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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 04 September 2018

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **THURSDAY, 6 SEPTEMBER 2018 at 2.00 pm.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

BUSINESS

DETERMINATION OF URGENT BUSINESS

- 1 There are no items of urgent business at this time

DETERMINATION OF EXEMPT BUSINESS

- 2 Determination of Exempt Business

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

- 4 No requests received at present.

MINUTE OF PREVIOUS MEETING

- 5 Minute of the Previous Meeting of 29 May 2018 - for approval (Pages 5 - 16)

COMMITTEE PLANNER

- 6 Committee Business Planner (Pages 17 - 26)

NOTICES OF MOTION

7.1 Notice of Motion by Councillor Delaney - Reduce Plastic Waste

That the Operational Delivery Committee:-

1. Acknowledges the challenges faced in maintaining its infrastructure to an acceptable standard as a result of year on year underfunding by successive Scottish Governments;
2. Acknowledges the need to explore new technologies in order to discharge its functions in a more cost effective and environmentally friendly manner;
3. Commits to investigating ways to reduce plastic waste and looking for innovative ways to reuse residual plastic waste;
4. Acknowledges the reduces cost and apparent increased longevity of so called “plastic roads” whereby recycled plastic pellets are incorporated into an asphalt mixture to fill potholes and to resurface roads;
5. Welcomes the successful resurfacing of the A7 in Carlisle and notes the trials of this product in Dumfries & Galloway and Enfield;
6. Instructs the Chief Operating Officer to investigate the feasibility of trialling “plastic roads” in Aberdeen and to report back to the appropriate committee(s).

7.2 Notice of Motion by Councillor Yuill - Community Speedwatch

That the Operational Delivery Committee:-

1. Notes with concern that speeding remains a problem on some roads in communities across Aberdeen;
2. Welcomes the ongoing action taken by the police to tackle this problem but recognises that limited police resources restrict the amount of police time that can be devoted to this;
3. Notes that “Community Speedwatch” initiatives, where members of the public are trained by the police to use speed guns, elsewhere in Scotland and across the UK have played a part in reducing speeds and changing driver behaviour;
4. Instructs the Chief Officer – Operations and Protective Services to discuss with Police Scotland how “Community Speedwatch” could be introduced in Aberdeen.

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8 There are no reports under this heading

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9 Performance Report - COM.18.092 (Pages 27 - 86)

GENERAL BUSINESS

- 9.1 Various Small Scale Traffic Management Development Associated Proposals Stage 3 - OPE.18.086 (Pages 87 - 104)
- 9.2 Don Street and Cheyne Road Island Garden - Notice of Motion by Councillor McLellan (Pages 105 - 112)
- 9.3 Effectiveness of Existing Measures of Road Safety Around Schools- Notice of Motion Councillor Nicol (Pages 113 - 136)
- 9.4 Roads Winter Service Plan 2018-2019 - OPE.18.126 (Pages 137 - 234)
- 9.5 Fleet and Transport MOT Issues - OPE.18.127 (Pages 235 - 282)
- 9.6 ACC Road Inspection Policy and Manual - OPE.18.003 (Pages 283 - 328)
- 9.7 Cemeteries and Burial Grounds Management Rules 2018 - OPE.18.094 (Pages 329 - 348)
- 9.8 Alive @ 5 - OPE/18/097 (Pages 349 - 352)

EXEMPT / CONFIDENTIAL BUSINESS

- 10.1 Marchburn Park (Pages 353 - 360)

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

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

Website Address: www.aberdeency.gov.uk

Should you require any further information about this agenda, please contact Lynsey McBain on 01224 522123 or email lymcbain@aberdeency.gov.uk

OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 29 May 2018. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Grant, Convener; Councillor Bell, Vice-Convener; and Councillors Cooke, Delaney (up to item 11), Lesley Dunbar, Jackie Dunbar, Flynn (as substitute for Councillor Townson for items 5 and 10 - 13) , Greig (from item 11), Hutchison (as substitute for Councillor MacRae for items 5 and 13 and substitute for Councillor Townson for item 14) , Lumsden, Macdonald, Avril MacKenzie (as substitute for Councillor Donnelly, McLellan (as substitute for Councillor Cormie for item 5 and 14), McRae, Nicoll (as substitute for Councillor Cormie for item 10) and Jennifer Stewart

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

<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=619&MIId=6185&Ver=4>

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

REQUEST FOR DEPUTATION

1. The Convener advised the Committee of a deputation request from Fiona Lindsay, Powis Residents Group, relating to item 9.6 on the agenda (Bedford Avenue Access).

The Committee resolved:-

to note the request for deputation.

MINUTE OF PREVIOUS MEETING OF 19 APRIL 2018

2. The Committee had before it the minute of the previous meeting of 19 April 2018, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE PLANNER

3. The Committee had before it the committee business planner as prepared by the Chief Officer – Governance. Members asked a number of questions in respect of items on the planner.

The Committee resolved:-

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- (i) to agree to remove items 2 (subsidised transport and safe walking routes to Lochside Academy – Bus Services; 8 (various small scale traffic management development associated proposals stage 3; 9 (Bedford Avenue Access); 14 (Roads Winter Maintenance Operations 2017-18; 15 (Carers Act); 16 (Revisions of Driveway Policy; 17 (42 and 44/48 King’s Crescent Barrier); 19 (Scotland’s New Health and Social Care Standards and 20 (Performance Report);
- (ii) to agree to remove items 12 (Property Level Flood Protection Grant Scheme) and 18 (One Stop Employability Shop), once Service Updates are received and circulated; and
- (iii) to otherwise note the Committee Business Planner.

DEPUTATION REQUEST

4. The Committee heard from Fiona Lindsay, Powis Residents Group, who spoke about the residents’ situation in regards to the Bedford Road access for vehicles.

Ms Lindsay requested the Committee to consider allowing residents access in and out of the area via the Bedford Road Bus Gate by adding the 160 cars from the area to the white list which had already been developed and would be used by the taxis and as a result there would be little cost implications to take forward.

Ms Lindsay highlighted that the situation was unique and the bridge onto Great Northern Road was so congested it was difficult for residents to exit their properties. Ms Lindsay also advised that since McDonalds and Pure Gym had been in operation at the Retail Park, the traffic situation lasted into the evening and not just at rush hour.

Member then asked questions of Ms Lindsay.

The Convener thanked the deputation for her contribution.

BEDFORD AVENUE ACCESS - OPE.18.019

5. The Committee had before it a report by the Chief Operating Officer, which provided information on a previous Committee decision at Communities Housing and Infrastructure on 8 November 2017 in regards to the Bedford Avenue Access.

The report advised that the Committee decision was noted as:-

To instruct the Head of Public Infrastructure and Environment to investigate the feasibility of creating a left turn exit from Bedford Avenue onto St Machar Drive, with access permitted for cars registered at properties on Powis Crescent, Powis Circle and Bedford Avenue only, and report back to CHI in March 2018.

The report recommended:-

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that the Committee –

- (a) Note that the introduction of a barrier exit onto St Machar Drive is technically feasible;
- (b) Acknowledge that there is not sufficient justification for the implementation of these measures at this time, as traffic figures suggest that there would be limited use of such a facility out with peak times on the road network;
- (c) Notes that the provision of a route for specific residential areas would set an undesirable precedent throughout the city; and
- (d) Agrees not to proceed with measures detailed in this report at this time and instructs officers to monitor the performance of the traffic signals at the Bedford Road/Powis Terrace junction.

The Convener, seconded by the Vice Convener moved:-

That the item be approved, in line with the recommendation contained within the report.

Councillor McLellan, seconded by Councillor Hutchison, moved as an amendment:-

- (a) To note that the introduction of a barrier exit onto St Machar Drive is technically feasible.
- (b) To acknowledge that there is not sufficient justification for the implementation of these measures at this time, as traffic figures suggest that there would be limited use of such a facility out with peak times on the road network;
- (c) To instruct the Director of Operations to bring forward a report to the earliest possible meeting of the Committee on a suitable window for implementing Timed Restriction at the Bedford Road busgate and how the Council could implement a local residents exemption scheme for the busgate. The report should address the possibility of opening the busgate overnight. This report should be done in consultation with local residents, community councils, local businesses, Sunnybank Primary School, Sunnybank School PTA, Powis Residents Group, the University of Aberdeen, local members and other relevant bodies; and
- (d) To note that the Committee had previously agreed to allow taxis through the busgate using Automatic Number Plate Recognition.

On a division, there voted:- for the motion (8) – the Convener, the Vice Convener and Councillors Delaney, Lesley Dunbar, Lumsden, Macdonald, Avril MacKenzie and Jennifer Stewart; for the amendment (5) Councillors Cooke, Jackie Dunbar, Flynn, Hutchison and McLellan.

The Committee resolved:-

to adopt the motion and therefore approve the recommendations contained within the report.

PERFORMANCE REPORT - COM.18.006

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6. 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 Directorate. Appended to the report were the performance summary dashboard and the performance analysis of exceptions.

The report recommended:-

That Members provide comments and observations on the performance information contained in the report and highlight any indicators or areas of service they would like to see featured in future reports

The Committee resolved:-

- (i) to offer congratulations to the Building Services team for continually exceeding their targets;
- (ii) to request that a report be brought back to identify any skills shortages within the roads and infrastructure service and to look at ways of retaining staff;
- (iii) to request that a report be brought to the Staff Governance Committee, to investigate what initiatives could be used to recruit and retain lorry drivers; and
- (iv) to request that a Service Update be prepared and circulated in regards to the new and revised methodology used to examine void properties within the Council;

HEALTH AND SOCIAL CARE STANDARDS - OPE.18.021

7. The Committee had before it a report by the Chief Operating Officer, which provided assurance that the delivery of Children's Services was compliant with the new Health and Social Care Standards which were published in June 2017 and came into effect on 1 April 2018.

The report recommended:-

That the Committee –

- (a) notes the content of the report; and
- (b) endorses the next steps outlined in paragraphs 3.19-3.21 as contained within the report.

The Committee resolved:-

to approve the recommendations contained within the report.

CARERS STRATEGY - OPE.18.022

8. The Committee had before it a report by the Chief Operating Officer which sought approval of the Aberdeen City Carer's Strategy – A Life Alongside Caring.

The report recommended:-

That the Committee -

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- a) approve the final draft of the Aberdeen City Carers Strategy;
- b) approve the next steps in relation to the launch and implementation of the Aberdeen City Carers Strategy;
- c) instruct officers to bring back further detail to the Strategic Commissioning Committee in September 2018 of the resolution of the funding prioritisation and allocation process of the grant funding and proposals for the commissioning of additional services for young carers when confirmed; and
- d) instructs 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.

The Committee resolved:-

to approve the recommendations contained within the report

ROADS WINTER MAINTENANCE OPERATIONS - OPE.18.029

9. The Committee had before it a report by the Chief Operating Officer, which provided an overview of the strategy that the roads operations operated throughout the city during the winter of 2017/18. The report also highlighted opportunities to develop the service and risks that the winter service face in the next 24 months. Finally the report requested authorisation to incur additional expenditure to develop areas of the service.

The report recommended:-

That the Committee –

- a) note that there was an additional expenditure of £149,000 on de-icing salt to ensure the City Council respond to the extreme winter weather conditions in 2017/18;
- b) instruct officers to examine the possible benefits and savings achievable through route optimisation and automated gritting;
- c) instruct that the Chief Officer Digital & Technology explores available options for vehicle location and history technologies as part of the “Being Digital Strategy” and presents any recommendations to Committee before winter 2018;
- d) instruct the Chief Operating Officer to continue with the comparison of similar urban authorities winter services both in terms of operation and cost;
- e) to instruct officers to incorporate where appropriate, within the Winter Services Plan for 2018-19, those recommendations in relevant documents such as “Well Managed Highway Infrastructure” and other relevant documents such as the SCOTS Winter Service Subgroup advice not already included in the Winter Service Plan 2017-18;
- f) instruct officers to examine the implications of the anticipated additional maintenance burden for the winter maintenance provision from the de-trunking of sections of the A90/A96 following completion of the Aberdeen Western Peripheral Road and to reduce the cost implications of this where possible;

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- g) instruct the Chief Operating Officer to invest £40,000 from the winter maintenance budget in the purchase and maintenance of up to 20 large grit bins to be located in communal areas across the city in preparation for the 2018-19 winter period; and
- h) instruct the Chief Operating Officer to review the footway treatment regime, reporting back to Committee as part of the 2018-19 Roads Winter Operational Plan;

The Committee resolved:-

- (i) to approve the recommendations contained with the report;
- (ii) in regards to the grit bins in twenty various locations, to request that officers look at what can be done for people who cannot drive to the grit bins, to be included in the follow up report;
- (iii) to request that the media launch in regards to the salt bags be carried out earlier in the year, possibly September;
- (iv) to request that officers look at the procedures and priorities for dealing with icy conditions and to ensure that Sheltered Housing complexes are treated as priority; and
- (v) to thank all those involved for their huge efforts during the winter months in challenging conditions and to congratulate them on the programme of work undertaken.

