberdeen we are proud not to have needed a winter care shelter since 2011. Over each winter we relaxed the rules around access and staying in temporary accommodation to try and ensure no-one has to sleep rough.

In 2017/18 this service was enhanced by the establishment of the Assertive Outreach Rough Sleeping project which supported 34 households to access homelessness assessment and temporary accommodation from December 2017 to October 2018. Providing people with their own accommodation during the winter period in a fully furnished flat gives them a solid foundation and supportive service to establish whether eligibly can be gained, for example by appealing with the DWP or gaining employment.

The flexible funding approach, giving front line officers the ability to make on the spot decisions to support customers out of rough sleeping was successful, and thought needs to be given about what role this has in the future, along with the Councils existing Tenancy Set up Fund and Prevention Fund.

These households may also have the same needs as an unintentionally homeless households in terms of mental health, alcohol and drugs, yet not the eligibility to pay for any accommodation, to provide the stable base to get support with these issues. Therefore, this winter period provides an opportunity for a range of services to become involved in their support and look at ending rough sleeping with the person in the long term.

Aberdeen Cyrenians already deliver a service on behalf of the Council to support these households into support and rehousing options. Discussion shall be taken forward with the Health and Social Care Partnership about the support on offer to these households, and also households who are supported by Social Work in similar situations to ensure a joined up approach.

In future years, focused work is needed to link up households with employability projects, to support people throughout the pipeline which will help these households gain eligibility for mainstream services.

In terms of costs and type of accommodation, a suitable style of temporary accommodation has not yet been found. Of those households in temporary accommodation in April 2018 the current arrears were £57,802.93.

Journey Time

The total homeless journey time to permanent house households by the Council in November 2018 was 175 days, the average time it took to make a homeless decision for this group was 17 days, and the time from an offer being made to allocating a property was 47 days.

This highlights that there are currently 111 days elsewhere which is likely to be taken up with time to get support in place and deferments due to refusal of offers or homeless offers being withdrawn. There is a bi-weekly meeting of Council officers tasked with looking at long standing homeless cases and cases in temporary accommodation which do not have a housing outcome. Learning from this meeting is applied in service wide changes. It has been running since March 2016 and has been a successful tool in highlighting the time that households spend in temporary accommodation and subsequently our temporary accommodation stock.

We have an existing relationship with HMP Grampian to deliver on the SHORE standards (Sustainable Housing On Release for Everyone) with a staff member from our homelessness team working part time in the Prison and a new Prison Liaison Officer role having just been created. Similar arrangements, protocols and standards will be developed with other public bodies such as Health and Social Care Partnership and NHS Grampian at Aberdeen Royal Infirmary and Cornhill Hospitals, so that everyone should have had their homelessness assessed prior to release and therefore have no need for temporary accommodation.

This highlights the need to have a better understand the housing stock on offer. For example, the number of steps or aids and adaptations required within the property, and how that is matched to the needs, whether they be physical or social, of the homeless person being offered the property. This includes whether we should be offering properties than are not ready to be let, and are subsequently withdrawn by landlords from a households, delaying their journey again.

Aberdeen City Council is currently working on a review of Allocations Policy to take into account the needs of all customers, and the choice and control that approaches such as Housing First provide for our customers.

To fundamentally shift the journey time to a rapid rehousing model, radical changes to how we do business will be needed.

Access to existing accommodation for homeless households

In collaboration with Aberdeenshire and Moray Councils, we intend to engage RSL partners operating in the city to initiate and agree a protocol across all three authorities. Each RSL will be asked to submit an annual report of their existing properties in each local authority area and anticipated turnover of stock. This will allow an agreed number of properties to be agreed annually to best utilise their stock in relation to the profile of homeless applicants in each authority and ensure the required 50% of offers made to homeless households by each RSL is achieved within each authority area rather than across their entire stock.

Further work is needed to reduce void letting times which will bring more properties back into use and on the condition that properties that are let. When a homeless household is let a property it should be in a move in condition to help them make it a home. This would reduce arrears while some households attempt to pay for two properties and allow

We also need to consider that stock that we have on offer through the social landlord market and what actions need to be taken to retrofit properties to meet current demand. This could include converting a number of empty 2 beds that landlords have across the city to 1 bedroom properties or further innovation around how these 2 bed properties are offered to single people or couples.

Access to Support

As of April 2018 there were 76 households deferred for support reasons which was an average journey time of 78 days. This is the time that Aberdeen City Council take to assess their housing support needs or that it is said that a customer cannot be made 'live' for an offer of housing. At the same time services from partner organisations have had capacity to take on new referrals, therefore there is a blockage in the current process.

This provides a poor experience with some customers experiencing duplication in having their need for support assessed.

To enable the move to a rapid rehousing model, the option to defer the homeless application for people requiring support will be removed by April 2019. The current support on offer will have to meet the customers aspirations and the Council legal duties for rehousing and there will not the possibility to defer it. This will also mean reviewing our use of SSST's which is currently a barrier to households accessing permanent accommodation.

This is line with our customer requirements. The 2017 survey of previously homeless households demonstrated that 72% of respondents wanted outreach housing support, 18% support was required in temporary accommodation and 10% in supported accommodation.

Housing First

In Aberdeen City and Aberdeenshire there is a consortium delivery Housing First which is on track to be supporting 33 Customers by November 2019 (check). This consists of a consortium of Aberdeen Cyrenians, Aberdeen Foyer, Turning Point Scotland, Aberdeen City Council and Aberdeenshire Council. This service is a pathfinder for how Housing First will work in the city.

There is a clear goal within the pathfinder cities of mainstreaming services. In Aberdeen we will evaluate this approach and the delivery of Housing First by the Consortium. It is the intention to mainstream the service once the pathfinder has completed.

In Aberdeen, we are going to create a Housing Support Hub for homeless households, and those currently in tenancies. This will consist of Aberdeen City Council's internal housing support team, commissioned housing support, supported accommodation providers, as well as others who will provide housing or support in the city. Representative from the Health and Social Care Partnership services will also be invited on to the Hub where households need may be more appropriately met by care service or jointly delivered. Local landlords will also be invited to join the hub to ensure the right information is shared to support households into their new tenancies.

The hub will be responsible for ensuring support is delivered on day one. It will interweave statutory and non statutory workers to enable support to be delivered with a flexible approach with the supported person at the centre. Short term support will continue to be delivered by the ACC Housing Support team and customers will now be given direct access to the commissioned services which provide medium to long term support and supported accommodation.

We will look to develop common pathways, outcomes and forms using digital solutions within the Hub to enable our support staff to spend more time with their customers and less time in back offices.

Discussion will be undertaken by the homeless households Housing Advice or Case Officer to help the person chose their pathway of support which will be co-located in Marischal College and other homeless presentation points as they develop.

The commissioned services are expected to be assertive in their nature. Using the learning of the Assertive Outreach Begging and Rough Sleeping services delivered in the city, the teams will not be able to close cases for 'non engagement' and are expected to exhaust all measures to find and support customers.

The Hub will be able to flex services to ensure they are responsive to customers' demands, for example by delivering an assertive outreach service during the winter months and scaling back that activity during the summer.

Services will also be asked to look at peer support mechanism to support new customers going through the homelessness process to be supported by those with lived experience.

This approach would also allow direct access to services and customers to have choice of services from the hub where possible. As the person progresses through to their housing outcomes if different support is needed it can be discussed at the Hub and new approaches or services offered to the customers.

This approach will be supported by the recommissioning of housing support service by Aberdeen City Council from October 2019 with the aim of a new partnership being implemented from April 2020.

The Hub will have clear outcomes to achieve in line with our Local Outcome Improvement Plan targets, to increase tenancy sustainment and reduce repeat homelessness. The services will be measured on this basis, with progress for households assessed with individuals' outcomes being reported via a common interface.

We also intend to make the supported accommodation options available in Aberdeen accessible to current tenants in the city, in order to provide an element of respite for the customers, to get short term and intensive support while retaining their current tenancy. It is expected this approach will also reduce the demand on our temporary

accommodation, as there will be less movement between different types of accommodation for our customers.

While there is a recognition that Rapid Rehousing will work for many households and Housing First for some of our most chaotic people, we feel that some supported accommodation must continue to be available for people who need it.

At the same time this must be the right type of accommodation and support to prepare people for tenancies in the future. This continues to be small scale core and cluster tenancies. Aberdeen continues to re-model the type of support we have on offer in this direction.

A test for change service was set up in April 2017 to look at support being delivered into a 6 flat core block with more limited hours of support available. This was designed to service customers who were institutionalised and unwilling to try their own tenancy at this time. This will continue with up to 40 of the resettlement flats mentioned above being used for supported accommodation in the future.

There is an existing service of core and cluster housing support commissioned by Aberdeen City Council and delivered by SAMH, it is proposed to continue with this type of service which will be re-commissioned during 2019.

The service provided by Aberdeen Cyrenians at Margaret House, for chaotic homeless customers in a communal setting will end by April 2019. The building, the shared facilities within it, and the care home nature of the services is no longer fit for purpose for our customers and therefore we are moving these residents on with support to their own tenancies where possible, or tenancy based supported accommodation if needed.

It is proposed that this is aided by the co-location of drugs, alcohol and mental health workers within Homelessness services or homelessness services within them. Discussions are ongoing to carry out tests for change for these services with our partners in the Health and Social Care Partnership.

Aberdeen Foyer deliver 27 spaces of housing support in a supported accommodation setting for young people and it is anticipated this will continue. When the service was last tendered the ideal time that someone spends in the accommodation which shifted down to 6 months, in line with our ambitions to provide short and focused support to people, before they move into their permanent accommodation. In line with proposed housing hub above we will look at how direct access to this support can been made available for our customers.

Over the last 2 years Aberdeen has experienced an increasing presentation rate from 16 and 17 years olds.

2014/15	2015/16	2016/17	2017/18
62	61	61	95

Discussion have been ongoing regards the possibility of delivering a Night Stop services in the North East of Scotland to help provide the space, time and support for young people to consider options going forward. While homelessness may still provide a route for many young people it can be done in a coordinated way. Often young people are coming to homelessness service at times of crisis where they need immediate access to accommodation. The accommodation at the time is not always appropriate for their needs, and there is no-time to give the young person or their family the support they may need.

This type of service, could be a forerunner to a more developed Supported Lodging scheme within the city to provide more appropriate support and accommodation to our young people

The protocol between Education and Children Services and Housing Access and Support is currently under review and will be delivered in 2019 to ensure all care experienced young people continue to have access to the right forms of support and accommodation. This will include recognition that no care experienced young person should have to come through the homeless route.

We will also work with partners to explore Future Builders and Living Work schemes, whereby young people can get skills and a trade while working on their future homes and others.

Aberdeen City Council also recently renewed the formal singing of our Armed Forces covenant where we have committed to offer up to 1% of our 2,000 new Council houses to those leaving the armed forces and adapt up to a further 0.5% for those injured in service.

Aberdeen City Council currently commission Grampian Women's Aid to provide 10 spaces of accommodation for women and their children fleeing domestic abuse. This has been delivered in a block of 6 flats and 4 outreach flats since May 2017. Whilst this shift away from communal refuge living has proved successful, work will be undertaken prior to re-commissioning to look at how this resource can be used to support women and their families stay at home, should they wish to, or whether the service would be appropriate to link in to the housing support hub.

In Aberdeen there is also a partnership between Aberdeen Cyrenians and Aberdeen City Council to provide support and accommodation to all people fleeing domestic abuse, DASAP. This support women's, men and their families who are experiencing domestic abuse. Homelessness services are accessed via the lead officer from Aberdeen Cyrenians preventing someone needing to tell their story more than once or having to come into Council offices.

The Scottish Women's Aid publication Change, Justice, Fairness, will be central to the recommissioning and design of future services, designing for greater flexibility in our response to women and children forced into crisis by domestic abuse.

For households with no or low housing support needs, they are currently offered support via a commissioned service from Aberdeen Cyrenians called Practical Tenancy Set Up. Officers will have identified that short term practical assistance is required, but the household does not need a housing support services as prescribed regulations. Typically this support is not expected to last more than 4 weeks and will look at providing assistance to set up utilities, benefits, to arrange debt / rent arrears repayments and refer on to other local agencies as required.

There is a cross over with this role and the expectations of how a housing officer performs their functions and internal housing support teams with the Council and RSLs. It is not efficient to refer to an external organisation, where the customers have to strike up another relationship for short term support, therefore this role will end.

Aberdeen City Council also recently renewed the formal signing of our Armed Forces covenant where we have committed to offer up to 1% of our 2,000 new Council houses to those leaving the armed forces and adapt up to a further 0.5% for those injured in service.

Increase Housing Supply

Buy back policy

Aberdeen City Council currently has a policy in place which allows properties which were sold under right to buy to be purchased back by the Council. This policy is currently being redrafted to maximise the resources available and ensure that the properties purchased are of the size and type most needed in the city.

Empty Homes

There are currently more than 2,000 long term empty homes across the city. An Empty Homes Officer has been recruited on a two-year temporary basis to reflect the changing requirements of empty homes across the city and to ensure empty homes are brought back into use. The post is being funded on a 50:50 basis with kick-starter funding from the Scottish Empty Homes Partnership. This funding allows councils to test the waters of empty homes work via a 2-year pilot project.