MATTER OF URGENCY

The Convener accepted the following remit from the Education Operational Delivery as a matter of urgency in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973 as a subsequent report in regards to the same matter was on the agenda.

SUBSIDISED TRANSPORT AND SAFE WALKING ROUTES TO LOCHSIDE ACADEMY - PLA.18.001

10. The Committee had before it a report by the Chief Operating Officer, which advised on the routing of the bus services for pupils accessing Lochside Academy and on the outcome of the tendering exercise for supported bus services for accessing Lochside Academy.

The report recommended:-

- a) to note the routes to be operated by bus services for pupils accessing Lochside Academy;
- b) to note the outcome of the tendering exercise for supported bus services for accessing Lochside Academy;

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- c) to instruct the Chief Officer of Strategic Place Planning to provide a Service Update report in July detailing the final routings of First Aberdeen services 3 and 18;
- d) to instruct the Chief Officer for Operations and Protective Services not to progress with a puffin crossing on Cove Road at this time and to arrange for a follow up survey to be undertaken post opening of the school. The results of which should be reported as a Service Update;
- e) to instruct the Chief Officer for Operations and Protective Services to progress with the implementation of a puffin crossing on Earns Heugh Road in proximity to its junction with Langdykes Road;
- f) to note the proposed costs of upgrading the path between Charleston Drive and Charleston Crescent and if members are of the opinion that the path should be created, it should be referred to the budget process for 2019/20, to appropriate the necessary funds;
- g) to instruct the Chief Officer for Operations and Protective Services to proceed with the installation of the lighting on South Loirston Road;
- h) to note that Core Path 82 will be upgraded as per the planning conditions; and
- i) to instruct the Chief Officer for Operations and Protective Services to progress with implementing the necessary measures on the ground in relation to the loading ban on Wellington Circle.

The Convener, seconded by the Vice Convener, moved:-

- 1) to note the referral from the Educational Operational Delivery Committee;
- 2) to approve recommendation A to E as contained within the report and G to I; and
- 3) to replace recommendation F with” to note the proposed costs of upgrading the path between Charleston Drive and Charleston Crescent and instructs officers to carry out the necessary work as per 3.4.3 in the report up to a maximum sum of £40,000 either from within existing budgets or the Council’s Contingency budget.”

Councillor Flynn, seconded by Councillor Jackie Dunbar, moved as an amendment:-

That the Committee agree to accept the terms within the referral from the Education Operational Delivery Committee; and to approve recommendations A, B, C, E, H and I as contained within the report.

On a division, there voted:- for the motion (7) – the Convener and the Vice Convener, and Councillors Lesley Dunbar, Donnelly, Macdonald, Avril MacKenzie and Jennifer Stewart; for the amendment (6) – Councillors Cooke, Delaney, Jackie Dunbar, Flynn, MacRae and Nicoll.

The Committee resolved:-

to approve the successful motion.

REVIEW AND PROPOSED AMENDMENTS TO THE DRIVEWAY REGULATIONS - OPE.18.023

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11. The Committee had before it a report by the Chief Operating Officer which provided information on the proposed revisions to the Driveway Regulations to reduce the stringency of driveway requirements where road safety would not be compromised and to make the application process easier for customers.

The report recommended:-

That the Committee -

- a) agrees the revised Driveway Regulations as updated in Appendix 1 of the report; and
- b) instructs the relevant officers to apply the revised Driveway Regulations and Driveway Application going forward.

The Convener, seconded by the Vice Convener, moved:-

That the item be approved in line with the recommendations contained within the report.

Councillor Delaney, moved as an amendment:-

That the item be deferred for one cycle in order to consult with the Disability Equity Partnership.

Councillor Delaney's amendment failed to attract a seconder and was therefore not put to the vote.

The Committee resolved:-

to approve the recommendations as contained within the report.

VARIOUS SMALL SCALE TRAFFIC MANAGEMENT DEVELOPMENT ASSOCIATED PROPOSALS - STAGE 3 - OPE.18.020

12. The Committee had before it a report by the Chief Operating Officer which provided information on objections that had been lodged with respect to proposed Traffic Regulation Orders.

The report recommended:-

That the Committee -

- a) acknowledge the nine objections received as part of the statutory consultation;
- b) in relation to the "Aberdeen City Council (Cromwell Gardens, Aberdeen) (Prohibiting of Waiting) Order 201 (X), to overrule the objections received and approve this order be made as originally envisaged; and
- c) instruct officers to take no further action at this point regarding the existing restrictions on Cromwell Gardens.

The Convener, seconded by the Vice Convener, moved:-

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That the item be approved in line with the recommendations contained within the report.

Councillor Greig, moved as an amendment:-

1. to note the 9 objections received;
2. to not approve the order "The Aberdeen City Council (Cromwell Gardens, Aberdeen (Prohibition of Waiting) Order 201(X)"; and
3. to instruct the Chief Officer - Operations and Protective Services to review the parking restrictions in Cromwell Gardens and to report back to Operational Delivery Committee in January 2019.

Councillor Greig's amendment failed to attract a seconder and was therefore not put to the vote.

The Committee resolved:-

to approve the recommendations as contained within the report.

LAND BETWEEN 42 AND 44-48 KINGS CRESCENT - PLA.18.020

13. The Committee had before it a report by the Director of Resources, which provided information on the possibility of the land between 42 and 44-48 Kings Crescent being adopted to the public road network or other options to improve the lane to an adoptable standard and confirmed what actions have been taken to remove the barrier that had been erected at the lane.

The report recommended:-

That the Committee –

- (a) Notes that the section of road is confirmed as not built to an adoptable standard;
- (b) Confirms that the Council has no intention of adopting it;
- (c) Note that access to the road had not been restricted since notice was served on the owner of the barrier; and
- (d) note that the land is surplus to Council requirement.

The Committee resolved:-

- (i) to approve recommendations 1, 2 and 3 as contained within the report;
- (ii) to instruct the Chief Officer - Governance to use all appropriate legal means available to the Council to remove the barrier and allow free movement of access;
- (iii) to reaffirm the decision of Council on 23rd August 2017 that no attempt should be made to sell the lane between 42 and 44/48 King's Crescent; and
- (iv) to request that the Chief Officer – Strategic Place Planning, liaise with the appropriate officers to ensure the site is kept clean and tidy and free from fly tipping.

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

HOUSING CASE REVIEW

14. The Committee had before it a report by the Director of Customer, which considered a request for rehousing from a current tenant outwith the current allocations policy.

The report recommended:-

that the Committee approve priority rehousing to a three bedroom flatted accommodation in the Kincorth area or an area of similar letting demand.

The Committee heard from Councillor Nicoll as a local member, who spoke in support of the application.

The Committee resolved:-

to approve the recommendation as contained within the report.

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	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			06 September 2018	DATE	DATE	DATE			
4	Road Safety Inspection & Defect Categorisation Policy and Procedure	To seek approval of the Road Safety Inspection & Defect Categorisation Policy and Procedure.	On agenda	Doug Ritchie	Operations and Protective Services	Operations	GD 7.1	D	Originally expected in May - now September after being through CMT.
5	Various Small Scale Traffic Management Development Associated Proposals Stage 3		On agenda	Doug Ritchie	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers
6	Motion by Councillor McLellan	CH&I on 16/01/18, agreed the following terms of motion:-to note that the island garden and trees at the corner of Don Street and Cheyne Road, within the Old Aberdeen conservation area were removed in July 2017; and instructs the interim Director of Communities, Housing and Infrastructure to carry out an options appraisal for this site in consultation with the Old Aberdeen Community Council, included in the options appraisal should be the costs and detail of finding out the long term solution for the site taking into account the needs of the Great Aberdeen Run and the local community, and thereafter report their findings to the most appropriate committee.	On agenda	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1	D	Subject to ongoing discussions
7	Effectiveness of Existing Measures of Road Safety Around Schools- NOM Cllr Nicoll	Communities, Housing & Infrastructure 29/08/17 - To instruct the traffic management team and city wardens to report on the effectiveness of existing measures of road safety in the vicinity of schools and the costs currently incurred; to report on alternative options or measures that could be implemented to promote less indiscriminate parking and poor driving practices (including consultation with appropriate officers, Police Scotland and Parent Councils / pupil bodies).	The notice of motion requests that existing measures are evaluated and alternative measures are recommended and that extensive consultation is carried out with Parent Council and pupil bodies. A Service Update will be provided to outline how this will be achieved. ON AGENDA	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1	D	Delayed from May to allow further consultation to be carried out including option appraisal.
8	Private Sector Housing - Enforcement Funding	Housing and Environment Committee 29/10/03 - The Committee request the Director of Communities, Housing and Infrastructure to bring further annual reports to Committee on future developments (or earlier as required).		Ally Thain	Operations and Protective Services	Operations	Purpose 1	R	Service update received and published.

	A	B	C	D	E	F	G	H	I
	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
2									
9	Alive @ 5 - Off Street Parking Arrangements	To seek approval to vary the operational hours of four off-street car parks in line with the "Alive @ 5" scheme.	On agenda	Ross Stevenson	Operations and Protective Services	Operations	3		
10	Marchburn Park	To instruct the Chief Officer (Early Intervention and Community Empowerment) to bring a report to committee within 6 months providing an update in respect of items 3.11, 3.18, 4.2, 5.1 and 5.2 of this report; and	On agenda	Derek McGowan	Early Intervention and Community Empowerment	Customer	Purpose 1		
11	Toilet Facilities in the City Centre for Disabled and Older People with Medical Conditions	Council 15/03/17 and Communities, Housing and Infrastructure 29/8/17 - The Committee agreed (i) to instruct officers to develop a strategy with local partners and businesses to increase awareness of accessible toilet provision in the City centre and potential for a Community Toilet Scheme focussed on accessible facilities; (ii) to instruct officers to carry out a further in depth review of Radar key user facilities in the city and increase awareness of facilities available; (iii) to instruct officers to carry out an audit on the availability of Changing Places toilets as well as accessible toilets in the City centre; (iv) to instruct officers to work with current partners to develop a database of available accessible toilets within the City centre and their provisions; and (v) to instruct officers to explore the potential of holding a workshop in partnership with Aberdeen Inspire for local businesses, along with local support groups, access panels and the Disability Equity Partnership (DEP) to look at the positive impacts on business by improving accessible toilet provision for the public within the city and how to address any concerns.	Agreed at Committee in April that an update would be provided in due course. Service update to be provided. Still awaiting a Service Update.	Sandra Howard	Early Intervention and Community Empowerment	Customer	Purpose 1	R	To be reported by means of Service Update.
12	Performance Report	To present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Business Intelligence Unit	Commissioning	1		
13	Community Food Growing Spaces	Communities, Housing and Infrastructure 29/08/17 - The Committee instructed the interim Head of Planning and Sustainable Development to report back in one year's time with a review of the recommended programme.		Gale Beattie	Strategic Place Planning	Place	Purpose 1	T	Transferred to the Capital Programme Committee
14	Cemeteries and Burial Grounds Management Rules	The report seeks approval to make new Management Rules for the Cemeteries and Burial Grounds within the remit of Aberdeen City Council as the existing Management Rules have expired.	On agenda	Graham Keith	Operations and Protective Services	Operations	3 and 4		
15	Fleet and Transport MOT Issues	At Audit, Risk and Scrutiny Committee on 8 May 2018, it was agreed to "instruct the Chief Operating Officer to report back to Audit Risk and Scrutiny Committee within two committee cycles, following the completion of the investigation and following consideration of the matter being concluded by the Operational Delivery Committee.	On agenda	Willie Whyte	Operations and Protective Services	Operations	1		