The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Amendments Regulations 2016 allow local authorities to charge increased Council Tax on certain homes that have been empty for one year or more. The power contained in the Regulations is intended as an additional tool to help local authorities encourage owners to bring empty properties back into use, both to increase the supply of housing for those who need homes and to reduce the blight on communities caused by houses being left empty and allowed to fall into disrepair. £50,000 has been allocated to allow Aberdeen City Council to establish an empty homes loan fund with its objective being to bring empty properties back into use for those people who currently have an unmet housing need on the council's housing lists. The criteria relating to how the scheme will operate is currently being developed.

Increasing Access to Private Rented Sector

- Make places that we are going to let more attractive to let
- PIE of our stock
- How we use stock we have – low demand properties, what can we do with existing properties

By creating an expanded landlord and tenant education programme we intend to engage with registered landlords in the city to raise the standard of properties being let and of the property and tenancy management skills of the sector. Through this engagement we intend to seek out landlords who are willing to work with the council to offer housing to households in contact with our services, improving their business prospects whilst also assisting statutory services in meeting their demands. Greater access to the private rented sector should also offer greater choice to households seeking rehousing and achieve better housing outcomes and tenancy sustainment.

Currently the council operates a rent deposit scheme but this will be replaced by a bond scheme in future, allowing greater expansion to fully utilise the properties currently available in the city through private landlords. The possibility of providing greater access to some council facilities for private landlords assisting in the rehousing of homeless households is also to be considered as an incentive to better access the market. This will include shared accommodation where people want it. Through the bond scheme and empty homes initiative we will look to increase the number of households recorded on both the HL1 and Prevent1 records as "secured privately rented accommodation", reducing the need for household to access temporary accommodation, reduce the time spent in temporary accommodation and offer a greater level of choice to households working with our services.

Central to the above will be the co-location and integration of private sector leasing and landlord registration services with allocations, housing options and homelessness services to best utilise available resources and better match supply to demand.

New build affordable housing

We would like to investigate test for changes to accelerate house building for formerly homeless households and others within the city. The current process takes too long to react to changes in the market, and as the toolkit shows Aberdeen is going to be over 300 properties a year short to meet its demand if current trends continue. Therefore we need to look at how we can inject the right type of housing in short timescales to build communities in the city going forward.

	Select your LA:	Use drop-down menu (click to the right of the cell below)	
Rapid Rehousing Transition Plan - supporting data and analysis		**Aberdeen City**	

Follow links below to input data

1a - Homelessness position
1b - Rehousing
2. Temporary Accommodation baseline
3a. Temporary accommodation - 5-year projection
3b. TA analysis sheet
4. Support needs
5. Strategic Plan

6. Resources

Blue cells - calculations - please do not populate

Once Sections 1 to 6 are completed, the dashboard summary below will be re-populated with your data

Summary	Total capacity of the TA - no. of households	No. of households living in the TA at 31 March	Net flows in and out during the year - number of households
Baseline - all TA	630	455	1952
5-year projection - all TA	0	0	0

Sheet 3b shows more detailed analysis

Re-housing results dash-board	
New homeless demand (i.e. new assessments where duty to house - unintentionally homeless)	1285
All lets as a proportion of new homeless demand	78%
Total TA cases 31st March	426
Total current Housing First provision	3
Gap analysis between demand and supply	
Demand	1253
Supply	1000
Gap between demand and supply	**253**

Rapid Rehousing Plan projections			
Housing	Support	Estimated % of current homeless cases	Demand
Mainstream housing	None/low (housing management based)	55%	689
Mainstream housing	Medium (individual housing support/wrap around multi-service)	23%	288
Mainstream housing - Housing First	High level wrap around support	16%	200
Supported accommodation	Residential support	6%	75

Aberdeen City		Green cells - input numbers	Yellow cells - input text	

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Section 1a - Homelessness position

	Most recent financial year	Notes for additional comments	Explantory notes	Source of data
Total homeless applications	1708			HL1 Annual Homelessness Statistics Table 1
Total new assessments in the financial year where the LA has a duty to find settled accommodation	1285	Includes Threatened With Homeless Unintentional		HL1 Annual Homelessness Statistics Table 11c (Homeless unintentional)
Open homeless cases where there is a duty to house as at 31st March	587	HL-1 Live Cases is incorrect due to pre 2007 cases - SG Stats are aware. There is also a slight over reporting in the 587 due to backdating of case closures		Local authority records. All applicants where the LA has an outstanding duty to house, including those in temporary accommodation, and those not using temporary ac
Average length of case for cases closed during the financial year in number of days	168			Local authority records.
Total households sleeping rough at least once last 3 months	80			HL1 Annual Homelessness Statistics Table 2b
Prevalence of severe and multiple disadvantage, including those that the LA estimates may fall outside the statutory figures	223	Data based on calculation issued by Susan Carsley for 2017/18		LA and partners to decide on and provide source. Examples could be HWU 'Hard Edges Scotland' analysis or use other LA data to indicate number of homeless househo needs
Total number of cases in TA at 31 March	426			HL2 - Annual Homelessness Stattistics Table 17
Total current Housing First provision	3			Local authority records.

Average length of stay in TA - (Categories from indicator 25 in the ARC data)	Most recent financial year	Notes for additional comments	Explantory notes	Source of data
Ordinary local authority dwelling	136.6		For 'other' please provide details in the additional comments	ARC return data
RSL dwelling				ARC return data
Local authority-owned hostel	59.1			ARC return data
RSL-owned hostel				ARC return data
Other hostel				ARC return data
Bed and breakfast	61.2			ARC return data
Womens refuge				ARC return data
Private sector lease	154			ARC return data
Other				ARC return data

Aberdeen City	Green cells - input numbers	Yellow cells - input text	Blue cells - calculations	
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Section 1b - Rehousing				
	Most recent financial year	Notes for additional comments	Explantory notes	Source of data
Total lets to statutory homeless in the social rented sector	970		**Input your data in the green cells - the blue cells will calculate results**	HL1 Annual Homelessness Statistics Table 32
Total lets to statutory homeless in the private rented sector	30			HL1 Annual Homelessness Statistics Table 32
Proportion of all social lets that are let to statutory homeless households by Local Authority (excluding transfers)	56%			ARC data - C8.5 The number of lets to homeless applicants as a % of ARC Indicator C7 All lets minus transfers or mutual exchanges (C.8.1 Lets to existing tenants, C.8.3 figures and HL1 Table 32 so the LA should explain data source if are using an alternative
Proportion of all social lets that are let to statutory homeless households by Local Authority (including transfers)	43%			ARC data - C8.5 The number of lets to homeless applicants as a % of ARC Indicator C7 All lets. **Please note** - there may be differences between the ARC figures and HL1
Proportion of all social lets that are let to statutory homeless households by RSLs (excluding transfers)		Need to Get From RSL		ARC data - C8.5.1 (Applicants assessed as statutorily homeless by local authority - section 5 referrals) + C8.5.2 (Applicants assessed as statutorily homeless by local authority - nominations from the local authority) + C8.5.3 (Applicants assessed as statutorily homeless by local authority - other) as a % of C7 All lets minus transfers or mutual exchanges (C.8.1 Lets to existing tenants, C. **Please note** - there may be differences between these figures and HL1 Table 25 so the LA should explain data source if are using an alternative
Proportion of all social lets that are let to statutory homeless households by RSLs (including transfers)				As above from ARC but including transfers in the total let figure
New homeless demand (i.e. new assessments where duty to house - unintentionally homeless)	1285			
All lets as a proportion of new homeless demand	78%			
Gap analysis - Backlog demand + projected new demand compared to rehousing history			Demand comprises current backlog divided by 5 to represent the 5 year Rapid Rehousing Plan period **plus** new annual demand. This is compared to current supply of lets to statutory homeless households to provide a total gap (or surplus) between demand and supply and represents an indication of the level of annual increase required to meet annual homeless demand over 5 years.	
Current back-log (current caseload where there is a duty to house) as at 31st March	600	Includes threatened unintentional		Local authority records. All applicants where the LA has an outstanding duty to house, including those in temporary accommodation, and those not using temporary ac
Projected new demand - based on average annual caseload (unintentionally homeless) in previous 3 years	1231	Due to changes in recording (From 2016/17) the figure is based on an average over the previous 2 years which is more representative than if it were calculated over the previous 3. Includes theatened unintentional		HL1 Annual Homelessness Statistics - Table 11c (homeless unintentional - average over 3 years)
Not known outcomes plus lost contacts in most recent financial year	95			HL1 Annual Homelessness Statistics - Table 32
Refusals of permanent accommodation offers made to homeless households in most recent financial year	3			Local authority records. Permanent offers to all applicants where the LA has an outstanding duty to house, including those in temporary accommodation, and those not
Demand	1253			
Supply	1000			
Gap between demand and supply	**253**			
Average length of stay in TA - (Categories from indicator 25 in the ARC data)	Most recent financial year	Notes for additional comments	Explantory notes	Source of data
Ordinary local authority dwelling	136.6			ARC return data
RSL dwelling	0			ARC return data
Local authority-owned hostel	59.1			ARC return data
RSL-owned hostel	0			ARC return data
Other hostel	0			ARC return data
Bed and breakfast	61.2			ARC return data
Womens refuge	0			ARC return data
Private sector lease	154			ARC return data
Other	0			ARC return data

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Section 2 - Temporary accommodation baseline

Record all units of TA, taking care not to double-count

Section 2 - Record of all TA - List of each individual building used at 31 March 2017/previous financial year OR groups of the same types of dispersed TPE/R&B provision	Total capacity of the TA - no. of households	No. of households living in the TA at 31 March 2017/previous financial year	Total households who have entered accommodation between 1st April 2017 and 31st March 2018/most recent financial year	Total households who have left accommodation between 1st April 2017 and 31st March 2018/most recent financial year	Estimated occupancy in the year	Overarching type of provision (click cells below for drop-down menu)	Detailed type of provision - ownership (HLO) (click cells below for drop-down menu)	Facilities (click cells below for drop-down menu)	Type of household occupying TA (click cells below for drop-down menu)	Level of support - (click cells below for drop-down menu)	Type of residential support - (click cells below for drop-down menu)	Average length of stay in the last year (days)	Average weekly charge including all rent and service charges	Notes for additional comments	Explanatory notes	Source of data		Total occupation in days	Total annual cost
H Hostel	57	55	399	422	639	Emergency	5.3 Hostel - local authority owned	Mixed/other (please describe in notes)	Single	Low - 10 hour low level concierge/accommodation based support	Not residential support	25	£309.05			Local authority data, must align to HL3		20205	1,046,090.03
Res Accom Model	5	5	23	20	19	Emergency	5.3 Hostel - local authority owned	Self-contained rooms with shared kitchen and bathrooms	Single	None/low - no support or low housing management based	Not residential support	71	£75.00					2072	22,203.10
TFF 4sdstt	116	69	560	455	229	TFF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	168	£182.60					16472	1,055,920.80
TFF 1 Bed	97	79	173	177	252	TFF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	157	£267.10					19066	1,509,409.20
TFF 2 Bed	147	121	282	273	493	TFF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	138	£281.22					39814	2,230,252.73
TFF3 Bed	22	19	40	63	59	TFF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	147	£285.93					3872	156,367.27
B&B	30	20	198	161	178	Emergency	5.6 Bed and breakfast	Self-contained rooms with shared kitchen and bathrooms	Single	None/low - no support or low housing management based	Not residential support	35	£250.50			Local authority data, must align to HL3		7656	256,409.03
PSL 4sdstt	6	3	4	5	7	TFF	5.8 Private sector lease	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	326	£127.25					2382	41,483.50
PSL 1 Bed	86	52	186	177	243	TFF	5.8 Private sector lease	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	132	£167.16					17480	756,159.63
PSL 2 Bed	52	32	67	76	99	TFF	5.8 Private sector lease	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	124	£222.24					12270	588,785.66
PSL 3 Bed	10	3	5	7	8	TFF	5.8 Private sector lease	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	107	£232.94					886	29,952.66
PSL 4 Bed	2	1	0	0	0	TFF	5.8 Private sector lease	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support	0	£295.07			Local authority data, must align to HL3		0	0.00
																		0	0

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Section 3 - Temporary accommodation 5-year projection

Blue cells - automatically calculated

Based on current Section 2 - update capacity etc., columns with proposed changes. Add any new accommodation below existing.