	A	B	C	D	E	F	G	H	I
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2									
16	Roads Winter Service Plan 2018 – 19	To present the Roads Winter Service Plan 2018 – 19 for approval. Operational Delivery Committee 29/5/18 - The Committee resolved to instruct the Chief Operating Officer to review the footway treatment regime, reporting back to committee as part of the 2018-19 Roads Winter Operational Plan	On agenda	Doug Ritchie	Operations and Protective Services	Operations	Purpose 1		
17	Notice of Motion - Councillor Yuill	Referred from Council on 2 July 2018. That this Council: 1. Notes with concern that speeding remains a problem on some roads in communities across Aberdeen. 2. Welcomes the ongoing action taken by the police to tackle this problem but recognises that limited police resources restrict the amount of police time that can be devoted to this. 3. Notes that "Community Speedwatch" initiatives, where members of the public are trained by the police to use speed guns, elsewhere in Scotland and across the UK have played a part in reducing speeds and changing driver behaviour. 4. Instructs the Chief Officer - Operations and Protective Services to discuss with Police Scotland how "Community Speedwatch" could be introduced in Aberdeen."							
18	Notice of Motion - Councillor Delaney	Referred from Council on 2 July 2018. "That Council: 1. Acknowledges the challenges faced in maintaining its infrastructure to an acceptable standard as a result of year on year underfunding by successive Scottish Governments. 2. Acknowledges the need to explore new technologies in order to discharge its functions in a more cost effective and environmentally friendly manner. 3. Commits to investigating ways to reduce plastic waste and looking for innovative ways to reuse residual plastic waste. 4. Acknowledges the reduced cost and apparent increased longevity of so called "plastic roads" whereby recycled plastic pellets are incorporated into an asphalt mixture to fill potholes and to resurface roads. 5. Welcomes the successful resurfacing of the A7 in Carlisle and notes the trials of this product in Dumfries & Galloway and Enfield. 6. Instructs the Chief Operating Officer to investigate the feasibility of trialling "plastic roads" in Aberdeen and to report back to the appropriate committee(s)."							
19	6 November 2018 DATE DATE DATE								
20	North East of Scotland Road Casualty Reduction	Communities, Housing and Infrastructure on 8/11/17 instructed the Head of Public Infrastructure and Environment to report back annually to the CHI Committee on the activities set out in the NE Road Casualty Reduction Strategy.		Doug Ritchie	Operations and Protective Services	Operations	1		

	A	B	C	D	E	F	G	H	I
	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
2									
21	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. Service Update will be issued in the meantime.
22	Pet Policy in Council Houses	To seek approval of the Pet Policy in Council Houses in light of new legislation.		Kevin Kelly	Strategic Place Planning	Place	7.1	D	Delayed from May & September as was required to go through CMT.
23	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.		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1	D	Delayed from May. Awaiting information from the Scottish Government and Scottish Water to understand the funding implications and how section 7 is to be funded.
24	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.			NESTRANS		3 and 5	D	Delayed pending a review of transportation project priorities and resources, across all transportation teams. This review is scheduled for September on foot of a recently completed assessment of existing projects and workstreams.
25	Community Learning and Development - Strategic Plan	Communities, Housing and Infrastructure Committee 24/5/17 - The Committee agreed to instruct the Head of Communities and Housing to submit a report to the Communities, Housing and Infrastructure Committee by September 2018 to ensure that the new Partnership Forums have delivered on the plan and to approve the priorities of CLD Plan 2018-2021. CLD Plan 2018 - 2021 to be approved by committee. Currently consulting with Communities and partners on this.	Service Update received and published on 29 August to on the 2015-18 Plan. A summary of progress for the 2018-21 will also be included in the Service Update. As there is currently ongoing consultation regarding 2018-21 Plan, the Plan will be presented to committee in November for consideration and approval.	Linda Clark	Early Intervention and Community Empowerment	Customer	1.1		

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2									
26	Waste Policies Review	To seek agreement on revised waste policies dealing with excess waste, contamination and assisted uplifts.		Kris Hultman	Operations and Protective Services	Operations	3		
27	Public Bodies Duties Climate Change 2017/18	To approve the mandatory Public Bodies Duties Climate Change report submission to the Scottish Government to ensure compliance with the requirements of Part 4 of the Climate Change (Scotland) Act 2019.		Olu Fatokun	Strategic Place Planning	Place			
28	Risk Register	To present the risk register.		Derek McGown	Governance	Governance	GD 7.4		
29	Foster Care Fees and Allowances	To seek approval of the Foster Care fees and allowances.		Isabel McDonnell	Integrated Children's and Family Services	Operations	Purpose 1	T	This falls under the remit of Council and will transfer to Council.
30	Various Small Scale Traffic Management Development Associated Proposals Stage 2	To present the stage 2 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.
31	Various Small Scale Traffic Management Development Associated Proposals Stage 3	To present the stage 3 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.
32	Out of Authority Placements	Audit, Risk & Scrutiny agreed at its meeting on 8 May 2018, to instruct the Lead Service Manager to present a report to the Operational Delivery Committee presenting the outcome of the impact of the Inclusion Review on out of authority placements.		Anne Donaldson	Integrated Children's and Family Services	Operations			
33	Formal Joint Working Partnership of North Scotland Trading Standards Services	Communities, Housing and Infrastructure, at its meeting on 29 August 2017, the committee authorised officers to continue discussions on collaborative working and to request a report back when joint working arrangements had been drafted for committee approval.	Report will be submitted following the conclusion of detailed discussions on collaborative working.	Graeme Paton	Operations & Protective Services	Operations	3		

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2									
34	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.	DfT's final response on Community Bus Permits due late Autumn for consideration of operating services on s22 permits. Likely recommendation to continue with services being contracted out as this is lower cost than in-house delivery.	Chris Cormack	Strategic Place Planning	Place	1		
35	Roads Infrastructure - Current Skills Shortages	At the Operational Delivery Committee on 29 May it was agreed " to request that a report be brought back to identify any skills shortages within the roads and infrastructure service and to look at ways of retaining staff"		Alan Robertson	Operations and Protective Services	Operations	Purpose 1		
36	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
37	17 January 2019 DATE DATE DATE								
38	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.			Operations and Protective Services	Operations	Purpose1	R	To be reported by means of service update.
39	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
40	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	Strategic Place Planning	Place	3 and 5		
41	Enforcement of the Private Rented Housing Sector	Finance, Policy and Resources Committee 1/12/17 agreed that following the appointment of the Administration Assistant (Enforcement) to instruct officers to report back to Committee in 9 months providing an update on enforcement of the private rented housing sector.		Ally Thain	Operations and Protective Services	Operations	Purpose		
42	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
43	14 March 2019 DATE DATE DATE								

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2									
44	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		Graeme Simpson	Integrated Children's and Family Services	Operations	7.1		
45	Safety Review of Broad Street Partial Pedestrianisation	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.			Strategic Place Planning	Place	Purpose 1		
46	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
47	April 2019 Onwards			DATE	DATE			DATE	
48	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		
49	Smart Bins and Digitalisation of Waste Containers	To seek approval to conduct a trial on bin fill sensors on communal bins, i.e. to trial fitting sensors in communal bins that tell us when they need emptying and record accurately how often these bins require to be serviced.		Pam Walker	Operations and Protective Services	Operations		D	Delayed from May 2018. The initiative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial.
50	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		
51	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		

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52	Review of Broad Street Partial Pedestrianisation	Council on 5/3/18 agreed to instruct the Chief Officer for Strategic Place Planning to conduct a full review of the Broad Street partial pedestrianisation, (one year after opening) on the effectiveness of the scheme, the implications on the City centre network, the CCMP and reporting back with recommendations taking into consideration recommendation (b) to the relevant committee at the earliest opportunity.			Strategic Place Planning	Place	Purpose 1		
53	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			
54	Motion by Councillors Boulton and Delaney - Suitable Bus Laybys on the Hazlehead to Westhill Road	The Communities, Housing and Infrastructure Committee on 27 August 2015, resolved (i) to agree that any future development within this area should be conditioned to incorporate public transport facilities where feasible; (ii) to agree that due to the ongoing works at the Five Mile Garage in connection with the AWPR, along with the proposed expansion to the Prime Four development, no work should be carried out on introducing bus stops/laybys or pedestrian crossings on the A944 until such a time as the proposed expansion to the Prime Four development is agreed and after the AWPR becomes operational; (iii) to instruct officers to continue discussions with the developers in order to ensure that contributions are secured from future phases of the Prime Four development to allow the necessary infrastructure improvements to be introduced at no cost to Aberdeen City Council; and (iv) to instruct officers to update the committee in 12 months' time.	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.	Doug Ritchie	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.
55	Performance Report	To provide Committee an update in regards to the performance every cycle.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1		
56	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			
57	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		
58	To be reported by Service Update								
59	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		
60	Property Level Flood Protection Grant Scheme	agreed in May 2018 that this would be removed once Service Update circulated.		Will Burnish	Capital	Resources	GD3		
61	One Stop Employability Shop	Will be deleted after service update received.		Matt Lockley	City Growth	Place	1		

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62	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.
63	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.
64									

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	6 th September 2018
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	COM/18/092
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. It is also to advise the Committee of the intention to move to a Balanced Scorecard approach for reporting in the next and subsequent cycles of this Committee (see example for Waste Services at Appendix A).

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. It is also recommended that the Committee approve the suggested new approach as shown in Appendix A, Parts 1, 2 and 3.

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, including the proposed move to a Balanced Scorecard approach, as mentioned above. 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 C, shows further analysis of a number of performance measures, listed below, which have been identified as exceptional: -
- Percentage of reactive repairs carried out in the last year completed right first time
 - Customer Satisfaction with Repairs and Maintenance
 - Repairs pre-inspections - Percentage completed within 3 working days
 - Agency Headcount
 - Agency and Overtime spend for Facilities Management
 - Food Safety Hygiene Inspections % premises inspected more than 12 monthly
 - Potholes Category 1 & 2 – percentage of defects repaired within timescale
 - Customer satisfaction with Roads Response Maintenance
 - Percentage of all street light repairs completed within 7 days
 - Percentage of household waste recycled/composted
 - Sickness Absence
 - Gross rent arrears as a percentage of rent due
 - Rent loss due to voids
 - Quarterly % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed
 - Council Tax Cash Collected (In Year) – monthly
- 4.4 Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon



On target or within 5% of target



Within 5% and 20% of target and being monitored



Below 20% of target and being actively pursued

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

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

			reputation for transparency and accountability.
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7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Enabling Technology	The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done in the context of a customer centric service design and delivery.
Organisational Design	The report reflects recognition of the process of organisational design and provides assurance through scrutiny of operational effectiveness. The

	review and realignment of performance measures will support the redesign of the organisation.
Governance	Oversight and scrutiny of operational performance, including that provided by external inspection, supports the robustness of governance arrangements between and across internal and external providers
Workforce	The performance report does and will continue to support understanding of the role and development of the workforce.
Process Design	As the interim structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
Technology	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
Partnerships and Alliances	Continuous review of the outcomes, and effectiveness, of in house services provides assurance to critical partners where there are shared objectives. Where available data sharing between partners will be used to monitor performance and support improvement.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