Section 2 - Record of all TA - List of each individual building projected to be used at 01 March of Year 4 OR groups of the same types of dispersed TPF/B&B Total capacity of the TA-provision	No. of households	No. of households projected to be living in the TA at 31 March 1st April Year 4 and 31st March Year 5	Total households projected to move accommodation between 1st April Year 4 and 31st March Year 5	Estimated occupancy in the year	Overarching type of provision (click cells below for drop-down menu)	Detailed type of provision - ownership (NLK) (click cells below for drop-down menu)	Facilities (click cells below for drop-down menu)	Type of households occupying TA- (click cells below for drop-down menu)	Level of support - (click cells below for drop-down menu)	Type of residential support - (click cells below for drop-down menu)	Average length of stay in the last year (days)	Average weekly charge including all rent and service charges	Notes for additional comments	Explantory notes	Source of data	Total occupation in days	Total annual cost
Hostel					Emergency	5.2 Housing association / RSL dwelling	Self-contained rooms with shared kitchen and bathrooms	Single	Low - 24 hour low level concierge/accommodation-based support	Not residential support					Local authority data, must align to HL3	0	0
Non Accord Hostel					TPF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support					Local authority data, must align to HL3	0	0
TPF Bedsit					Other	5.6 Bed and breakfast	Self-contained rooms with shared kitchen and bathrooms	Single and couples	None/low - no support or low housing management based	Not residential support		Aim to stop using B&B			Local authority data, must align to HL3	0	0
TPF 1 Bed					TPF	5.2 Housing association / RSL dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support					Local authority data, must align to HL3	0	0
TPF 2 Bed					Interim	5.7 Women's refuge	Self-contained rooms/flats with own kitchen and bathroom facilities but shared common	Families	High - intense wrap-around support for individuals	Specialist support for women only					Local authority data, must align to HL3	0	0
TPF 3 Bed					TPF	5.1 LA ordinary dwelling	Self-contained, no shared facilities	Mixed	None/low - no support or low housing management based	Not residential support					Local authority data, must align to HL3	0	0
B&B					Other	5.4 Private sector lease	Self-contained, no shared facilities	Mixed	support	Not residential support		Aim to stop using PSL			Local authority data, must align to HL3	0	0
PSL Bedsit					Emergency	5.9 Other placed by authority	Shared rooms and shared kitchen and bathroom facilities	Single	Residential support	Specialist support for complex needs					Local authority data, must align to HL3	0	0
PSL 1 Bed															Local authority data, must align to HL3	0	0
PSL 2 Bed															Local authority data, must align to HL3	0	0
PSL 3 Bed															Local authority data, must align to HL3	0	0
PSL 4 Bed															Local authority data, must align to HL3	0	0

Aberdeen City

Blue cells - calculations

Section 3 - Temporary accommodation analysis

Calculated from data input in Sections 2 and 3

		Total capacity of the TA - no. of households		No. of households living in the TA at 31 March 2017 (previous financial year)		Estimated occupancy during the most recent financial year - number of households		Total days in the accommodation (total days by all occupants in the year)		Total cost of accommodation (total charged to all occupants in the year)	
		Baseline	Five year	Baseline	Five year	Baseline	Five year	Baseline	Five year	Baseline	Five year
Overarching type of provision	Emergency	92	0	75	0	655	0	29931	0	£ 1,745,059	£ -
	Interim	0	0	0	0	0	0	0	0	£ -	£ -
	TFF	538	0	380	0	1297	0	189417	0	£ 6,317,790	£ -
	Other	0	0	0	0	0	0	0	0	£ -	£ -

		Total capacity of the TA - no. of households		No. of households living in the TA at 31 March Year 4		Estimated occupancy during Year 5 - number of households		Total days in the accommodation (total days by all occupants in the year)		Total cost of accommodation (total charged to all occupants in the year)	
		Baseline	Five year	Baseline	Five year	Baseline	Five year	Baseline	Five year	Baseline	Five year
Level of support	None/low - no support or low housing management based	573	0	405	0	1503	0	199143	0	£ 6,596,399	£ -
	Low - less than 24-hour, low level concierge/accommodation based support	0	0	0	0	0	0	0	0	£ -	£ -
	Low - 24 hour low level concierge/accommodation based support	57	0	50	0	449	0	20205	0	£ 1,466,450	£ -
	Medium - low level concierge plus visiting housing support	0	0	0	0	0	0	0	0	£ -	£ -
	Medium - visiting individual housing support, or other professional support	0	0	0	0	0	0	0	0	£ -	£ -
	High - intense wrap-around support for individuals	0	0	0	0	0	0	0	0	£ -	£ -
	Residential support	0	0	0	0	0	0	0	0	£ -	£ -

Aberdeen City	Green cells - input numbers	Yellow cells - input text	Blue cells - calculations

Section 4 - Estimated current and future support needs

	Estimated % of current homeless cases	Estimated number	Projections for next financial year % increase / decrease	Estimate for next financial year	Notes for additional comments	Source of data
No/low support needs - proportion of current homeless cases with no/low support requirements who will easily move into mainstream, settled housing with no need for specific support other than sign-posting and low level housing management support provided by housing providers. This also include concierge based services.	55%	322.85		322.85	only looking at unintentionally homeless. PTSU + no support 265 applicants with a PTSU referral or no referral	Local authority data, must align to ARC/HL1,2,3 **Replace example % with your own data**
Medium support needs - proportion of current homeless cases with medium support needs, whether visiting housing support, or multi-professional wrap-around support to enable people to live independently in mainstream housing. May include concierge **in addition** to visiting housing support and other professional support services.	23%	135.01		135.01	**housing support referrals** 230 unintentional applicants with open support referral (excluding PTSU)	
SMD/Complex needs - proportion of current homeless cases with severe and multiple disadvantage or complex needs who would benefit from intensive wrap-around support and a Housing First approach to re-housing	16%	93.92		93.92	Housing First Named List? + HW and info from sectoin 1 + long standing homeless cases	
Residential/Supported Accommodation - proportion of current homeless cases where independent living within the community is not possible or preferable for whatever reason (safety, risk to self or others, choice) and for whom shared and supported accommodation is the preferred housing option.	6%	35.22		35.22	deferred for non pernament	
Total %	100%					

Aberdeen City

Section 5

Section 5 of the Rapid Rehousing Transition Plan is completed in the accompanying text-based document. Please also complete the Rehousing and Support requirement by housing/support type projections below

Housing	Support	Estimated % of current homeless cases	Current cases + new need (Annual for 5 years)	Notes for additional comments	Source of data
Mainstream housing	None/low (housing management based)	55%	689		
Mainstream housing	Medium (individual housing support/wrap around multi-service)	23%	288		
Mainstream housing - Housing First	High level wrap around support	16%	200		
Supported accommodation	Residential support	6%	75		
	Total %	100%			

Section 6 - Resource requirements	Aberdeen City	Is it for individual LAs to set out in the RRTP what resources area required?

New provision - interim/emergency
New provision - other
although not sure should be encouraging any new provision
of temp if moving to rapid rehousing

I&B 77
Social Bite

Scottish Government Ending Homelessness Together
Scottish Government Mental Health Fund?? Name?

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 January 2019
REPORT TITLE	Autism Strategy and Action Plan
REPORT NUMBER	HSCP.18.105
DIRECTOR	Rob Polkinghorne Chief Operating Officer
CHIEF OFFICER	Graeme Simpson Chief Officer Integrated Children's and Family Service
REPORT AUTHOR	Jenny Rae Strategic Development Officer Aberdeen City Health and Social Care Partnership
TERMS OF REFERENCE	7.1

1. **PURPOSE OF REPORT**

1.1 This report seeks approval of the revised Autism strategy and action plan (appendix a) for Aberdeen City.

2. **RECOMMENDATION(S)**

That the Committee:-

2.1 Approve the Autism Strategy and Action Plan, which will take effect from 1 April 2019; and

2.2 Note the Autism Strategy and Action Plan has been approved by Aberdeen City Health and Social Care Partnership Integration Joint Board, in December 2018; and

2.3 Note that progress reports on implementation will be provided to the Operational Delivery Committee annually.

3. **BACKGROUND**

3.1 The decision to revise the current Autism strategy and action plan was taken to ensure its strategic alignment within the context of health and social care

and educational developments locally; and to ensure the local strategy was cognisant of national changes.

3.2   The process of revision has been directed and led by the Aberdeen City Health and Social Care Partnership (ACHSCP) along with key partners including Aberdeen City Council, NHS Grampian, the Third Sector and autistic people and their families. A Strategic Steering Group has been established comprising representatives of these stakeholders. The group has undertaken a series of engagement and formal consultation activities (appendix b) which have strongly influenced and informed the revised strategy and action plan content.

3.3   Autism is neither a Learning Disability or a Mental Health condition which is one of the reasons why there was a lack of progress in the delivery of the previous Autism Strategy. Autism has now been defined as a service area within the ACHSCP structure by the Chief Officer. As it is clearly an area of interest for the ACHSCP given the needs of the autistic population in Aberdeen. Autism is already recognised as an area of interest for the Council, primarily through the delivery of Integrated Children's and Family Services, namely Education and Social Work provision.

3.4   The lack of an integrated assessment and diagnostic pathway for adults in relation to Autism is a source of concern for many people in Aberdeen who feel they would benefit from such an approach being available to them. This issue is not unique to Aberdeen City, with other areas also facing this issue. Work has already commenced, supported by the Autism Policy Team at Scottish Government, to bring together Aberdeen City, Aberdeenshire and NHS Grampian in the development of a truly integrated assessment and diagnostic approach. Additionally, financial resources have been secured from the Scottish Government to support such work to be developed and tested. This partnership approach to delivery of such a core service will result in improved health and wellbeing outcomes.

4.   **FINANCIAL IMPLICATIONS**

4.1   The action plan associated with the Autism strategy identifies where and how resources are to be aligned.

4.2   The provision of an assessment and diagnostic service and any associated service requirements or packages following this will be the most relevant resource concern, with this responsibility aligned to the ACHSCP.

4.3   Work has commenced with the Autism Policy Team at the Scottish Government to address the issue of lack of assessment and diagnosis pathway, in conjunction with Aberdeenshire HSCP. External financial resource will be provided by Scottish Government for this purpose on a match funding basis. Up to £400,000 will be provided from 2019-2021, aligning with the lifespan of the current national strategy. Work to identify funding as part

of the matching process has begun and will include existing resource that is being used.

4.4   Currently as no pathway exists autistic adults are often aligned to either Learning Disability or Mental Health services, however for social care support the current operational eligibility criteria prevents them from being eligible for support because they do not have an associated Learning Disability or Mental Health condition. There is evidence of resource being used within these services to prevent a person entering crisis which may include admission to hospital or use of other statutory services such as the Criminal Justice System. It is this type resource that we will seek to align under any match funding requirements.

4.5   The costs of Autism to Scotland as a whole have been identified through recently published research (https://www.gov.scot/publications/microsegmentation-autism-spectrum/). This research supports the ethos that providing supports at an earlier stage and at a lower cost can reduce ongoing costs and have positive impacts on the health and wellbeing of autistic people.

4.6   It is envisaged that to successfully operate an assessment and diagnostic service for Aberdeen City and Aberdeenshire a staff resource equivalent to 3 x FTE Care Manager at G13 would be required, equates to £142,300 per year. This funding would require to be in place for up to 3 years to develop, test, implement and evaluate the pathway. After such time funding levels would be reviewed and hopefully reduced as demand for assessments reduces.

4.7   Full scoping of the staffing requirements for an assessment and diagnostic service will now be developed following the match funding offer from Scottish Government. This will also clarify how existing resources will be used to provide the complement of this match funding. Also looking to examples of good practice to inform any local developments.

5.   **LEGAL IMPLICATIONS**

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

6.   **MANAGEMENT OF RISK**

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A		
Legal	N/A		
Employee	N/A		

Customer	N/A		
Environment	N/A		
Technology	N/A		
Reputational	Failure to approve the revised strategy and action plan has the potential likelihood to end in complaints and challenge, with a risk of reputational damage.	Medium	A robust approach to the revision of the strategy and action plan has been taken, including building relationships with stakeholders through engagement and consultation The action plan will be implemented, monitored and progress reported on via the Autism Strategy Implementation Group to relevant governance structures.

7.   OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	This report outlines the approach to be taken across Aberdeen City for Autism. It shows a particular alignment with improving the health and wellbeing of the local population, promoting their independence and keeping them safe from harm.

Design Principles of Target Operating Model	
	Impact of Report
Governance	This report provides information pertaining to the governance of the Autism strategy and action plan
Partnerships and Alliances	This report reflects the value of partnership working in the delivery of improved outcomes and wellbeing for Autistic people in Aberdeen City.

8.   IMPACT ASSESSMENTS

Assessment	**Outcome**

Equality & Human Rights Impact Assessment	Full EHRIA completed
Data Protection Impact Assessment	Not Required
Duty of Due Regard / Fairer Scotland Duty	Not Applicable

9. BACKGROUND PAPERS

HSCP.18.105 Autism Strategy Report – reported to Integration Joint Board on 11 December 2018

10. APPENDICES (if applicable)

Appendix a – Aberdeen City Autism strategy and action plan

Appendix b – Autism Strategy consultation review

Appendix c – IJB Minute – Autism Strategy

Equality & Human Rights Impact Assessment – Autism Strategy and Action Plan

11. REPORT AUTHOR CONTACT DETAILS

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Aberdeen City Health & Social Care Partnership
A caring partnership

Aberdeen City Autism Strategy and Action Plan

2019-2022

NHS Grampian

ABERDEEN CITY COUNCIL

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Contents

If you require further information about any aspect of this document, please contact:
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2

1. Introduction

1.1 Our Autism Strategy

Aberdeen City's Autism Strategy is a whole life strategy, which has been co-produced by Aberdeen City Council (ACC), NHS Grampian, Aberdeen City Health and Social Care Partnership (ACHSCP) and other partners.

The current strategy and action plan is being revised following updated outcomes and priorities detailed by the Scottish Government in addition to the requirement to ensure our local strategy and action plan for autism delivers change and improved outcomes for the autistic population.

The autistic population face a number of challenges, many of which are based on societal views of what constitutes accepted social norms and behaviours. These social conventions can be exceptionally difficult for an autistic person to navigate, let alone challenge. Autistic people can therefore find it difficult to meet the expectations that are often set for others, finding relationship building and social situations challenging, at times, and often taking more time to find their place in the world because people's knowledge and understanding of autism remains limited. There are many ways in which we can all, collectively, make changes to the way we operate systems, processes and services, which can better take account of the needs of autistic people, and help to improve their outcomes.

This strategy and action plan will not seek to duplicate activity aligned to other strategic or operational plans either locally or nationally. There are other documents and plans which autistic people and their families may benefit from, such as The Carers (Scotland) Act 2016 and Aberdeen City's Carers, Learning Disability and Mental Health Strategies (currently under review).

The spectrum nature of autism means that some autistic people may require the support of multiple service areas due to the complex nature of their needs. This strategy and action plan is aimed at improving the lives of all autistic people in Aberdeen, however detailed actions on how this will be achieved may more appropriately sit within other service area plans (such

as Learning Disability or Mental Health where people have a dual diagnosis).

1.2   Our Language

Throughout this document we will use language which is commonly used within Aberdeen. Autism or Autism Spectrum Condition (ASC) will be used when discussing the overall condition. Autistic people will be used when discussing people with a diagnosis of autism, including children and adults. Where there is information specific to the autistic child or adult population this will be stated. The term carers will be used to describe people undertaking an informal caring role and families may also be used where appropriate.

1.3   What is autism?

Autism (also known as Autism Spectrum Condition - ASC, or Autism Spectrum Disorder - ASD) is a neurodevelopmental lifelong condition. It affects different autistic people in different ways, with some individuals able to live and work independently, and some requiring specialist support. Autistic people develop differently from non-autistic people (neurotypicals), sometimes faster than their peers, sometimes slower.

What everyone on the autism spectrum will have is sensory and social difficulties. These are not always obvious, as they can be masked, and people can develop coping strategies. Most have also held the assumption that others experience the world the same way, so it can make it difficult to recognise these differences.

Autistic people have issues with communication, both verbal and non-verbal, e.g., difficulties with interpretation, tone of voice, facial expressions.

Autistic people may engage in repetitive behaviours. While these may, at times, be restricting for their families (e.g. only eating a limited range of food), many autistic people love to engage in areas of special interest repeatedly. The ability many autistic people have to focus intently, spot small details and notice patterns can be of great value to businesses and society generally.   While some autistic people may, at times, be frustrated with their need to obsess over a certain topic, they generally derive much pleasure from doing so.

4

Autistic people can experience sensory input in a different way from non-autistic people. Being autistic means that they are more likely to have issues filtering out sensory information which can lead to being overwhelmed and/or under sensitive. Some of the repetitive behaviours referred to above, may also be a coping strategy to manage and control this feeling of being either overwhelmed or under sensitive

This document does not seek to replace or redefine clinical perspectives on autism. Clinical guidance on autism is generally taken from SIGN (Scottish Intercollegiate Guidance Network) publication 145, which references both current versions of ICD-10 (International Classification of Diseases – 10 [World Health Organisation]) and DSM-5 (Diagnostic and Statistical Manual of Mental Disorders - fifth edition [American Psychiatric Association]) as source references for diagnosis.

1.4   Our Vision

ACHSCP current Strategic Plan outlines the vision for health and social care within Aberdeen as:

"We are a caring partnership working together with our communities to enable people to achieve fulfilling, healthier lives and wellbeing."

This vision, the associated values and priorities guide the development of all strategic documents produced by the Partnership (appendix 1).

The vision, as outlined in the Scottish Strategy for Autism, continues to underpin our local autism strategy:

"Our vision is that individuals on the autism spectrum are respected, accepted and valued by their communities and have confidence in services to treat them fairly so that they are able to have meaningful and satisfying lives."
The Scottish Strategy for Autism Scottish Government 2011

Through engagement activity local people told us that understanding, and acceptance, of autism is of key importance. This will lay the building blocks to ensure that services are relevant and appropriate for autistic people. Where needed there should be support offered to educate, inform and, if required, challenge practice to ensure this vision is fully promoted and embedded in practice.

It is recognised that the process of genuine and meaningful engagement, with any group including autistic people, takes time, commitment and a willingness to adapt communication styles. Whilst attempts have been made to meaningfully engage the entirety autistic population in the development of the revised strategy it has not been possible to reach all aspects of this population or to always reach consensus on centre viewpoints, in part this is due to the formal nature of the process and the lack of diagnostic services available (which empower autistic people to contribute to such processes). This is a learning point and an area for improvement which will be taken forward into the implementation phase of the strategy and action plan.

2.   Our Wider Context

2.1   Developing our autism strategy

In 2011, The Scottish Government launched a Scottish Strategy for Autism, with the recommendation that each local area produce a strategy and action plan. In 2014 Aberdeen City produced its local 10-year autism strategy and action plan.

The Scottish Strategy for Autism was written to consolidate a number of initiatives for autism into a strategic document which aimed to address the entire autism spectrum and the whole lifespan of autistic people in Scotland. The strategy produced 26 recommendations. Subsequent documentation was also published to further define the outcomes and priorities for the strategy.

In early 2018 the Scottish Government consulted on and launched a revised set of outcomes and priorities for autism. Our Aberdeen City strategy and action plan is now also being revised. The local revised strategy and action plan considers changes nationally and locally, as well as acknowledging the challenges faced in implementing the original strategy and action plan. It is intended that by ensuring the revised documents are meaningful to and reflective of local people's views, that we can collectively produce a realistic, achievable and sustainable strategy and action plan for autism within Aberdeen City. The national strategy runs until 2021. The Aberdeen strategy will be in operation for 3 years, from 2019-2022. This allows for a period to review our local strategy and action plan in line within any national changes, which may include a new national strategy for Scotland in 2021.

Within this document we will summarise the engagement work undertaken to re-develop the strategy and action plan and how we will seek to ensure

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autistic people and their families are at the centre of how the strategy and action plan will be implemented and monitored.

2.2   Why do we need a strategy?

A local strategy is a best practice indicator, as highlighted by Scottish Government within the national strategy for autism. There are other important factors which lend themselves to having a local strategy and action plan.

A report launched in 2018 titled 'The Microsegmentation of the Autism Spectrum' (as recommended by the national Strategy for Scotland), identified a new national prevalence rate of autism of 1.035%. Additionally, research also suggests that prevalence of autism with an intellectual disability is noted as 32.7%, which is less than previously evidenced.

According to this research in Aberdeen there is a population of autistic people equalling 2379 and of this number 778 have presence of an intellectual disability and 1601 do not.

Currently assessment and diagnostic services are provided to adults only where a co-morbidity exists, typically an associated mental health issue or an intellectual disability. Using the prevalence rates, we can see that one third of the autistic population in Aberdeen will have a co-morbidity of an intellectual disability. There is no equivalent research conducted to provide prevalence figures for any co-morbid Mental Health condition. Those autistic people without such a co-morbidity (up to two thirds of the autistic population) will unlikely have received an assessment or subsequent diagnosis of autism. This is echoed by anecdotal information regarding the lack of adult diagnosis within Aberdeen.

A sole diagnosis of autism does not necessitate the provision of formal services by the local authority or Partnership, unless the individual meets the eligibility criteria for funded services. Many autistic people do not have a formal diagnosis and are often prevented from accessing relevant health and social care supports, formal or unpaid. As such, there is limited information available as to the general health and wellbeing of this population. Formal commissioned social care services are provided where autistic people also have a co-morbid condition and meet the eligibility criteria. This population can be seen to have more complex or multi-faceted forms of need. Further information on complex needs can be found within the local Learning Disability Strategy: A'thegither in Aberdeen.

The Pupil Census carried out in 2017 details that in Aberdeen City there are 536 children and young people in education who have autism or ASC

recorded. This data comprises of children with diagnosed and reported conditions, therefore the actual numbers of children in Aberdeen City with autism are likely to be significantly higher.

The Microsegmentation report also provides a Scotland wide context to the previous estimates of the cost of autism, suggesting a cost of £2.2 billion a year. The recently revised prevalence rates, including the presence of intellectual disability, also enable a lifetime cost per person to be identified of between £900,000 and £1.6 million. Many of these costs are related to the loss of productivity, i.e. employment of autistic people or their carers, but are also related to the high cost of services for people with an associated intellectual disability including accommodation costs. Information from the local perspective can be seen to echo this, with formal social care services for autistic people with an intellectual disability being amongst the most complex due to the requirement for enhanced care provision.

Generally, there is greater knowledge and understanding of autism, with higher media focus on 'autism friendly' or 'relaxed' activities. It can be noted that whilst these may provide awareness or support for some autistic people they do not lend themselves to a greater understanding or acceptance of autism as a spectrum, additionally such activities can, at times, be seen as ways that organisations may avoid a wider consideration of providing welcoming atmospheres more generally.

There is still a requirement to ensure that awareness equates to knowledge, understanding and a welcoming of autistic people and their varied skills and abilities into all communities and walks of life. As autism is a spectrum condition it is important to recognise and celebrate the diversity of autism. The recent launch of 'autistic pride' as a celebratory event of the gifts and skills of autistic people provides an example of such work. The presence of autistic people in employment is still low, whilst there are high numbers of autistic people known to the Criminal Justice System. There is still a noted disadvantage which autistic people face when accessing universal services.

A local strategy and action plan for autism will enable challenges and potential solutions to be identified and acted upon, such as the lack of assessment and diagnostic services; the availability of formal commissioned services; and the need to enhance knowledge, understanding and acceptance of autism.

In 2018 the Scottish Government published a revised set of outcomes and priorities for autism. These have been considered when development the revised local action plan.

The outcomes are:

- A Healthy Life
- Choice and Control
- Independence
- Active Citizenship

The priorities identified nationally reflect the key issues raised by autistic people, carers/families and other professionals. Priorities are aligned with each of the outcomes identified and incorporate actions such as:

- development of a Post-Diagnostic Support Toolbox
- improve awareness of autism within Criminal Justice Systems
- extension of the Blue Badge Scheme
- enhanced support for autistic people in Modern Apprenticeships

Further detail on all priorities identified can be found within the <u>outcomes and priorities document</u>.

2.3   Aberdeen Context

There are a range of local policy and practice documents which are connected to, or should be considered alongside, this revised strategy. These are developed by Aberdeen City Council, Aberdeen City Health and Social Care Partnership and NHS Grampian (see examples in appendix 2)

Recognising that the autistic population have been overlooked in previous strategic developments it should be noted that local and national health and wellbeing outcomes apply to the whole population, including autistic people. It is important in meeting these collective outcomes that the personal experiences and outcomes of autistic people within Aberdeen are also promoted. This strategy seeks to provide a platform by which these experiences and outcomes can be highlighted and used to inform and influence practice. One method of achieving this is by actively engaging with organisations who aim to provide valuable advice and guidance for autistic people and their families. Such organisations are often trusted sources which will be crucial in collating experiences and reaching out to the widest possible audience of autistic people.

The recent development of the local Learning Disability strategy and the revision of the Mental Health strategy are of particular note given the prevalence of co-morbidities for autistic people. Greater details around the strategic outcomes and associated actions for these strategies, and the application of these to the autistic population will be considered through the implementation of these strategies, all of which are being facilitated by the Partnership. Joint working will be of key importance to ensure the Partnership vision of improved health and wellbeing for local people, including autistic people, is promoted.

Community Planning Aberdeen, which brings together Public Sector agencies, aims to deliver improved outcomes for the people of Aberdeen. The Local Outcome Improvement Plan (LOIP) seeks to ensure that Aberdeen is a '*place where all people can prosper'*, it is important to note this includes all autistic people.

The current LOIP sets out 2 key drivers in relation to *'people are resilient, included and supported when in need'*:

- **People and communities are protected from harm** – individuals and communities are made aware of the risk of harm and supported appropriately to reduce this risk.

- **People are supported to live as independently as possible** – people are able to sustain an independent quality of life for as long as possible and are enabled to take responsibility for their own health and wellbeing.

The current 2014-2024 autism strategy sits under this outcome as a supporting strategy. This revised strategy will replace any previous version and will ensure consistency between the LOIP as a strategic document and other local plans/policies.

Overarching strategic documents such as the LOIP and the HSCP Strategic Plan are being refreshed with new versions expected in 2019. Any significant changes in vision or approach of these guiding documents will be reflected in this autism strategy in due course.

3. Revising our strategy and action plan

3.1 Good Practice Indicators

The national strategy sets out ten Good Practice Indicators. These indicators are mapped out in appendix 3.

It is acknowledged that local progress in relation to these indicators is not as clear as would be expected. It is recognised that further work will be undertaken through implementation of the strategy and action plan to address and map local progress in relation to the indicators.

3.2   Strategy Development

The decision to review our local strategy and action plan was linked to the revised set of outcomes and priorities for autism release by the Scottish Government in 2018 (as detailed above).

To ensure the revision of the local strategy and action plan was meaningful to people we held 4 initial conversational events alongside Autism Network Scotland which sought to gather the views of people on the following national outcomes from an Aberdeen perspective:

- A Healthy life
- Choice and Control
- Independence
- Active Citizenship

It became clear from this engagement that although these outcomes are understood to be relevant they are not as meaningful locally. Feedback from the engagement produced 13 distinguishable focus areas:

- Assessment and Diagnosis
- Education
- Transitions
- Support for Carers
- Housing
- Training
- Information
- Criminal Justice
- Health
- Leisure and Activities
- Services
- Knowledge and Understanding

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- Employment

Following this a further series of 3 development sessions were arranged, at which people were invited to comment on the 13 areas identified and to formulate actions which would address the issues identified. People were also asked to consider how they would prioritise the areas that were identified. This has assisted in the production of the action plan.