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

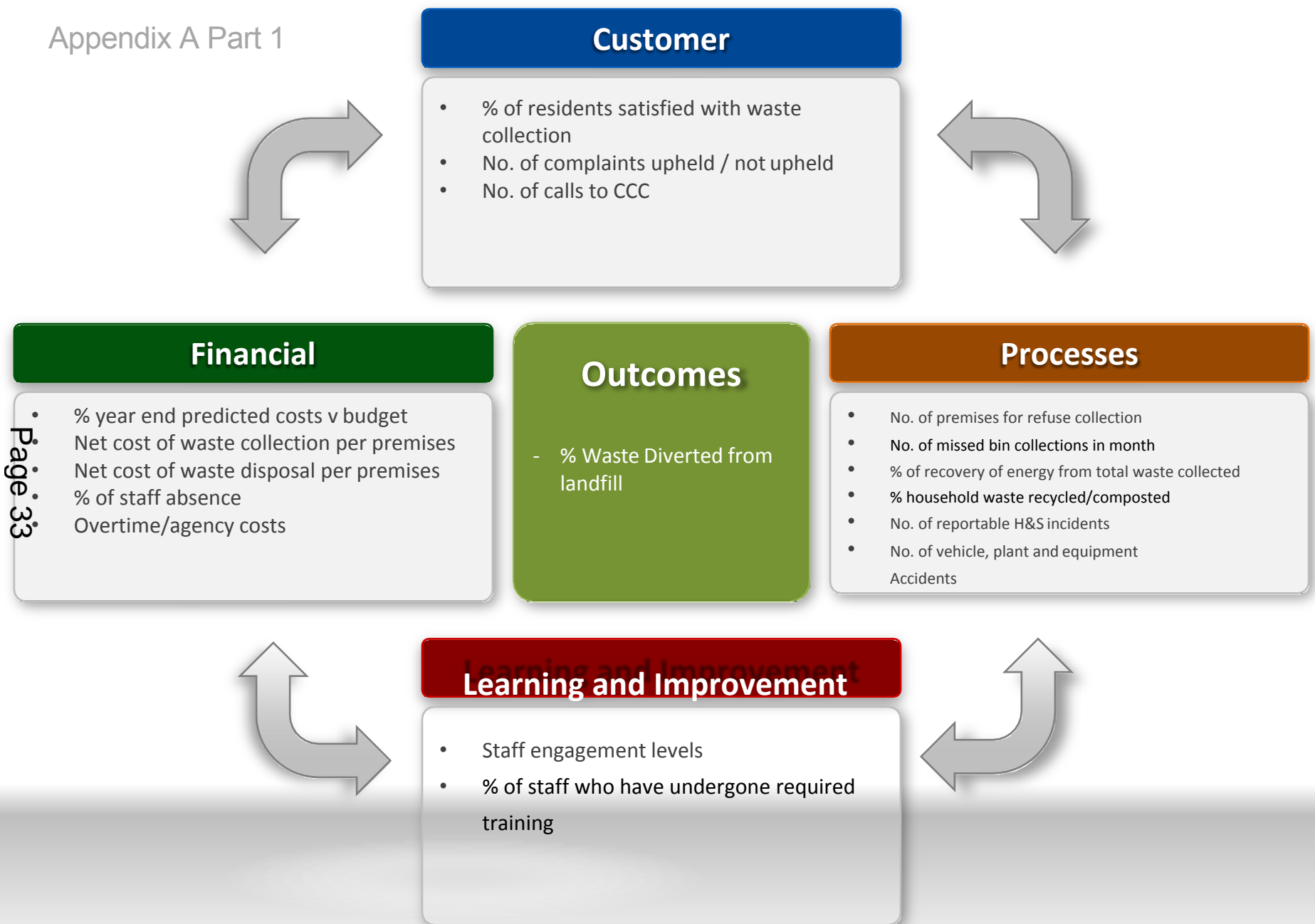
10. APPENDICES (if applicable)

Appendix A – Example of proposed Balanced Scorecard layout
(Part 1 Illustration, Part 2 Scorecard example and Part 3 Analysis layout example)

Appendix B – Performance Summary Dashboard – draft included (subject to change)
Appendix C – Performance Analysis of Exceptions – to follow

11. REPORT AUTHOR CONTACT DETAILS

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Waste BSC - Example Scorecard

Outcomes

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
% Waste diverted from Landfill							86.9%		86.5%		82.1%		38%		86.5%		85%

Customer

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
CCC - Number of Waste & Recycling Calls	3,196		2,842		2,699												
% of adults satisfied with refuse collection													81%				

Financial

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
Direct Staff Costs - % Spend to Date (FYB)	7.5%		13.9%		23.1%								91.9%		96.8%		100%
Overtime Costs - % Spend to Date (FYB)	7.6%		17.5%		28.1%								97.5%		131.3%		100%
Agency Staff Costs - % Spend to Date (FYB)	34.8%		58.3%		206.5%								219.9%		595%		100%
Sickness Absence - Average Number of Days Lost (Waste)	N/A		26.4		25.9								17.5		28		10





















Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
Net waste collection cost per premises													£41.84				
Net waste disposal cost per premises													£121.39				

Learning & Improvement

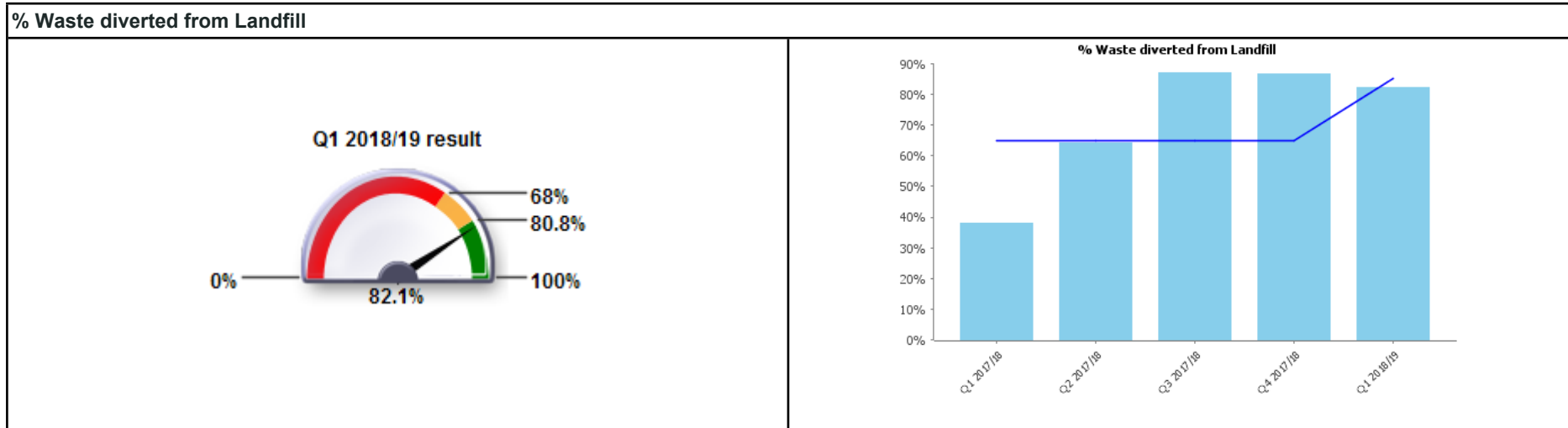
Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
Increase Staff Engagement levels within Waste and Recycling Services													60%				66%
% of Waste & Recycling staff who have undergone required training							100%		100%		100%		100%		100%		97%

Process

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
Accidents - Reportable - Employees (No In Month - Waste)	0		1		0		0		2		1		2		2		

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2016/17		2017/18		2018/19
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target
Vehicle, Plant and Equipment Accidents (Waste)							12		14		7		64		61		52
Number of Domestic Properties requiring Waste Collections													116,173		117,204		
Percentage of Household Waste Recycled/Composted							38.4%		40.8%		47.2%		38.1%		43.1%		
Percentage of Household Waste - Energy from Waste							47.4%		45.7%		35.2%		0.5%		27.9%		
Number of missed bin collections in month - residential	275		200		243												

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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 section to contain analysis from Service Area Manager/Chief Officer

Responsible officer:

Last Updated:

	Q1 2018/19
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Operational Delivery Committee Performance Report Appendix B

Operations

Building Services

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs – Cumulative Expenditure	£1,139K		£2,286K		£3,418K		£4,915K
Direct Staff Costs - % Spend to Date (FYB)	7.7%		15.5%		23.2%		100%
Overtime Costs – Cumulative Expenditure	£5,320		£33,458		£60,636		£45,819
Agency Staff Costs – Cumulative Expenditure	£11,059		£49,413		£72,424		£265,372
Sickness Absence - Average Number of Days Lost	N/A		13.4		13.4		10
The year to date average length of time taken to complete emergency repairs (hrs)	2.86		3.72		3.76		4.1
The year to date average length of time taken to complete non emergency repairs (days)	2.16		5.65		4.66		8.3
Percentage of reactive repairs carried out in the last year completed right first time	93.36%		93.11%		92.58%		93.6%
Percentage of repairs appointments kept	99.37%		99.32%		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.	91.2%		93.7%		94.5%		80%
The percentage of Repairs Inspections completed within 3 working day target (year to date)	70.2%		66.7%		65.6%		78%

Environmental Services

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£790K		£1,571K		£2,443K		£3,299K
Direct Staff Costs - % Spend to Date (FYB)	8%		15.9%		24.7%		100%
Overtime Costs - Cumulative Expenditure	£27K		£52K		£75K		£62K
Agency Staff Costs - Cumulative Expenditure	£6,017		£51,939		£73,241		£24,114
Agency Staff - Headcount	30		34		30		
Sickness Absence - Average Number of Days Lost	N/A		17.2		17.2		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	199		171		181		

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	150		150		123		

Facilities Management

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£982K		£1,939K		£3,027K		£3,980K
Direct Staff Costs - % Spend to Date (FYB)	8.2%		16.2%		25.4%		100%
Overtime Costs - Cumulative Expenditure	£59K		£114K		£169K		£120K
Agency Staff Costs - Cumulative Expenditure	£3,775		£7,172		£11,494		£0
Sickness Absence - Average Number of Days Lost	N/A		13.4		13.5		10

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of children taking school lunches in the year – Primary (YTD)	1,019,133		1,479,391		427,909		457,633
Number of meals provided during holiday projects (YTD)	1,734		1,734		168		

Fleet and Transport

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£144K		£255K		£388K		£530K
Direct Staff Costs - % Spend to Date (FYB)	9.1%		16%		24.4%		100%
Overtime Costs - Cumulative Expenditure	£7K		£12K		£18K		£0K
Agency Staff Costs - Cumulative Expenditure	£1,123		£6,529		£9,320		£0
Agency Staff - Headcount	4		4		4		

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost	N/A		9		9		10

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Council fleet lower emission vehicles (YTD)	90%		93%		93%		73%

Integrated Children's Service (excluding Education)

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 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	91%		91%		88%		93%		90%		90%		
Looked After Children with an allocated social worker (%) - Integrated Children's and Family Service	100%		100%		100%		98%		99%		100%		
Looked After Children looked after at home (%)	15%		13%		13%		17%		15%		14%		
Looked After Children looked after in Kinship (%)	20%		21%		21%		19%		19%		19%		
Looked After Children looked after in Foster Care (%)	52%		52%		51%		46%		47%		48%		
















Performance Indicator	April 2018		May 2018		June 2018		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence - Integrated Children's & Family Services	N/A		7.8		7.9		10

Operational Health and Safety

Performance Indicator	April 2018		May 2018		June 2018		Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month)	0		0		0		1		2		0		
Accidents - Reportable - Employees (No In Month)	0		0		0		1		0		0		
Accidents - Non-Reportable - Employees (No In Month)	3		0		2		0		6		5		
Accidents - Non-Reportable - Employees (No In Month)	0		2		1		1		1		3		
Accidents - Reportable - Employees (No In Month - Environmental)	0		0		0		2		0		0		
Accidents - Reportable - Employees (No In Month - Fleet)	0		0		0		0		0		0		
Accidents - Reportable - Employees (No In Month - Roads)	0		1		0		1		1		1		
Accidents - Reportable - Employees (No In Month - Waste)	0		1		0		0		2		1		
Accidents - Non-Reportable - Employees (No In Month - Environmental)	2		2		0		5		5		4		
Accidents - Non-Reportable - Employees (No In Month - Fleet)	0		0		0		1		1		0		
Accidents - Non-Reportable - Employees (No In Month - Roads)	0		0		1		0		3		1		
Accidents - Non-Reportable - Employees (No In Month - Waste)	3		1		0		7		10		4		

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Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Environmental)	18		6		4		40
Vehicle, Plant and Equipment Accidents (Roads)	10		4		1		10

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Waste)	12		14		7		40
Fleet Compliance Incidents (Environmental)	41		5		1		60
Fleet Compliance Incidents (Fleet)	0		1		0		15
Fleet Compliance Incidents (Roads)	5		2		3		15
Fleet Compliance Incidents (Waste)	23		4		9		60