A draft strategy and action plan was produced, and a 6-week formal consultation period took place. Comments and views from the consultation were used to further refine and develop the strategy and action plan. An engagement and consultation overview report was produced to further capture the detailed activity which took place and played a key role in the development of the strategy and action plan (see appendix 4).

A Strategic Steering Group has been established to lead on the development and implementation of the strategy (comprised of Public and Third Sector representatives). From the initial engagement conversations and the developmental sessions, it is clear that this strategy and action plan, and the ongoing implementation, is of interest to autistic people and their families (as well as professionals and organisations). It is hoped that both autistic people and family representatives can join or contribute to the Strategic Steering Group as it enters an implementation focus.

3.3   Focus Areas

From the engagement activities with autistic people, families, carers, professionals and organisations the 13 focus areas were identified.

For each area an overview has been developed and associated action points to deliver change are defined within the action plan section of this document.

This document will now consider each of the 13 focus areas identified.

Assessment and Diagnosis
Assessment processes for adults and children differ in Aberdeen City. For adults, assessment and diagnostic services in Aberdeen may be provided

where a co-morbidity exists, such as Mental Health or Learning Disability in conjunction with autism but are not necessarily common place.

Assessment and subsequent diagnosis for autism only in adults is not provided at this time by NHS Grampian, and there appears to be a lack of supports in place to provide information/advice in lieu of a formal diagnosis. There is the need to understand the barriers to assessment, which in part are attributed to resource constraint and current/historic practice. A full assessment pathway delivered by trained and competent staff, with details around diagnosis and post diagnostic supports, is desired as this can provide adults within a sense of context and understanding of their neurodiversity. In turn this supports autistic people to develop coping strategies and understand sensory information better. This is identified as a key action to be delivered within the action plan.

Assessment and diagnostic services for children are provided, however the waiting times can be long and there is a lack of post-diagnostic support for families. This can be in part attributed to the lack of resources available for assessment and diagnosis but is also reflective of the challenging nature of a spectrum condition to fully assess. Support is crucial for children, parents and staff (such as within schools) to fully understand autism and the relevant support strategies that can be used effectively. Sometimes Educational supports can be in place with no formal clinical diagnosis, such as support through Educational Psychology and other Additional Support for Learning Services, including the provision of training to staff, but it is recognised that resource constraints may be a limiting factor in the application of such supports. Some specialist services exist, such as Autism Outreach which operates specific access criteria and procedures.

For both children and adults consideration should be made as to the availability of post-diagnostic support and relevant signposting and guidance services.

There are organisations in Aberdeen who aspire to provide valuable and trusted information, guidance and signposting on autism to autistic people, families and other organisations or professionals. These organisations are an asset and can have a wide reach into the autistic population of Aberdeen. It is important that such organisations are valued and are empowered to play their role in the implementation of the local strategy and action plan. This may include provision of formal signposting services or the availability of autism appropriate environments and activities.

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Education

The move to mainstream schooling has resulted in specialist training, knowledge and understanding being required across all schools. Some children struggle with the class environment (size, sensory aspects) and/or the curriculum, more flexible approaches are required to ensure support is child-centred, including the consideration of changes in current practice to promote the educational potential of the child. This should include the consideration of flexible spaces within the school environment which support the provision of education to autistic children, for instance the use of sensory friendly spaces where individual and groups can experience the curriculum. It is also important to recognise that school also provides valuable opportunities for autistic children to socialise with other autistic children and non-autistic children, promoting social understanding. This enhances a sense of peer support for autistic children but will also support the greater acceptance of autism and neuro-diversity within society.

Tools such as communication logs and play based learning are positive examples to highlight within Schools but these are not universally in use. Resources and supports at Orchard Brae/Mile End/Bucksburn and Autism Outreach are having a positive impact, but these are limited resources. There is a gap in education for the school population about autism more generally.

Transitions

Transitions often refer to the process of someone leaving education and entering adulthood, which may include the provision of formal services. Some autistic children will be receiving formal commissioned services which cease upon entering adulthood, in part due to their availability to support adults and the eligibility of the young adult to receive social care services on an ongoing basis (linkage to Assessment and Diagnosis). It is important that supports for children approaching transition are being used effectively to smooth the transition from education and explore the options available to each person (such as further education, community activities or employment).

Within the current Learning Disability service there is a small transitions team, but not every young adult will experience this resource/support due to their level of need and eligibility. Many families find the process of transition challenging and it can prove difficult to gain clear information about the next steps for the young adult. This is in part because of the way services are operated spanning Aberdeen City Council and the Partnership, more could be done to ensure any barriers between the

services are removed.   Transitions should be focused on the needs of the young person rather than applied because they reach a set age – meaning they should start as and when required (including earlier for some). More information and advice around transitions are required, even if the young person will receive no formal services when they leave education (post 16/18).

Transitions are a crucial time, not just from childhood to adulthood. Across the lifespan transitions also refer to small changes in relation to environment or people and can also refer to general life transitions such as moving home, finding work and building relationships. It is important to remember transitions beyond education and ensure autistic people are supported to develop their own relevant and effective coping strategies when faced with change. This aspect can be overlooked and there is an identified lack of support to address needs arising from these types of transition.

Support for Carers
Families (including parents and siblings) require more support to understand autism and its impact for their family member, including tools and techniques for supporting and communicating with their loved one. Families often have to source information themselves rather than being able to build their resilience through readily accessible information. Better communication about local supports and services is required (through signposting and guidance services), particularly regarding support when individual's behaviour may be difficult or disruptive and support for siblings. Where a family is taking on a caring role they can struggle to access suitable forms of respite which would enable them to continue in their caring role. Many families have strong concerns about future needs/services, particularly if they are no longer able to support/care for the person. Carers of autistic adults and children will be able to benefit from the recently launched Carers Act and local Carers Strategy, including the provision of assessment through a Carers Support Plan, and where eligible, formal services which support their caring role.

Housing
Autistic people may need support to live independently. It is important that the specific housing needs of autistic people and families with autistic children are considered and supported, including types of accommodation and location and communication methods. Consideration as to the appropriateness of shared accommodation for autistic people should be given, particularly where the level of need is such that the shared aspects

of living can be seen to pose communication and sensory difficulties. The availability of training on autism for housing staff would increase understanding which would then enable them to provide support which promotes a person's independence. Some people may require more intensive forms of supported accommodation, however currently this is only provided where a co-morbidity exists and where a person has eligible needs for such services. Specific housing supports for autistic people with more complex need and a co-morbidity of an intellectual disability are referenced further within the Learning Disability Strategy.

Training

Training for professional/organisations is required to ensure staff can offer appropriate and personalised support for people which takes into consideration the individual's needs e.g. sensory needs. Autistic-led training should be better supported and promoted. There are many people and organisations keen to offer this in Aberdeen. These offers of support must be better utilised by the Public, Third and Independent sectors. Training for autistic people is lacking – such as being able to understand your own autism, coping strategies and key life skills, including independent travel, social media awareness and building relationships.

Information

Navigating resources to find appropriate and relevant information is hard for people as there is so much information available but it can be difficult to know where to find this and what to trust. Having a centralised source of information or place to go would help. Information on dealing with practical everyday scenarios is often what people are looking for. There are organisations or projects currently providing information, signposting and guidance services, as well as some who provide elements of direct support at times. Organisations should be better connected enabling support and guidance to reach all autistic people who seek this. People are also looking for better ways to connect with peers and build support networks. There is a commitment to produce the strategy and action plan in a variety of formats to ensure that the information contained is accessible and understandable. Autistic people will play a key role in this.

Criminal Justice

Some autistic people may be more susceptible to becoming a victim or perpetrator of crime due to a lack of understanding around social cues, communication or the Criminal Justice System itself. Support and training around this would be useful for autistic people, communities and staff within the Criminal Justice System.

Health

Autistic people are entitled to equal access to all forms of health services. Some autistic people have negative experiences within health services relating to their autism, but these can also affect their health more broadly (such as not understanding protocols, feeling distrusted, not identifying illness or ill health). There is good practice in some health provision, for example in the explanation of procedures or flexibility in scheduling of procedures/appointments.

Sometimes there is a lack of understanding of autism by some health professionals, and there is the need to have greater consistency across the City. This includes the consideration of alternative settings when the clinical environment is not suitable. There is a lack of counselling support which is provided within the context of autism and given the prevalence of issues such as anxiety, self-harm and suicidal ideation more suitable counselling support could act as a preventative measure or provide coping strategies. Support at an earlier stage, such as with communication difficulties through Speech and Language Teams, can have a positive effect for children regardless of the presence of a formal diagnosis. Peer support is valuable in understanding and supporting good health outcomes, with particular reference to mental health and wellbeing.

Leisure/Activities

Having access to relevant groups and activities is important, as well as being able to access groups that are comprised of autistic people. There are many community activities taking place, offering a range of activities including more specialist support. There is better awareness of what is available. Generally, within community activities there is better knowledge and understanding of autism, although there are still improvements which could be made. Being part of groups, perhaps with support, does help autistic people by breaking down barriers and feeling more socially included. Some activities which are well suited to children can be expensive to access or can be difficult for families to attend (due to location or timing). It is important to recognise that social interactions/skills can take place in a variety of environments through things such as play (board games for example). Support for older autistic people is an identified gap, therefore supporting and promoting the development of peer support for this group would be beneficial.

Services

It is acknowledged that financial resources are limited in the public sector and there is a lack of services available. Offering early intervention supports is crucial and may result in minimal resources or services being required in the future. Supports should be available on the basis of need, however at times this does not always appear to be the case. There are clear priorities and ambitions within documents such as the Partnership Strategic Plan and Strategic Commissioning Implementation Plan which services/supports for autism require to be reflective of. Knowledge and understanding of autism should be considered by decision making groups, such as including autistic people in such groups. Systems and processes such as social care eligibility criteria are challenging. Whilst it is acknowledged that it is the system driving decision making rather than individual staff this remains an area of tension for all concerned.

The quality of support services is instrumental and there are organisations whose remit is to support autism however, at present, not all of those organisations provide services within Aberdeen. It is the aim of this strategy to redress this by considering supports required by the autistic population, identify where the current deficits are in relation to commissioned services within Aberdeen and propose to address this. It is envisaged this will have a resource implication however changes are required to ensure better outcomes for autistic people are achieved. An example of this related to the availability of trusted sources of information and signposting for autistic people and their families.

Knowledge and Understanding

Knowledge and true understanding of autism is a theme which is core to many other aspects discussed throughout this strategy. More knowledge does exist within communities, in part because of localised awareness raising but also national media coverage (e.g. TV programmes), however these often do not show the diversity or spectrum of autism. Greater knowledge and understanding can still be promoted by focusing on some of the myths or misunderstanding around autism. We are always learning more about autistic people's life experiences and the diversity of the spectrum. Everyone is different, so it is important to look at the capabilities and skills not just the stereotype, which at times can include clinical definitions of what it means to be autistic. Peer support groups or groups of autistic people play a key role in helping to explore and value the different outlook that autism can bring to the world.

Employment

Many autistic people want to work. They possess valuable skills which may enhance team delivery and effectiveness however they often face barriers into employment which prevents them from being able to demonstrate their skills. Employability skills should be more readily taught or explored during education or within other formal supports. Supportive aspects such as work trials, getting the right support at the Job Centre, reasonable adjustments or the Project SEARCH programme can be positive for autistic people, but these are not always available or utilised options. Often the key is finding the right work environment or one member of staff who can offer support. Providing support to increase knowledge and understanding of autism in the context of employment may lead to further positive opportunities.

4. Action Plan

13 focus areas were identified through engagement activity. Following this a series of actions were attributed to most of these areas.

Each action has also been aligned to the national outcomes which supports the linkage of our local strategy and action plan to work taking place nationally.

Some of the actions identified will require extensive planning, consultation and assessment of resources required, this is recognised within the timescales identified.

There is the acknowledgement that resources must be aligned to each action and focus area in order to effect real change. It is important that actions are prioritised to ensure best use of any resources made available. The evaluation of the strategy and action plan will also be an area of key importance, ensuring that the delivery of actions is being undertaken but also that they are having the expected or desired impact for autistic people in Aberdeen. The Strategic Steering Group will define evaluation measures and reporting procedures.

It should also be noted that many action points are interlinked or cut across themes, for example, training. For ease of planning, where an action can be linked to another theme this will be highlighted.

The Strategic Steering Group will ensure regular and robust reporting procedures to document progress.

The Aberdeen City Health and Social Care Partnership have facilitated the revision of the strategy and action plan and therefore will be accountable for its progress and implementation. A Strategic Development Officer is assigned to this area of work and alongside the Lead Strategy Manager will be accountable to the Partnership's governance structures.

Lead Officers or services within individual services or organisations will be responsible for the delivery of action points within this plan and will be required to regularly report on progress, this includes Integrated Children's and Family Services; NHS Grampian and Third Sector organisations.

Autistic people, families and other interested parties involvement in the development, delivery and evaluation of the identified outcomes will be promoted, and opportunities to increase this involvement will be identified where possible.

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Assessment and Diagnosis					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
1. Creation of 'autism appropriate' integrated assessment pathway for Adults	Year 3	Assessment data will be recorded and analysed	Aberdeen City Health and Social Care Partnership – Mental Health and Learning Disability Services/ NHS Grampian	Training Funding from Scottish Government requested	A Healthy Life
2. Provide enhanced clarity on the assessment pathway for Children and Young People (as informed by national development work)	Year 2	Information on the Pathway will be readily available; reduction in complaints; linkage to children's plan; assessment and diagnosis trends will be measurable	Integrated Children's and Family Services/NHS Grampian	Information Existing resources will provide support	A Healthy Life
3. Provision (and revision where necessary) of support at pre-assessment and post-diagnosis stages, including review of supports such as the Cygnet (parent support) programme	Year 3	Working group will review supports and analyse gaps and put necessary commissioning arrangements in place for support which promotes knowledge of autism and coping strategies etc.	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/Third Sector/Autistic people	Existing resources will provide support to review	A Healthy Life Independence

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Education					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
4. Request that Education Services map Autism knowledge and understanding in Schools and where gaps exist put in place plans to address such gaps	Year 1	Plans in place to address gap/needs including will be reportable to the implementation group	Integrated Children's and Family Services/ Autistic People	Training Information

Existing resources will provide support to develop process | Choice and Control |
| **5.** Provision of flexible and appropriate learning pathways and environments which meet the needs of autistic children | Year 2 | Analysis of local and national statistics detailing attendance, exclusion and positive educational and wellbeing outcomes; anecdotal evidence of improvements from children and families | Integrated Children's and Family Services | Existing resources will be utilised in a flexible manner | Choice and Control |
| **6.** Increased use of Individual Plans (IEPs/Child's Plans) to monitor progress | Years 1-3 – continued activity | Analysis of plans to be undertaken and progress tracked | Integrated Children's and Family Services | Existing resources will track progress | Choice and Control Independence |
| **7.** Work with Universities and Colleges to explore learning opportunities to increase knowledge and understanding of Autism for a range of stakeholders | Year 2 | Learning opportunities will be mapped and attendance statistics will be used to create baselines for improvement | Aberdeen City Health and Social Care Partnership/ Integrated Children's and Family Services/ Autistic People/Further and Higher Education establishments | Training Knowledge and Understanding Services

Existing resources will be utilised to explore opportunities | Choice and Control |

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Transitions					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
8. Development and implementation of a Transitions Pathway (children to adults)	Year 3	Pathway will be developed and in operation; Transitions Planning Documents will be recorded and baselines created to measure improvement; relevant data will be analysed to monitor and evaluate; anecdotal evidence of improvements from young people and families	Transitions Sub Group – Learning Disability Strategy (multi-agency group)	Information Education Services Health Existing resources will be utilised to develop the pathway	Choice and Control Active Citizenship Independence
9. Promotion of 'Transitions across the Lifespan' national toolkit	Years 1-3 – continued activity	Awareness and use of toolkit will be raised; reduction in unsuccessful transitions; anecdotal evidence of improvements in relation to life transitions	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services	Promotional activity which will require no dedicated resource	Choice and Control Active Citizenship

NHS Grampian

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Support for Carers

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
10. Promote the rights of Carers within the Carers Act and local Carers Strategy, including the rights to receive a Carers Support Plan and availability of local support	Years 1-3 – continued activity	Increased awareness of rights will exist; data of carers support plans completed	Aberdeen City Health and Social Care Partnership - Carers Strategy Implementation Group/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector	Information

Resources are aligned under the Carers Strategy Implementation Group | Choice and Control |

Housing

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
11. Facilitate an event with the housing sector to promote the housing needs of Autistic people and their families	Years 1 -2	Event will have taken place; baseline of knowledge will be measured, and improvement methods identified	Aberdeen City Health and Social Care Partnership/Aberdeen City Council – Strategic Place Planning/Housing Sector	Training

Low level expenditure to host event – collaborative approaches will be used to share any costs | Independence |

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Training					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
12. Application of the principles of the NHS Education for Scotland (NES) training framework for Autism, which will be applied in a way which promotes where possible the genuine involvement of autistic people in the development, delivery and evaluation	Years 1-3 – continued activity	Training Framework will be in place; attendance and evaluation data will be available	Aberdeen City Health and Social Care Partnership/NHS Grampian/ Integrated Children's and Family Services/other national organisation/interested parties	All areas To be funded from existing training budgets	Choice and Control

Information

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What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
13. Develop and launch good practice checklists for 'autism appropriate' environments	Year 2	Checklist will be developed and launched; evaluation of its use; anecdotal evidence of improvements	Aberdeen City Health and Social Care Partnership/NHS Grampian/Integrated Children's and Family Services/ Third Sector/ Autistic People	Education Health Services Leisure/ Activities Criminal Justice Existing resources will provide support to develop checklist	Choice and Control
14. Presentation of Strategy in alternative formats – in co-production with autistic people and families	Year 1	Alternative forms will exist	Strategic Steering Group/Communities of Interest	Collaborative approach will be used to share any costs	Active Citizenship Choice and Control

Criminal Justice

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
15. Raise awareness of the Appropriate Adult (AA) Scheme	Year 2	Analysis of data regarding requests and usage of AAs	Aberdeen City Health and Social Care Partnership/ Criminal Justice Services/Police Scotland/other national organisations	Promotional activity which will require no dedicated resource, links will be made with relevant national groups	Choice and Control
16. Develop links to Supporting Offenders with Learning Disabilities network (relevant to autism) and local Criminal Justice Board	Year 1	Links will be made and any project specific work identified	Aberdeen City Health and Social Care Partnership/ Criminal Justice Services/ other national organisations	Existing resource will be utilised to make links	Choice and Control

Health					
What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes

Health

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
17. Increased use of Care Opinion by Autistic People and their families	Years 1-3 – continued	Increased usage evidence through available data	Aberdeen City Health and Social Care Partnership/ NHS Grampian	Promotional activity which will require no dedicated resource	A Healthy Life
18. Provide information on suitable counselling type supports with knowledge of Autism interlinked to Mental Health	Year 2	Information will be available; services will be listed on relevant databases	Aberdeen City Health and Social Care Partnership/ NHS Grampian	Existing resource will be utilised	A Healthy Life

Aberdeen City Health & Social Care Partnership
A caring partnership

Leisure/Activities

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
19. Facilitate an event with interested Leisure/Activity providers and groups to discuss and promote the autism and establish mechanisms to increase widening access	Years 1-2	Event will have taken place; baseline of knowledge will be measured, and improvement methods identified	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People/ Leisure/Activity Services	Training Information Knowledge and Understanding Low level expenditure to host event – collaborative approaches will be used to share any costs	Active Citizenship

Services

What will we do?	When will we have it done by?	How will we know it is working?	Who will be involved?	Any Associated Focus Areas and Resources	Link to national outcomes
20. Develop mechanisms to track unmet need and analyse gaps in provision (from signposting to direct support), to inform future development	Year 2-3	Tracking mechanisms will be identified and in operation; gaps will be mapped; areas for service developments will be identified; reduction in unmet need and complaints	Aberdeen City Health and Social Care Partnership/ Integrated Children's and Family Services	All Existing resource will be utilised to develop and maintain processes	Choice and Control Independence

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NHS Grampian   ABERDEEN CITY COUNCIL

Knowledge and Understanding					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
21. Develop and launch promotional work to raise community knowledge and understanding of the strengths of autistic people	Years 1-3 – continued activity	Increased knowledge, understanding and acceptance; promotional events or materials will be launched	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People	All Promotional activity which will be carried out in collaboration, requiring no dedicated resource	Independence
22. Scope roll out of <u>Autism Aware/ Alert Card</u>	Year 1	Working group will conduct scoping and recommendations made/progressed	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Community Resources/ Autistic People	Leisure and Activities Criminal Justice Health Education Existing resource will be utilised to conduct scoping	Independence

Aberdeen City Health & Social Care Partnership

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Employment					
What will we do?	**When will we have it done by?**	**How will we know it is working?**	**Who will be involved?**	**Any Associated Focus Areas and Resources**	**Link to national outcomes**
23. Facilitate an event with the business community/Chamber of Commerce to promote the strengths of Autistic people in employment and establish mechanisms to increase employability	Year 2	Event will have taken place; baseline of knowledge will be measured, and improvement methods identified; increase in employment of autistic people	Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People/ Employment Services	Training Information Knowledge and Understanding Low level expenditure to host event – collaborative approaches will be used to share any costs	Active Citizenship

NHS Grampian

ABERDEEN CITY COUNCIL

5. Governance and Next Steps

The revised Strategy and Action Plan is a formal document which is approved by the Health and Social Care Partnership's Integration Joint Board and the Aberdeen City Council's Operational Delivery Committee. The Strategic Steering Group which is already established will take a focus on the implementation of the Strategy through the delivery of the content of the Action Plan and will be renamed the Autism Strategy Implementation Group.

A revised governance structure will be launched to implement the action plan. Each service area identified as holding responsibility for any actions will be required to align a Lead Officer to progress such work and report back to the Autism Strategy Implementation Group.

Regular reporting structures will be in place to ensure that progress is being made in a timely and satisfactory manner, and where issues or blockages arise, these are raised to relevant services, boards or committee for advice or resolution.

The Autism Strategy Implementation Group will hold itself to account, due to its varied membership, which will include representation from autistic people and Parents/Carers. Feedback from these representatives, members of the public and other organisations will be vital in ensuring the Strategy is being delivered in a meaningful way. Implementation reports, where possible, will be shared publicly and the Autism Strategy Implementation Group will continue to work with Autism Network Scotland and Scottish Government colleagues to support the benchmarking of progress and ensure better links regionally and nationally.

Autism Strategy Consultation Review

To support the revised Autism Strategy and Action development a variety of engagement and consultation activities were undertaken.

A summary of this activity follows:

Engagement Activity

A series of engagement and development activity with key groups and individuals took place to inform the draft Strategy and Action Plan for consultation.

- A Strategic Steering Group was established with membership initially from NHS Grampian, Aberdeen City Council and Aberdeen City Health & Social Care Partnership services. This group was expanded to include representatives from the Third Sector
- An Autism Forum, supported by ACVO, has nominated 3 representatives from Third Sector Organisations to join the Strategic Steering Group. The organisations within the forum aim to represent the views of Autistic People and their Families in both Aberdeen City and Aberdeenshire
- 4 initial engagement sessions were held with varied attendance, including Autistic People, Families/Carers, Professionals and Organisations. 1 of the sessions was solely for engagement with Autistic People
- In the region of 60 people attended these engagement sessions, with 3 of the sessions being supported by Autism Network Scotland (ANS is funded by Scottish Government to support the implementation of the national Autism Strategy)
- The engagement sessions focussed on the 4 outcomes identified in the refresh of the national Strategy outcome and priorities: A Healthy Life; Choice & Control; Independence; Active Citizenship. Feedback received identified that for our local Strategy refresh these outcomes although relevant were not the key aspects people would wish to be focussed on
- Following the engagement sessions feedback was collated and 13 key focus areas could be identified
- These were: Assessment and Diagnosis; Education; Transitions; Support for Carers; Housing; Training; Information; Criminal Justice; Health; Leisure and Activities; Services; Knowledge and Understanding; Employment
- A descriptor for each of these focus areas was created, through comments received at engagement and further developmental sessions were arranged
- 3 Development Sessions were conducted which focussed on the areas previously identified and sought to consider the actions needed to address any issues raised in relation to each specified area.
- 30 people attended these sessions, with mixed attendance including Autistic People, Families/Carers, Professionals and Organisation

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Consultation Process

A 6-week formal consultation period was initiated to capture views on the draft Strategy and Action Plan. The draft was produced primarily from feedback obtained within the engagement and development sessions, in addition to a review of the existing Strategy & Action Plan, and discussions within Strategic Steering Group.

- A consultation survey was created to capture views via the Aberdeen City Council's consultation platform 'Citizen Space'
- The survey could be completed anonymously and as either an individual or group response – enabling group discussion of the questions and then 1 entry of electronic feedback.
- Face to Face sessions for consultation feedback were considered but due to staff capacity were not viable on this occasion
- Information on the consultation was provided widely within the Steering Group, Services/Teams and across other organisations and partners to encourage dissemination of information and completion of the survey
- Where data sharing allowed, information on the strategy consultation was disseminated widely through a mailing list comprising of Public, Third Sector and Independent sector organisations as well as other interested parties
- Consultation information was placed on Aberdeen City Council, NHS Grampian and Aberdeen City Health & Social Care Partnership Websites. Third Sector Organisations were also encouraged to share this information
- Information on the consultation was made available through internal and external e-bulletins

Consultation Overview

- 40 responses were received to the formal consultation
- Comprising of 28 individual and 12 group/collective responses. Group responses ranged from 2 people to upwards of 20 people's views being represented
- Respondents were asked to identify under which role they were completing the survey, with selection of more than 1 role possible. The highest response rates came from people identifying as a Professional or from an Organisation (20 responses), followed by Parent/Carer (16), Autistic Person (9) with the remaining classifying themselves as either Other Family Member (3) or Other (5)
- Respondents were asked whether they found the Strategy and Action Plan document easy to understand or had any views on the format. Around two thirds of respondents viewed it as being clear and understandable. The remaining third noted that some clarity was needed, and some responses indicated they did not like the format or did not find the structure easy to understand.