Protective Services

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Expenditure v Budget	£325K		£648K		£1,060K		£1,065K
Direct Staff Costs - % Spend to Date (FYB)	7.6%		15.2%		24.9%		100%
Overtime Costs - Expenditure v Budget	£3K		£5K		£8K		£30K
Agency Staff Costs - Expenditure v Budget	£0		£0		£0		£1,773
Sickness Absence - Average Number of Days Lost	N/A		6		6.3		10
Non Domestic Noise % responded to within 2 days	100%		97.8%		100%		100%
High Priority Pest Control % responded to within 2 days	97.8%		98.9%				100%
High Priority Public Health % responded to within 2 days	97.2%		100%				100%
Dog Fouling - % responded to within 2 days	100%		100%				100%
HMO Licenses in force	1,299		1,272		1,284		
HMO License Applications Pending	153		173		165		

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 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	30%		38.97%		9.45%		
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	9.66%		16.6%		0%		
% of Samples reported within specified turnaround times (ASSL)	76.38%		71.78%				80%

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (ASSL)	96.5%		98.6%		97.87%		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	100%		97.22%		100%		100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	99.29%		97.94%		100%		100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	54.57%		53.88%		42.05%		100%

Road and Infrastructure Services

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£470K		£896K		£1,663K		£2,348K
Direct Staff Costs - % Spend to Date (FYB)	6.7%		12.7%		23.6%		100%
Overtime Costs - Cumulative Expenditure	£3K		£35K		£106K		£240K
Agency Staff Costs - Cumulative Expenditure	£6,465		£46,682		£94,978		£0
Agency Staff - Headcount	17		17		15		
Sickness Absence - Average Number of Days Lost	N/A		13.1		12.9		10
Percentage of all traffic light repairs completed within 48 hours	97.7%		100%		93.3%		95%
Number of Traffic Light Repairs completed within 48 hours	44		43		42		
Percentage of all street light repairs completed within 7 days	40.9%		48.4%		62.2%		90%
Number of Street Light Repairs completed within 7 days	239		250		227		
Potholes Category 1 and 2 - % defects repaired within timescale	90.7%		92.8%		99.7%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	778		446		394		

Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% Customer Satisfaction with Roads Response Maintenance	59.2%		43.5%		44.6		75%













Waste Services

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£423K		£781K		£1,304K		£1,878K
Direct Staff Costs - % Spend to Date (FYB)	7.5%		13.9%		23.1%		100%
Overtime Costs - Cumulative Expenditure	£19K		£43K		£69K		£82K
Agency Staff Costs - Cumulative Expenditure	£37,496		£62,811		£222,398		£109,500
Agency Staff - Headcount	30		33		30		
Sickness Absence - Average Number of Days Lost (Waste)	N/A		26.4		25.9		10




Performance Indicator	Q3 2017/18		Q4 2017/18		Q1 2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	86.9%		86.5%		82.1%		85%
Percentage of Household Waste Recycled/Composted	38.4%		40.8%		47.2%		43%
Percentage of Household Waste - Energy from Waste	47.4%		45.7%		35.2%		

Customer

















































Community Safety

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	98.9%		97.1%		97.5%		95%
Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	96.47%		96.66%		97.44%		100%
Number of cases of anti-social behaviour reported in the last year (SSHC definition)	624		688		1,055		
Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	77.1		85.7%		85.7%		80%

Customer Service

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of all Contact Centre calls answered within 30 seconds	78.2%		83.92%		82.65%		60%

Housing

Performance Indicator	May 2018		June 2018		July 2018		2018/19 Target Value
	Value	Status	Value	Status	Value	Status	
% of Homeless Applications Arising From Private Sector	11.7%		13.8%		14.6%		13.8%
Number of homeless applications received in the year	291		420		567		141
Quarterly % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By SG on a Quarterly Basis)	6.7%		6.7%		6.7%		5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	100%		100%		100%		100%
YTD % of statutory applicants found to be intentionally homeless	3.9%		3.7%		4.3%		6%
Average time taken to relet all properties (Citywide - days)	48.8		43.9		44.1		46
Rent loss due to voids - Citywide	1.3%		1.32%		1.35%		1%
Voids Available for Offer Month Number - Citywide	230		275		306		
Number of Households Residing in Temporary Accommodation at Month End	495		496		480		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year (As reported by S.G)	22.9		22.6		23		24
Percentage of tenants satisfied with the standard of their home when moving in YTD	60.7%		71.8%		71.4%		75%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	92.9%		93.9%		94.1%		90%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	99%		97.2%		96.4%		100%
YTD % of new homeless tenancies sustained for more than a year	87.29%		90.43%		89.92%		94%
Gross rent Arrears as a percentage of Rent due	5.55%		5.67%		5.94%		6.2%
PSL Stock at month end	162		161		159		

Performance Indicator	May 2018		June 2018		July 2018		2018/19 Target Value
	Value	Status	Value	Status	Value	Status	
Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties))	£341,138		£327,850		£309,864		
Legal repossessions following decree - Citywide	13		24		34		
Satisfaction of new tenants with the overall service received (Year to Date)	92.9%		94.9%		91.8%		90%

ICT Systems and Operations



Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99%		99%		99.5%		99.5%

Libraries

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	73,568		75,768		70,993		
Number of visits to libraries - virtual	47,158		45,673		41,932		

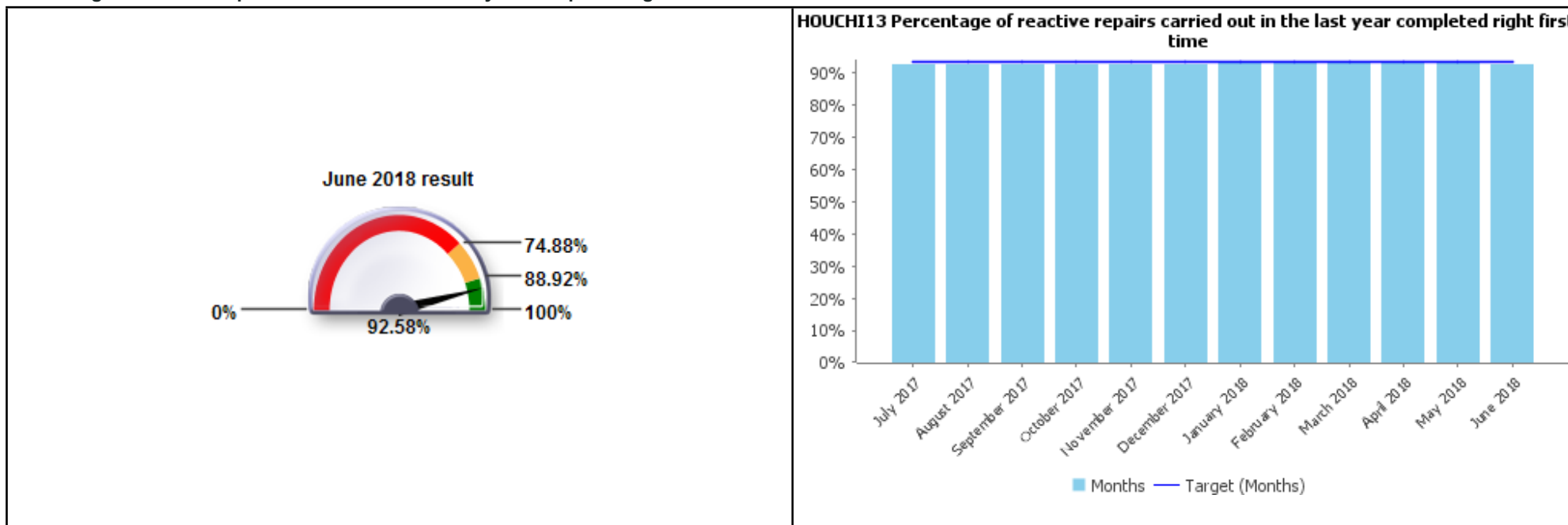
Revenues and Benefits

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£13.6m		£24.4m		£34.7m		£34.9m
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	10.62		11.38		11.09		12

Performance Indicator	April 18		May 18		June 18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Correct amount of Housing Benefit paid to customer (monthly)	95.14%		96.58%				95%

Operational Delivery Committee Performance Report Appendix C

Percentage of reactive repairs carried out in the last year completed right first time



Why is this important?

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

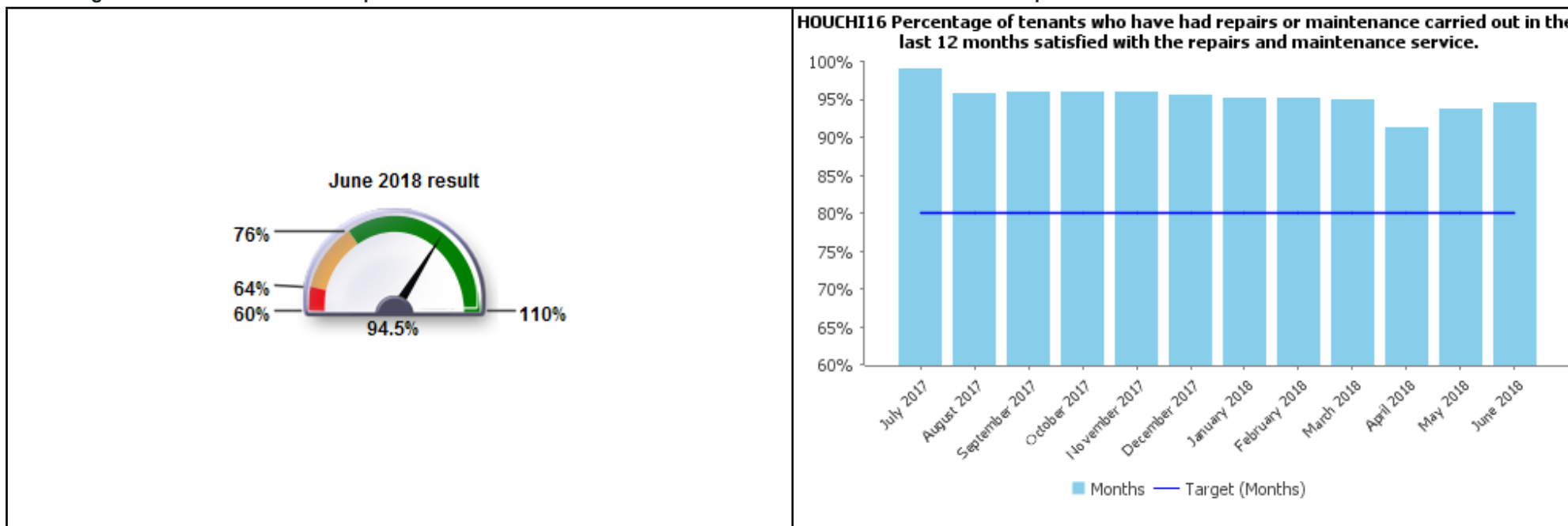
Charter Outcome 5 - Repairs, Maintenance and Improvements - stipulates that social landlords manage their properties so that:

Tenants' homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choice about when work is done

Benchmark Information:

The 2017/18 percentage of reactive repairs carried out in the last year completed right first time was 93.08% against the Scottish LA average of 92.87%

Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.



Why is this important?

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

Charter Outcome 5 - Repairs, Maintenance and Improvements - stipulates that social landlords manage their properties so that:
Tenants' homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choice about when work is done

Benchmark Information:

The 2017/18 percentage of tenants who had a repair or maintenance carried out in the last 12 months who were satisfied with the service was **94.98%** against the Scottish LA average of **90.81%**

Target:

The target this indicator for 2018/19 has been maintained at 80%.