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- We asked in what ways the format may be made more relevant to the audience, a range of comments were received with suggestions such as an easy read version, a video/audio version, summary document or leaflet, and a comic version.
- We specifically asked if people agreed with the vision identified, with 75% stating yes
- We also asked if people understood why the Strategy was being revised, with 90% stating yes
- We asked people for their views on which focus should be prioritised, and while some comments indicated that it was difficult to priorities one area over another the survey results generally indicate some higher priority areas: Assessment & Diagnosis; Education; Training; Transitions: Support for Carers; Health; and Services

Feedback

- Overall the feedback throughout the consultation could be related to the 13 key focus areas identified during the engagement and development activity
- Some increased clarity was requested in relation to concepts discussed in the document, this may be achieved via a glossary, further expansion of the concept or examples, a review of these aspects will be undertaken, and clarity provided
- The definition of Autism used whilst agreeable to many was not universally accepted, as such this will be reviewed and suggestions to provide an enhanced clinical view will be explored
- There were some comments on the language sued within the document such as terminology and what was generally viewed as 'jargon', every attempt will be made to provide a Plain English approach to this Strategy, with the acknowledgement that some terminology may require to remain but will be further explained (e.g. in a glossary section)
- Some data referenced within the draft was noted to have been more recently updated, changes will therefore be made to ensure any data references are relevant and up to date
- There were mixed comments received on the format and style of the document, and whilst many people found the style clear, there were suggestions made which could offer improved readership. The draft document was provided in one format with the expectation that an approved Strategy and Action Plan will be available in a range of formats, such as Easy Read. We will use the suggestions highlighted earlier in this report to ensure any alternative versions are appropriate.
- The areas of Assessment & Diagnosis; Education; and Training were the most commented on. Overall people expressed dissatisfaction with these areas are they are currently delivered, this echoes the views within the

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engagement activities. Some suggestions for improvements in the draft were made in relation to these areas (amongst others) which will be reviewed and where appropriate will led to changes in the Strategy. Many of the comments can be viewed as being in relation to the achievement of the actions outlined, such as clarifying the outcome, timeline and responsible person/organisation further

- The Action Plan section was viewed to the most useful aspect of the document as respondents indicated that was where their main interest lay. Improvements were requested in relation to ensuring the actions were more specific (as detailed above). Additionally, some suggestions were received regarding formatting the Action Plan differently and even moving its location within the document. As the format of the document will more generally be reviewed and adjusted, these suggestions will be taken forward within that review

The main challenges noted through engagement and consultation were in relation to:

- Building trust and good relationships with stakeholders, many of whom feel they have been let down by either services or lack of progress under the current Strategy
- Ensuring the revised Strategy and Action Plan is deliverable, accountable and sustainable.
- Resource implications - with the acknowledgment that Autism does not attract specific funding and is not recognised as a service area, and that this must be rectified to ensure success
- How progress towards delivering on the outcomes will be measured and progress adequately reported on in a timely manner, and in a way which allows for public scrutiny

Overall the draft Strategy and Action Plan was welcomed, with some respondents recognising that although they had wished for the previous Strategy to have been more successfully implemented/progressed, that this revised version was a step in the right direction.

Many respondents echoed the view that we need to value Autism more, both in terms of Autistic people and their skills and abilities, but also in terms of the processes we have within organisations, such as ensuring good quality training is available and additional resources where appropriate.

There were mixed comments with reference to providing increased information and raising knowledge and understanding. Some responses favoured approaches which actively sought to raise the profile of Autism within Aberdeen, such as promotional campaigns but there were also responses which felt these approaches could be used as patronising and that being too focused on raising knowledge and understanding is still acting to promote segregation and distracts from the other more

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prominent issues that people felt should be addressed given the limited resources available.

Most responses acknowledged the complexities of Autism, particularly given its nature as a spectrum condition. With many respondents indicating a will to be more involved in the ongoing engagement around Autism and the implementation of the Strategy and Action Plan once approved.

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1. AUTISM STRATEGY AND ACTION PLAN

The Board had before it a report by Jenny Rae, Strategic Development Officer ACHSCP, which sought approval of the revised Autism Strategy and Action Plan for Aberdeen City. Ms Rae explained that the review had been undertaken through collaboration between NHS Grampian and Aberdeen City Council and local stakeholders. The revised strategy took the Local Outcome Improvement Plan and Strategic Plan into account, as well as the views provided by autistic people and their families in relation to their experiences. It had been developed through full consultation with autistic people and their families and relevant professionals.

Thereafter, Members asked questions and provided comments in respect of the possible workforce implications, noting the recent announcement of funding from the Scottish Government which required to be match-funded. Ms Rae advised that the report had been written prior to the announcement of the funding and the action plan would be delivered within the current workforce arrangements. Work had already commenced to identify the match-funding and it was expected that this could be met by aligning existing resources, although Alex Stephen advised that if this was not possible, officers would take the matter back to the Board for determination.

It was suggested that appendix A could be delineated to remove some of the information in respect of process and make it clearer what the strategy would do. Kenneth Simpson suggested that there could be a role for the third sector in the action plan, and Ms Rae advised that there were three representatives from the Autism Forum on the steering group but that they were looking to increase those numbers.

The report recommended:-
that the Board –
(a) approve the Autism Strategy and Action Plan which would take effect from 1 April 2019;
(b) note the Autism Strategy and Action Plan would be presented to the Aberdeen City Council Operational Delivery Committee for approval in January 2019; and
(c) note that progress reports on implementation will be provided to the Integration Joint Board annually.

At this juncture, Graeme Simpson proposed a slight amendment to recommendation (a) as follows:-

"To approve the Autism Strategy and Action Plan, which would take effect from 1 April 2019, **subject to approval by the Aberdeen City Council Operational Delivery Committee**."

The Board resolved:-
(i) to approve the recommendations, with the amendment to recommendation (a) as set out above; and
(ii) to note that outwith the annual progress report to the IJB, updates would be provided to the Clinical Care and Governance Committee in the interim.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	17th January 2019
REPORT TITLE	Payment to Foster Carers, Adopters and Associated Services.
REPORT NUMBER	*OPE/19/082*
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Graeme Simpson
REPORT AUTHOR	Isabel McDonnell
TERMS OF REFERENCE	Remit 1

1.   **PURPOSE OF REPORT**

     This report seeks committee agreement to the payments paid to foster carers, adopters, kinship carers and carers who provide supported lodgings. It also sets out the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs. The report details the proposed increases/changes to these fees and allowances.

2.   **RECOMMENDATION(S)**

Committee is asked to approve, subject to 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 this report, the following :

2.1   With effect from 1st January 2019 a 3% increase in the level of:
   •   Fostering and Kinship Allowance
   •   Payment for Skills fees
   •   Adoption Allowance

2.2   Supported Lodgings Allowance 1% increase

2.3   Curator-ad-litem/Reporting Officer 1% fee increase

2.4   Approve that there be no change to the level of fee charged for:
   •   Inter-Country Adoptions

2.5   Approve that there be no change to the level of fee for:
   •   Independent Chairs of Adoption and Permanence/Fostering Panels

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3. BACKGROUND

Fostering Allowances

3.1 Aberdeen City Council pays foster carers a fostering allowance to cover the costs associated with caring for a child and a fee in recognition of the service they provide.

3.2 The National Review of Foster Care Report in 2014 did not make any substantive recommendation in relation to the level of fostering allowance paid to foster carers. However, the Scottish Government have indicated during the Scottish Care Review their intention to revisit how fostering allowances are determined.

3.3 In recognition of the continuing increase in the cost of living Aberdeen City Council has in recent years approved year on year increases to the level of allowances/fees paid to foster carers. It is recommended that a similar approach is agreed for the coming year and that an increase of 3% is made for the coming year. This reflects the increase in cost of living and that in 2017/18 an increase was not sought. The rates are payable over 56 weeks to enable the equivalent of 4 weeks allowances to be paid as holiday, Christmas/Religious festival and birthday allowances.

Table 1

Age Group	No of Children*	No of Weeks	Proposed Rate	Total	Current Rate	Total
0-4	38	56	135.41	288,152	131.47	279,768
5-10	21	56	154.24	181,386	149.75	176,106
11-15	19	56	192.02	204,309	186.43	198,362
16-18	11	56	233.55	143,867	226.75	139,678
Total (per annum)			**715.22**	**817,715**	**694.40**	**793,914**

These figures are based on the number of children in a foster placement as of 11/12/18 and do not include children who receive regular respite.

3.4 Based on the number of children in a foster placement in Table 1, the spend under the present rates per annum will be **£793,914**. Under the proposed rates the spend will be **£817,715**. This represents an increase of **£23,801**.

Payment for Skills

3.5 The Payment for Skills scheme has been operational since 2003/04. This scheme pays a fee to foster carers in recognition of the service they provide. Over the coming year it is the intention of the service to review the payment for skills structure to reflect the complexity of the task

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3.6   Foster carers provide children of Aberdeen City with a dedicated and committed service. They provide care and stability 24 hours per day, supporting many children who present complex and challenging behaviours. In addition, they actively contribute to the planning for the child's future needs and in light of the provisions under the Children and Young People (Scotland) Act 2014 legislation permits young people in certain circumstances to remain in their care placement up to the age of 21 years receiving continued care.

3.7   The fostering service operates in a competitive market with prospective foster carers increasingly approaching a number of agencies before making a definitive approach. It is therefore important that Aberdeen City Council fostering service remains competitive both in terms of the fee paid as well as the standard of service/support provided to its foster carers.

3.8   A dedicated team was established to focus on the recruitment and assessment of carers (adopters and foster carers) to ensure the local authority is well placed to meet the needs of children who cannot be cared for by their family. A Recruitment strategy has been progressed over the past year and bi monthly events have been held to profile fostering and adoption in addition to other targeted activity. Recruitment does remain challenging; high employment levels locally and the cost of property are factors which contribute to the level of recruitment in addition to the recruitment undertaken by Independent Fostering Agencies. Over the coming year it is anticipated that with increased advertising exposure this will contribute to an increase in carers.

3.9   In recognition of the financial pressures on the local authority but also with a need to remain competitive with other foster providers it is recommended that there is a 3% increase in the fee for year 2018/19.

3.10   The cost of placing a child with an Independent Fostering Agency vary from £50,000 - £85,000 per annum and these costs are significantly higher than the costs associated with placing a child on an in-house basis. It is not only the financial costs that are significant. The cost to children being placed far from their home, families and communities are also significant. It is therefore important that the Fostering Service continues to develop its service to allow more children to be placed locally.

3.11   The costs of the fees are detailed in Table 2 below.

Table 2

Level	No of Carers*	Proposed Fee (p/a)	Total	Current Fee (p/a)	Total
1	8	8,525	68,200	8,277	66,216
2	37	12,786	473,082	12,414	459,318
3	21	17,051	358,071	16,554	347,634
4	9	21,075	189,675	20,461	184,149
ARC	2	28,705	57,410	27,869	55,738
Total (per annum)		**59,437**	**1,089,028**	**57,706**	**1,057,317**

These figures are based on the number of approved carers not all of whom provided full time foster placements.

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3.12 Based on the number of carers identified in Table 2, spend under the present rates per annum will be **£1,057,317**. Under the proposed rates the spend per annum will be **£1,089,028**. This represents an increase of **£31,711**.

Adoption Allowances

3.13 It is recommended that for the year 2018/19 adoption allowances, as with the fostering allowance, are increased by 3%. Adoption Allowances are paid on a 56 week basis to allow for holidays, birthdays and Christmas/religious festival celebration. Adoption allowances are paid having considered the needs of the child and the financial circumstances of the adopters.

3.14 Enhancements are currently paid for 4 children reflecting the complex/life limiting needs of the children or the circumstances by which adoption could be achieved. In the latter cases this was seen as a "spend to save", removing children from a high cost out-of-authority care placement.

3.15 Children placed with prospective adopters on a fostering basis receive an allowance equivalent to the adoption allowance pending the conclusion of legal proceedings. This reflects the task the prospective adopters have assumed and allows for consistency in allowances paid in respect of the child post adoption. There is no Payment for Skills fee in respect of adoptive or prospective adoptive parents.

3.16 The Adoption & Children (Scotland) Act 2007 recognised that for some children who cannot be returned home, given their life history and the secure attachments they have formed with their foster carers adoption can be hard to achieve. It however recognised that for these children adoption often still offers the most positive outcome. The 2007 Act made provision for foster carers to continue to receive their fostering fee for a period when they adopt the children they are caring for.

3.17 Over recent years there has been a small but noticeable increase in the number of foster carers claiming through adoption the child/children they are caring for. While these offer the best outcome for the child it requires a continuing financial commitment by the local authority to support these placements.

3.18 The resultant costs are detailed in Table 3 below.

Table 3

Age Group	No of Children	No of Weeks	Proposed Rate	Total	Current Rate	Total
0-4	7	56	78.46	30,756	76.17	29,859
5-10	31	56	97.39	169,069	94.55	164,139
11-15	26	56	121.21	176,482	117.68	171,342
16-18	11	56	156.94	96,675	152.37	93,860
Cost Before Child Benefit Deduction				**472,982**		**459,199**
Less Child Benefit Deduction*				-52,572		-52,572
Total (per annum)				**420,410**		**406,627**

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The current estimates for Child Benefit Deductions are based on the latest adoption payment run for 17th January 2019, estimated at £1,011 per week.

3.19 Child benefit is deducted from this allowance prior to payment in acknowledgement that adopters are eligible to claim this universal benefit (£13.70 per child per week).

3.20 Based on the number of children identified in Table 3 the projected spend per annum under the current rates is **£406,627**. The spend under the proposed rates per annum would be **£398,243**, representing an increase of **£13,873**.

3.21 Adopters can claim a Legal Expenses Allowance up to £300.00 to contribute towards the legal costs involved in adopting a child. Adoption is a private legal action and not something the Local Authority can be party to. This payment replicates practice in neighbouring authorities. The costs associated with this allowance will be met from within the existing budget available to the Adoption Service. There are occasions where the financial contribution exceeds this amount as a result of contested legal applications, these are approved by the Chief Officer.