Intelligence:

Performance against this indicator has been maintained at an extremely high level throughout the past 12 month period, fluctuating between 91 and 99% and currently sitting at 94.5%. This is substantially above the 80% target set. In the most recent analysis conducted, all elements of the survey returned excellent scores as shown below:

How satisfied were you that the Repairs Service was easy to access? - 96.7%

When you came into contact with members of staff, how satisfied were you with the overall experience? - 98.2%

How satisfied were you with the standard of work carried out? - 95.3%

Was your appointment kept as agreed? - 93% (Yes)

Did the tradesman leave your house clean and tidy? - 98.7% (Yes)

These outcomes clearly show the high standard of service provided by staff in the Repairs and Maintenance Team and they are backed up by comments received from satisfied tenants - some examples are provided below:

'Very pleased - quick and efficient'

'Very efficient - happy with outcome'

'Absolutely delighted with service'

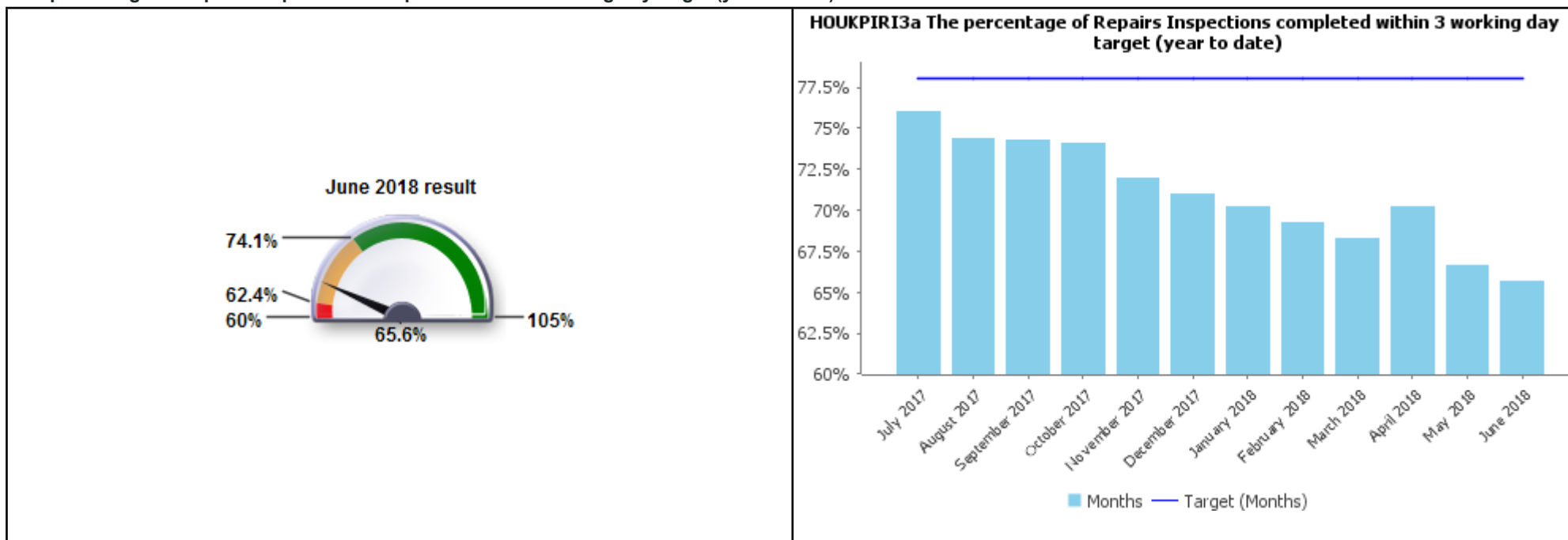
Responsible officer:

Last Updated:

Graham Williamson

June 2018

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



Why is this important?

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

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

Benchmark Information:

This measure is not currently benchmarked.

Target:

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

Intelligence:

Performance against this indicator has decreased by 10% over the past 12 month period to the current low of 65.6%. This has been impacted by the recent introduction of an electronic recording process which allows Property Inspectors to visit tenants, raise jobs and book appointments whilst in the tenants property, aiming to streamline end to end repairs in the longer term. As is usual with new processes and technology, there has been some impact on performance over the bedding in period but positive improvement is expected over coming months.

Some initial electronic device use issues have been identified and are currently being addressed through staff training. There has also been a knock on effect on the number of inspections being received by the service which is, in part, due to the introduction of the minimum void letting standard as more tenants are requesting a repairs inspection following acceptance of their new property. Work needs to be done by Housing Management to manage tenant expectations around the minimum letting standard.

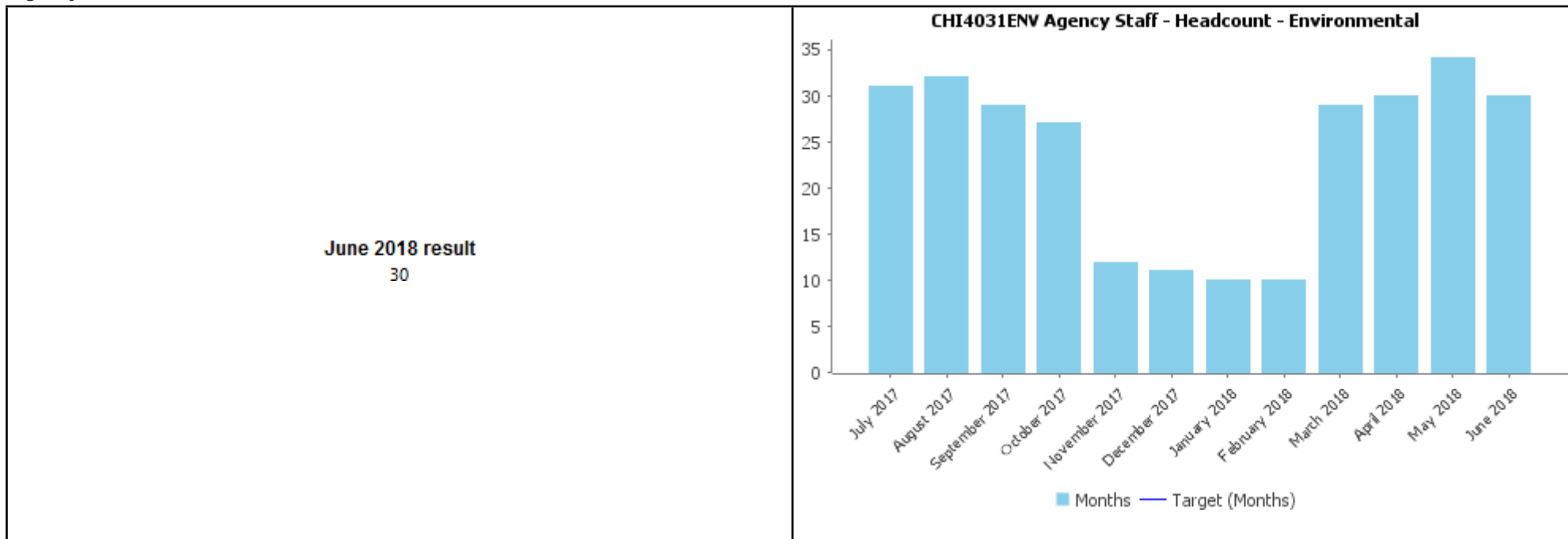
Responsible officer:

Last Updated:

Graham Williamson

June 2018

Agency Staff - Headcount - Environmental



Why is this important?

The use of agency staff ensures that Operations and Protective Services has the necessary resources is in place to deliver front line services and meet the outcomes set out in the Local Outcome Improvement Plan.

Benchmark Information:

This indicator is not benchmarked

Target:

No target us set for this measure since it is demand led.

Intelligence:

It is necessary for Environmental Services to employ agency staff in the main for seasonal work, with the majority used over the summer season, April - October, to work in parks and amenity areas across the city, cutting grass and maintaining green space. This time of year is the busiest period and therefore, there is a need for additional staff to manage the maintenance regimes in place to a satisfactory level.

Previously, fixed term staff had been recruited over summer months but it was found that agency staff were better value and overall easier to manage. Hence, it can be expected that agency headcount will fall substantially over the autumn and winter months, since the numbers employed by other service areas tends to remain more static. For example in Roads Operations the number has fluctuated between 12 and 17 for the whole of the last 12 month period while Environmental Services will see a drop of approximately two thirds during the winter months.

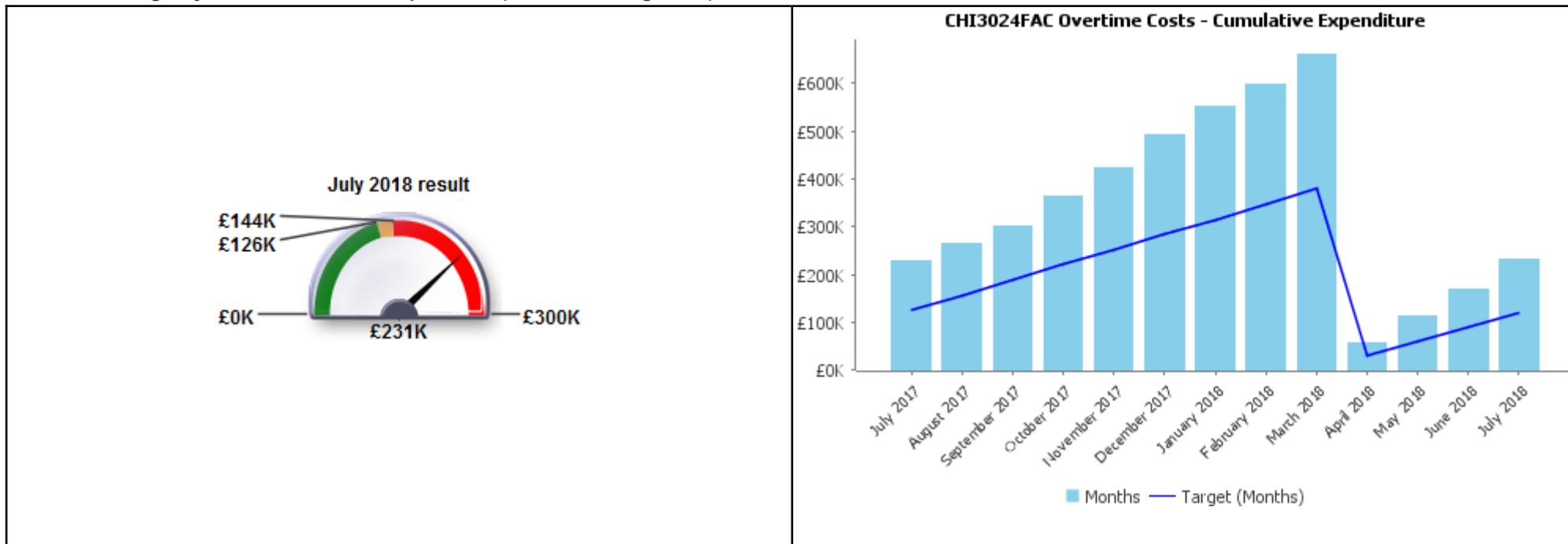
Current levels of agency workers employed by service areas across the function since April 2018 have fluctuated around 110 (Apr 108, May 116, June 111).

Responsible officer:

Last Updated:

Steven Shaw	June 2018
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Overtime and Agency Costs - Cumulative Expenditure (Facilities Management)



Why is this important?

The use of agency staff and overtime ensures that Operations and Protective Services has the necessary resources is in place to deliver front line and statutory services and meet the outcomes set out in the Local Outcome Improvement Plan. Within Facilities Management there is also an expectation that income will be generated.

Benchmark Information:

This indicator is not benchmarked.

Target:

The budget for 2018/19 for Overtime Costs in Facilities Management has been set at £360,414 with a zero budget for Agency costs.

Intelligence:

Cumulative expenditure against budget for overtime in Facilities Management to end June stands at 47% (£168,805) with an average spend of £56,268 per month. What these figures do not illustrate however is any income generated by this overtime. For example, janitors are frequently requested to open schools to allow access for repairs, maintenance or refurbishment works or for other events out with normal working hours, the costs for these additional hours being recovered from the service who requests access.

This is also true for Cleaning Services where staff provide response and voids cleaning as well as services to external customers such as Police Scotland and Osprey and Langstane Housing Associations, in addition to regular cleaning of Corporate buildings and other properties. Some services are required on an emergency basis or out with normal working hours, since they are demand led. Overtime spend for Cleaning is approx. £22,000 per month but this must be taken in context with the income expected to be generated in this financial year of approx. £500,000 and the service being delivered within overall budget. Overtime is also required in schools where due to a relatively high number of vacancies, additional hours working is required to ensure satisfactory standards of service. No agency staff are employed by the Cleaning service.

Buildings staff also carry out tasks in relation to external events which are then charged back to the relevant service, generating income. Unfortunately, the same does not apply to the requirement placed on staff to open either Marischal College or the Town House for weekend weddings, since this cost cannot currently be passed on to the customer.

Within FM Services, only Catering Services employ agency staff. Expenditure will always show to be over budget since no funds are allocated in the annual budget for this expense. Spending to the end of June 2018 is £11,494 or an average of £3,831 per month. These staff are employed solely to deliver school lunches when sufficient resources are not available due to unforeseen circumstances. As well as ensuring front line services are delivered, it should be considered that a lack of staff can cause till points to be closed, increasing waiting times which in turn can persuade customers to leave schools for lunch, having a negative effect on income.