Inter-Country Adoptions

3.22 As well as receiving applications from people interested in adopting a local child the Local Authority has a legal duty to consider applications from people interested in adopting a child from overseas. Unlike other adoption applications the legislation allows local authorities to charge a fee for undertaking the necessary assessment and work associated with an Inter-Country Adoption (ICA) application.

3.23 The standard of assessment in an ICA is no different from other adoption assessments. What is different is the work associated with placing a child from overseas. The immigration issues are often time consuming and complex. Consequently there is a need to communicate regularly with Scottish Government officials to progress an adoption once the assessment has been concluded.

3.24 In addition countries have different expectations on the local authority once a child is placed with adopters. Some countries require regular and detailed updates for up to three years post placement giving feedback on the welfare of the child.

3.25 At present Aberdeen City charges ICA applicants £5,000.00 to cover the costs associated with this work. The number of ICA applications in Aberdeen City is relatively low (often no more than 1 or 2 per year). The level of fee charged is consistent with many other authorities .It is proposed that there is no change to the above fee.

Fee Paid to the Independent Chairs of the Adoption/Permanency and Fostering Panels

3.26 In line with Scottish Government guidance and consistent with the practice of most Local Authorities the chairs of Aberdeen City Council's Adoption &

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Permanency Panel and Alternative Family Care Panel (2 Panels) are independent of the Local Authority. These appointments promote the independence and scrutinising role of the Panels. Due to the need to retain an Independent Chair of both Panels an allowance is paid to the Chairs.

3.27 These Panels fulfil a statutory function and meet on an alternate weekly basis. The time involved in attending and preparing for each panel is approximately 10/15 hours per panel.

3.28 In 2015 Aberdeen City Council agreed to increase the level of payment to panel chairs to £250.00 per panel. This increase brought the Council into line with many other authorities. This change represents an annual cost of £12,000 (based on 48 panels per year).

3.29 It is recommended that for the coming year there is no change to the level of payment. The cost associated with this allowance is met from within the existing budget.

Kinship Carer Allowance

3.30 Kinship Care is the term used to describe the placement of children with extended family members or friends where they cannot live with their parents. In October 2015 the Scottish Government announced that Kinship carers who were caring for a child who had previously been looked after or placed with involvement by the Local Authority but were now subject to a Section 11 Order under the Children (Scotland) Act 1995 were entitled to receive a Kinship allowance. The Local Authority only has responsibility for those children it places with family members and/or are subject to statutory orders. The Service does not have responsibility for arrangements which family members make.

3.31 In June 2015 the Education and Children's Services Committee agreed to increase the level of allowance paid to approved kinship carers to equal that paid to foster carers.

3.32 Kinship carers are supported by Citizens Advice Bureau to maximise their income for the child via Department of Work and Pensions i.e. child benefit and Tax Credits. Having done so the Local Authority "tops up" this income to ensure parity with the allowance paid to foster carers. (Foster carers cannot claim these state benefits.)

3.33 This approach will ensure parity for kinship carers. It will also mean that the amount the Local Authority pays each kinship carer will differ according to their individual circumstances.

3.34 At present there are 242 children in a kinship arrangement.

3.35 Table 4 below details the costs associated with this allowance.

Table 4

Age Group	No of Children	No of Weeks	Proposed Rate	Total	Current Rate	Total
0-4	42	56	135.41	318,484	131.47	309,217
5-10	99	56	154.24	855,107	149.75	830,214

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11-15	70	56	192.02	752,718	186.43	730,806
16-18	31	56	233.55	405,443	226.75	393,638
Cost Before Child Benefit/Tax Credit Deduction				**2,331,752**		**2,263,875**
Less Child Benefit/Tax Credit Deduction*				**-481,936**		**-481,936**
Total (per annum)				**1,849,816**		**1,781,939**

*The current estimates for Deductions are based on the latest kinship payment run for payments up to 29th December 2018, estimated at £9,268 per week.

3.36 Child benefit and Tax credit is deducted from this allowance prior to payment in acknowledgement that Kinship carers are eligible to claim this universal benefit.

3.37 Based on the number of children identified in Table 4 the projected spend per annum under the current rates is **£1,849,816**. The spend under the proposed rates per annum would be **£1,781,939**, representing an increase of **£67,877**.

Curator ad-litem/Reporting Officer Fees

3.37 In 2007 Resources Management Committee agreed the levels of fee paid to Curators-ad-litem/Reporting Officers. The fee set was in recognition of the difficulties in recruiting officers to produce such reports. Work was undertaken with Aberdeenshire Council and Moray Council to ensure a consistency of fee across authorities given that the three authorities tend to access the same Curators and Reporting Officers

3.38 The three authorities are proposing a 1% increase to the level of fee paid to Curators ad-litem and Reporting Officers for the coming year.

3.39 Aberdeen City Council along with all Local Authorities has a statutory duty to recruit Curators ad-litem and Reporting Officers who are in turn appointed by the Courts to report on certain cases involving children. The Local Authority has no control over the volume of work undertaken by Curators ad-litem and Reporting Officers.

3.40 The fee structure is detailed in table 6 below.

Table 6

	Proposed Fees	Current Fees
Curator ad Litem Reports		
Appointment by Court	267.77	265.12
Second and Subsequent Children	133.89	132.56
Joint Curator ad Litem and Reporting Officer Reports		

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Appointment by Court	401.65	397.67
Second and Subsequent Children	200.82	198.83

Supported Lodgings Scheme

3.41   The Council runs a Supported Lodgings scheme that is accessible to vulnerable young adults (from aged 16 to 21) who have previously been looked after and who would benefit from living with a family or single person. The person providing the lodgings (the carer) is paid a weekly allowance.

3.42   It is proposed that the fee of £209.58 is increased by 1% to £211.68 in order to attract and retain carers.

3.43   The Service user is expected to make a small contribution towards part of this cost.

4.   **FINANCIAL IMPLICATIONS**

4.1   The full year additional costs, based on the number of children looked after as at December 2018, for the total proposed increases in Fostering, Payment for Skills, Adoption and Kinship is **£131,172**. For the period of January to March 2019 this will represent a cost of **£32,793**. There is currently insufficient budget available to meet the additional costs for the proposed fees.

4.2   The financial pressures have been acknowledged in the Financial Statement for the period ending 30th September 2018, presented to the City Growth and Resources Committee on 31st October 2018; "The Service is currently managing a number of cost pressures, including commissioning of fostering, out of authority placements for children and self-directed support which may affect performance in future quarters. These are areas where decision making and control doesn't sit solely within the Service".

4.3   The recruitment of Aberdeen City Council foster parents and kinship carers remains the best value option to address the statutory duty to look after children therefore it remains essential to have an appropriate scheme in place that mitigates the need for more expensive solutions, such as private foster care agencies, to be used.

4.4   The advice of the Chief Officer – Finance, following consultation with the Chief Officer – Integrated Children's and Family Services, is that the scheme is approved as proposed and that funding be committed from the Council Contingencies budget as part of the Quarter 3 reporting to City Growth and Resources Committee, where the overall position of the Council will be considered again.

5.   **LEGAL IMPLICATIONS**

5.1 Aberdeen City Council has a statutory duty to provide care to those children who cannot be looked after in parental care.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Revising the fees paid will increase expenditure and this exceeds the current budget. Currently it is challenging to compete against Independent providers.	Medium	An increase in the Fees and allowances will aid recruitment which will reduce expenditure and the need to use Independent Fostering agencies which is cost effective.
Legal	We have a responsibility to provide a statutory service for children who require to be accommodated. We would be in breach of our Statutory duty.	Medium	Increased resources and capacity would better enable us to meet our statutory duty.
Employee	Staff currently travel across the country to make statutory visits to children we are unable to place locally.	Medium	Utilising staff efficiently and more cost effectively.
Customer	Children placed out with their communities don't have access to families and support systems as readily as they would if accommodated locally.	Medium	Reduces the impact of children and young people being away from their community network, activities, schools and families. These losses associated with being accommodated outwith the authority may impact on mental and physical health and wellbeing.

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Environment	N/A		
Technology	N/A		
Reputational	Not viewed by our customers as being able to provide the level of service expected. As a regulated Service this approach may improve our quality indicators which demonstrates robust service delivery.	Medium	Improved relations with existing carers this and increasing fees with carers will make it a more attractive option for prospective carers. This makes Aberdeen City Council a competitive and reliable choice.

7. **OUTCOMES**

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	The function of our Kinship, Fostering and Adoption Service is central to supporting and assuring that we deliver on the outcomes of the LOIP Prosperous people -Children are our Future and that they have "the best start in life"; they are "Safe and responsible"; and "protected from harm". Children who are adequately protected from threats to their health, safety and economic wellbeing are more likely to prosper than those who are not.
Prosperous Place	Children who grow up within their local community have an increase sense of identity which can help provide opportunities and mitigates the risk of harm.

Design Principles of Target Operating Model	
	Impact of Report
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and public in terms of meeting the council's statutory duties. The Operational Delivery Committee will have oversight over the delivery of this initiative to ensure it delivers the objectives which provides assurance on the robustness of the governance arrangements.

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Workforce	Children being placed locally allows staff to provide a high level of support. Staff able to be responsive and timely in their interventions. Less travelling which increases time spent with children and their carers which is efficient and cost effective.

8.   IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Sections 1, 8 and 9 completed and sent to Equalities Team – 13 December 2018
Data Protection Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	N/A

9.   BACKGROUND PAPERS

10.   APPENDICES

N/A

11.   REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17th January 2019
REPORT TITLE	Use of plastic based materials in roads construction
REPORT NUMBER	OPE 19/083
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Paul Davies
TERMS OF REFERENCE	1&3

1.   PURPOSE OF REPORT

The purpose of this report is to inform Committee of the findings of investigations into the use of plastic materials in roads construction following Councillor Delaney's motion of 6th September 2018.

2.   RECOMMENDATION

2.1   To agree that further evidence and consideration is required before committing to using recycled plastic in road construction within Aberdeen.

3.   BACKGROUND

3.1   There has been a lot of recent press surrounding using recycled plastics to create a more environmentally friendly asphalt product. The suggestion made by its promoters is that waste domestic plastics including bottles and bags are being recycled into asphalt mixture to produce roads that are more environmentally sustainable. These asphalt mixes are also claimed to be stronger, longer lasting and more pothole resistant.

3.2   Council officers and the wider roads industry appreciate that plastics can have a seriously negative environmental impact, especially where they end up in the sea. The Roads Service has a desire to do what it can to help reduce the impact of plastic waste where it is reasonably practical to do so.

3.3   Furthermore, the Roads Service is committed to maximising its budget and providing best value to its customers and would welcome any product that can be shown to aid in the fulfilment of this commitment.

3.4 – 3.9 are included in the exempt report.

3.10　It should be noted that the use of polymer-modified bitumen (bitumen with a percentage plastic content) is not new. In Aberdeen a number of schemes have been completed using a polymer-modified asphalt. One recent example is the resurfacing of a section of bus lane on Union Street where polymer-modified asphalt was used to make the road more resistant to wheel rutting that had previously affected the section of road.

3.11 – 3.13 are included in the exempt report.

3.14　For the 2018-19 financial year capital resurfacing projects in Aberdeen will have used around 4200 tonnes of wearing course material (asphalt). Were 0.5% of this to have been plastic based then around 21 tonnes of plastic could theoretically have been used.

This year the East Altens recycling facility will send around an estimated 1800 tonnes of plastic for recycling (a full years figure is not currently available – estimate based on a projection from the YTD figure).

3.15　A recent question (17th May 2018) has been asked of the Secretary of State for Transport - *"What steps the Government is taking to encourage the use of (a) recycled plastic materials and (b) other innovative and durable techniques for road repairs".* The key message from the response is that at present the use of this material is not widespread and that the trials undertaken will continue to be monitored and any outcomes, positive or negative, will be noted by the Department for Transport. Authorities are also encouraged to trial new innovations and technologies that may aid them in repairing their roads.

3.16 and part of 3.17 are in the exempt report.

Ideally research into the technology will be led at a national level and research will be carried out by the Transport Research Laboratory or the Society of Chief Officers of Transportation in Scotland (SCOTS). This includes research into the longevity of the product, its durability and any financial benefits from using it. At present positive research into waste plastic modified bitumen comes from countries such as India and Ghana with very different climatic and traffic conditions to the North East of Scotland.

3.18 is in the exempt report.

3.19　Other plastic recycling options have been explored. For instance, one UK based company is taking assorted waste plastic, some of which is not traditionally recyclable, and using a heating process to convert the waste plastic back to various oil fractions. While at present none of these are currently suitable bituminous replacement, it is not impossible that this may change in the future.

The Roads Service will continue to monitor the industry for new developments and review with interest the results of any trials of the plastic road or similar technologies.

4. FINANCIAL IMPLICATIONS

4.1 This is included in the exempt report.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

This is included in the exempt report.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	Investment in Infrastructure
Prosperous Place	Safe and Resilient Communities

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	N/A
Organisational Design	N/A
Governance	N/A
Workforce	N/A
Process Design	N/A
Technology	N/A
Partnerships and Alliances	We shall continue to discuss with our suppliers and neighbouring authorities where the is scope for partnerships and joint trials.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	This report has no direct implications in relation to Equalities & Human Rights Impact Assessment.
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	N/A

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

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