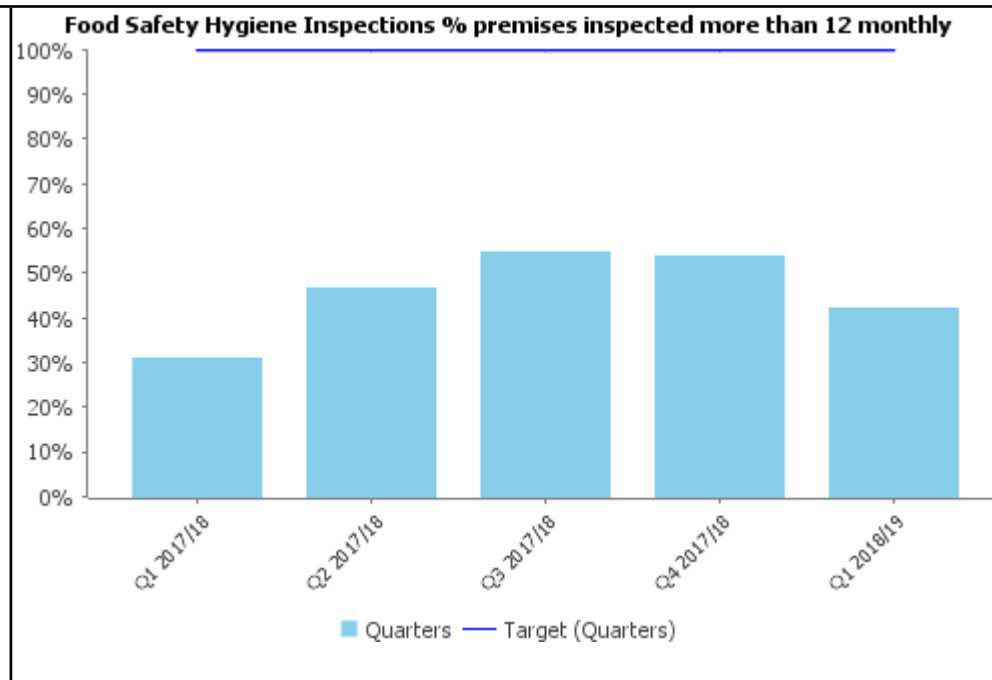
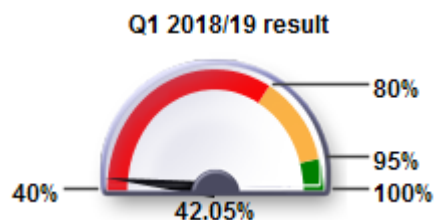
Responsible officer:

Last Updated:

Andy Campbell

July 2018

Food Safety Hygiene Inspections % premises inspected more than 12 monthly



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Why is this important?

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

Benchmark Information:

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

Target:

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

Intelligence:

The food hygiene risk rating of food premises is assessed at each full inspection by the EHO. 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.

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 in Quarter 1 we achieved 100%.

Medium risk establishments are covered by ENV1.16 and in Quarter 1 we achieved 100%.

The lower rated establishments that are reported under ENV1.17 consist of 2 distinct categories C rated establishments (18 month frequency) and D rated establishments (2 year inspection frequency). Within ENV1.17, 72.55% of the C rated establishments were inspected on time and none of the lowest rated establishments within the inspection programme were inspected.

We are currently investigating how we can realise efficiency savings to release resource to tackle a greater percentage of these lower rated establishments. Areas being investigated include greater use of mobile working and 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, the team will be re-brigaded 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.

In 2017/18 1.5 FTE field officer posts were lost through VS/ER. A vacant post has also subsequently been deleted from the establishment. There are currently an additional 2.2 officer vacancies within the Commercial team, with an additional vacancy from 14th September. Reduction in posts and vacancies will inevitably have a detrimental impact against this indicator. However, we endeavour to implement efficiency savings to minimise this impact as far as possible.

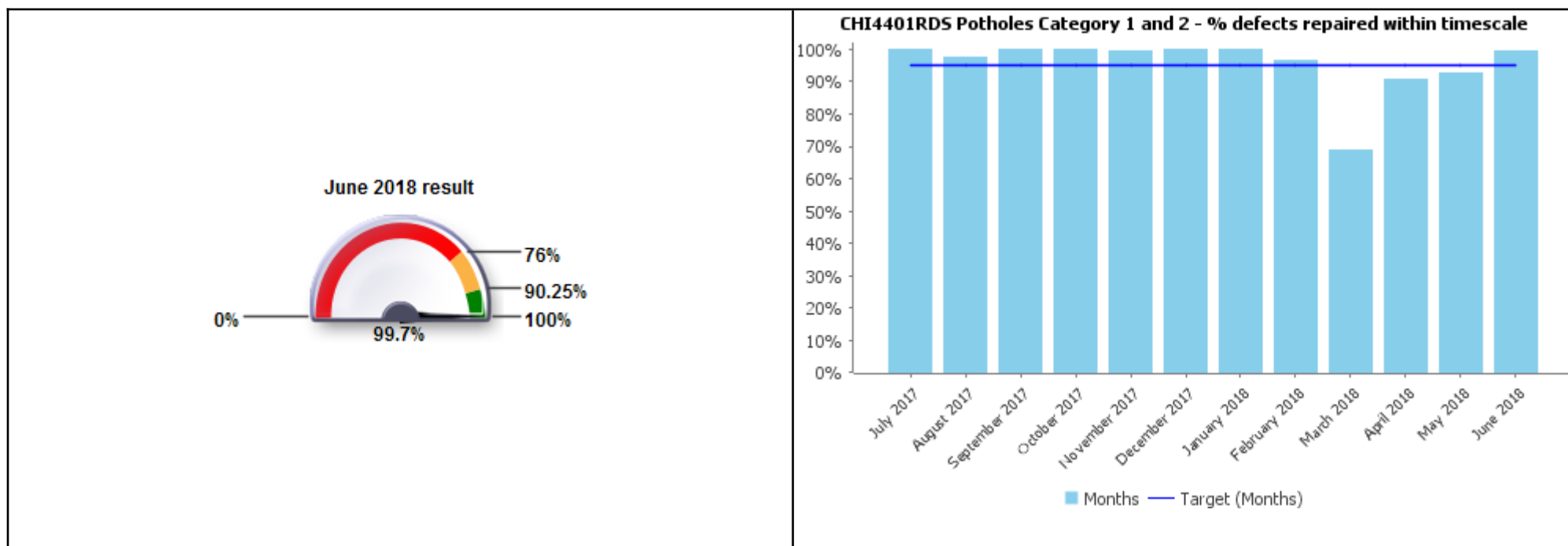
Responsible officer:

Last Updated:

Andrew Morrison

Q1 2018/19

Potholes Category 1 and 2 - % defects repaired within timescale



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

Benchmark Information:

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

Target:

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

Intelligence:

Priority pothole repairs decreased from 12,081 in 2016/17 to 8,256 in 2017/18, a decrease of 31.66% on the previous year. For Category 1 defects, the most serious failures, 1,776 were repaired in the period. There has been a recorded rise in the number of find and fix pothole repairs carried out, which may account for the drop. Road conditions in some locations had deteriorated to the extent that the road required to be closed in 11 locations and resurfaced. It is estimated that if this had not been done there would have been at least 200 more find and fix potholes. The average performance of Category 2 repairs is 92.1% completed within timescale. The high number of repairs during the fourth quarter of the year reflects a typical year whereby there are a high number of failures following the winter. The total number of find and fix potholes repaired during 2017/18 was 11,597, an increase of 3,562 on last year.

This excellent annual performance has been maintained into 2018/19 with an average 92.2% of Category 1 and 2 potholes repaired within timescale across the quarter.

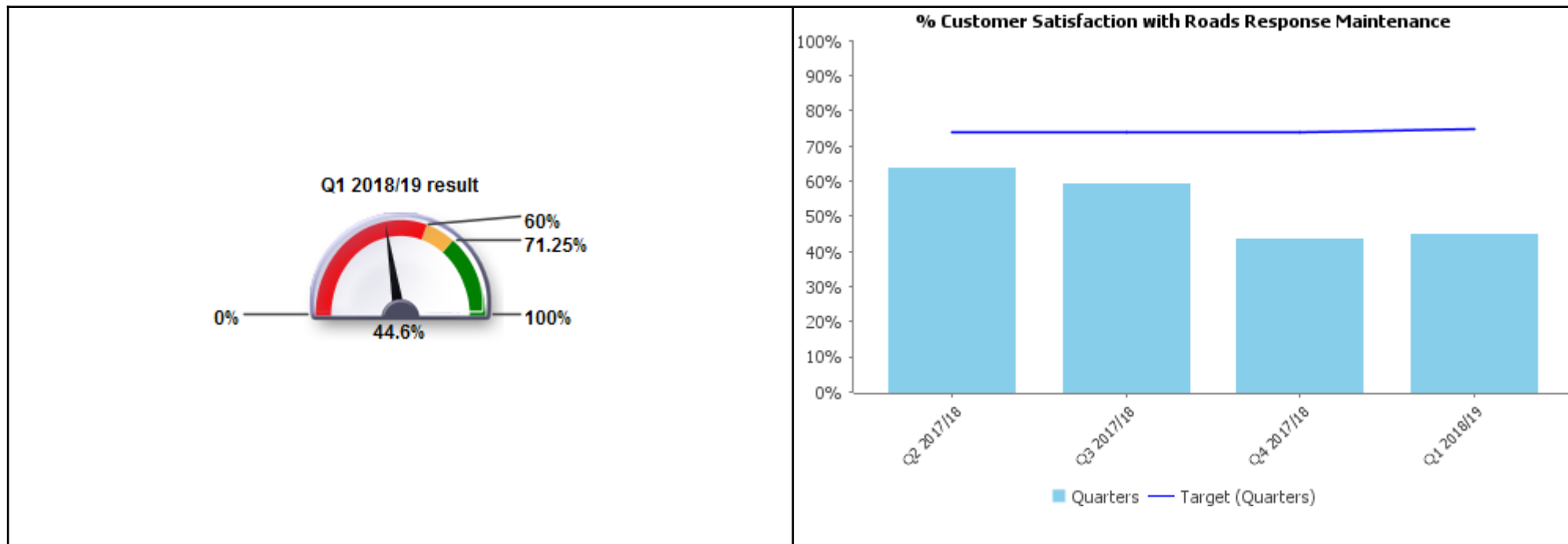
Responsible officer:

Last Updated:

Angus Maclver

June 2018

% Customer Satisfaction with Roads Response Maintenance



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

Benchmark Information:

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

Target:

The current target is that 75% of customers who report a road, street lighting, footway or drainage defect, are very or fairly satisfied with the overall service they received, after the defect has been repaired and their enquiry closed.

Intelligence:

Current performance for this measure shows that 44.6% of customers whose report was dealt with within Q1 of 2018/19 were very or fairly satisfied with the service they received from Roads Operations in relation to response maintenance. This is based on a total of 89 completed responses in the quarter.

As can be seen from the chart above, satisfaction has seen a sharp decline over the past 12 months, falling by around 20% overall, with a particularly acute drop being apparent between Q3 and 4 of the last financial year. The harsh weather conditions experienced at that time generated a severe backlog and undoubtedly impacted on road conditions during Q1 from which satisfaction with the service has been unable to recover, as yet. Recruitment and retention of suitability experienced frontline and office-based staff has proved very difficult especially as the contracts being offered have been fixed term and experienced staff tend to currently be in full time posts.

Closer analysis of the customer responses for Q1 indicates the following:

- . 53% of customers surveyed were satisfied that the service is easy to access
- . 56% were satisfied with the time taken to deal with any enquiry made
- . Expectations are higher than can be reasonably met, especially in relation to timescales and the requirement for temporary repairs
- . Service provision is inconsistent due to resources, with some customers praising staff for their prompt and efficient response, while others feel that work done is either taking too long or is insufficient to resolve the problem.

The vast majority of reports during Q1 were in relation to carriageway repairs (84%). This does, however, fluctuate during the year – for example during Q3 of 2017/18 over 63% of reports surveyed were in relation to street lighting. This is completely dependent on the types of reports received.

Further training has been provided to staff employed on the velocity patcher and this has been much more effective in pot hole repairs this summer and after the winter months, the backlog in non-urgent repairs did take some time to work through which may have impacted on customer satisfaction. Approval for a business case that would employ further staff has been required and should be received in the coming weeks, however it may take some time for new staff to be fully effective as there will be a training and familiarisation process to be gone through.

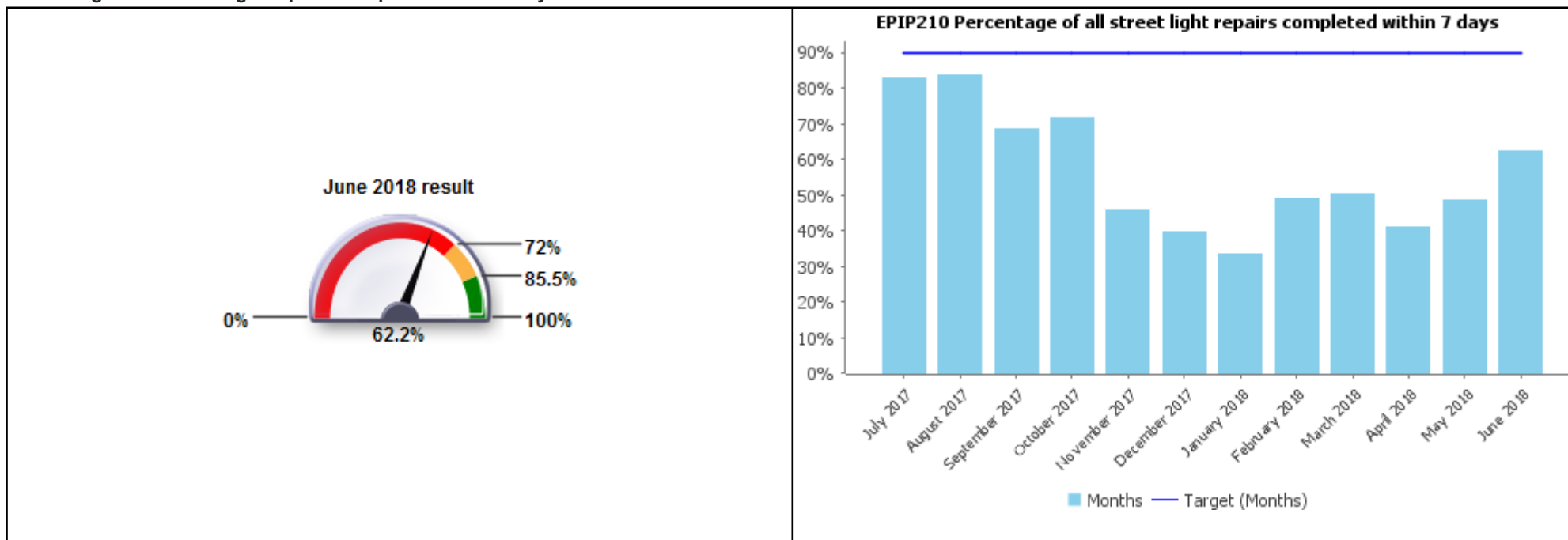
Responsible officer:

Last Updated:

Doug Ritchie

Q1 2018/19

Percentage of all street light repairs completed within 7 days



Why is this important?

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

Benchmark Information:

In 2016/17 our year-end figure was 59.07%, within 1% the 2015/16 outcome. Benchmarking data for 2016/17 against APSE family group average of 74.12% and national average of 89.9%. Benchmarking data for 2017/18 is not yet available.

Target:

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

Intelligence:

Performance increased from the 2016/17 figure of 53.58% to 58.57% in 2017/18, and the target level of performance for the year, of 90%, was not met.

Monthly trends show that performance dipped particularly low between December and January, with figures dropping below 45%, and overall there were no months where the target was met. Dips in performance can be attributed to lack of staff resource due to winter maintenance operations.

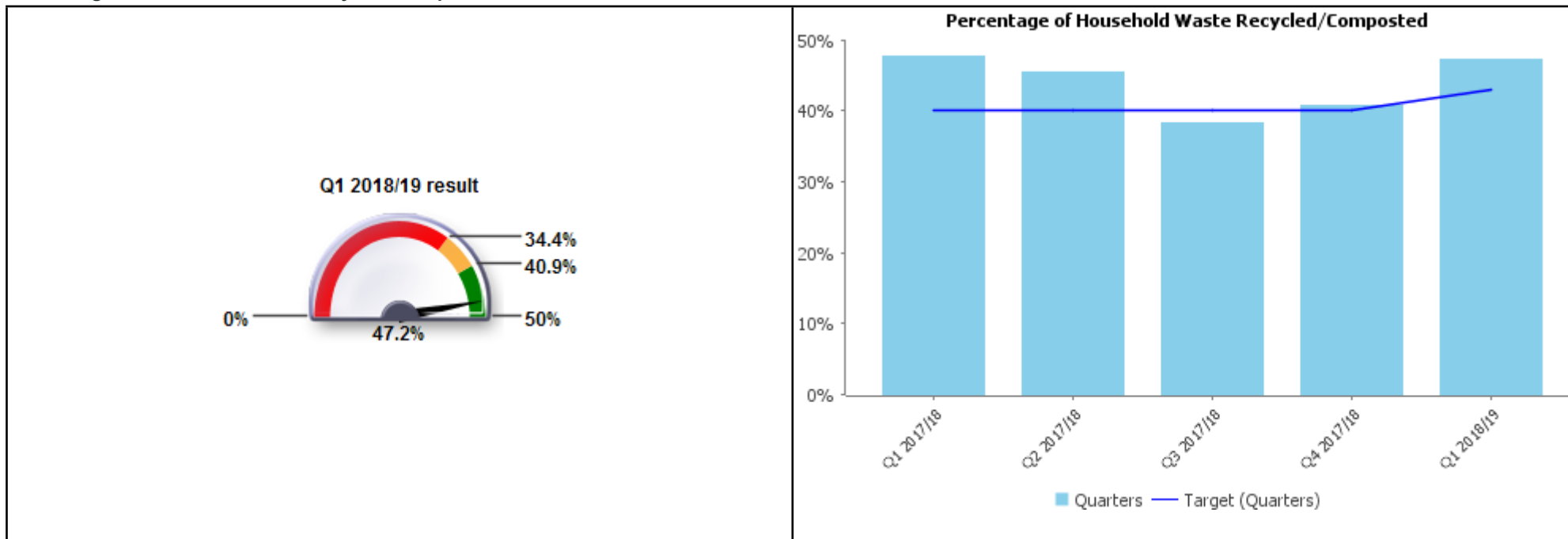
During June, of 365 street light repairs due be completed within 7 days 227 were completed within timescale resulting an outcome of 62.2% for this measure. Performance over April to June has seen an improving trend as we move towards the summer months, repeating a trend seen in previous years.

Responsible officer:

Last Updated:

Angus MacIver June 2018

Percentage of Household Waste Recycled/Composted



Why is this important?

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

Benchmark Information:

To be established

Target:

2016/17 - 38%
 2017/18 - 40%
 2018/19 - 43%
 2019/20 - 46%
 2020/21 - 50%

Intelligence:

The Service continues to move towards achieving the target to divert 90% of waste from landfill during 2018.

The main mechanism delivering this is the Refuse Derived Fuel facility at Altens East, through the Waste Management Services Contract. This fuel is then exported and used to generate energy from Waste, currently the material is being sent to energy from waste facilities in northern Europe. Commissioning of the facility has been delayed and is expected by the end of the year. Our waste is recycled, composted or sent to Energy from Waste. The remaining 10% (approx) 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 further reduce this figure. In addition to utilising non-recyclable waste as fuel, the Council successfully introduced improved recycling services to householders across the City in 2017. Almost all households in communal properties now have easy access to recycling and food waste services. 70,000 households now benefit from a significant increase in recycling capacity (from 70l per fortnight to 240l) and for the range of recycling collected has been expanded to include plastic pots, tubs and trays and waxed beverage containers (eg Tetrapak). We are continuing to see a steady rise in the recycling rate as a result of these improved, more convenient, services.

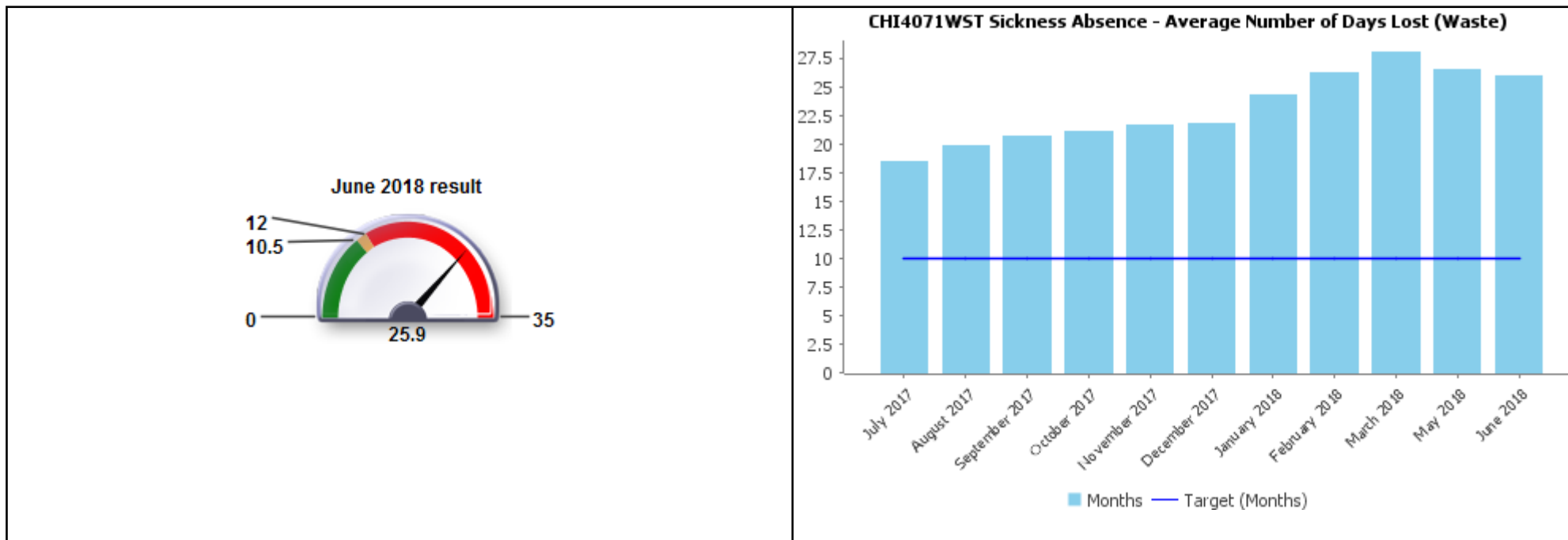
Responsible officer:

Pamela Walker

Last Updated:

Q1 2018/19

Sickness Absence - Average Number of Days Lost (Waste)



Why is this important?

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

Benchmark Information:

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

Target:

The target for the Average Number of Days lost per employee has 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. This has risen from 10.30 days at the start of the 2017/18 financial year and despite falling to a low of 9.9 days during September and October, has since increased month on month.

The current (June 2018) Council wide figure is 10 days, Operations 10.5 and Operations and Protective Services 14.9.

Based on a rolling 12 month period to June 2018 it is possible to identify a variety of trends from service to service across Operations and Protective Services - some increasing, some improving, others remaining reasonably static. For instance, Fleet Services has improved from 11.1 days lost to a current figure of 9 for the 12 months to June, this improvement coming mainly from a reduction in long term absences. Waste, on the other hand, has increased considerably, from 18.5 days lost to 25.9 days over the 12 month period, mainly due to a large increase of in long term absences from 11 to 16.9 days lost. Other services, such as Facilities have fluctuated but improved slightly over the 12 months from 13.7 to 13.5 days lost. The overall average number of days lost for those services now within Operations and Protective Services is 14.9 days as at the end of June, 10.1 of which are long term. In Environmental Services where current long term sickness stands at 12.3 days a number of long term absence cases are reaching the end of the process and this will see a reduction / improvement in the overall service figures.

The overall days lost score of 25.9 in Waste for June 2018 breaks down as 9 days short term and 16.9 days long term. Both of these have fallen in the 3 months since March (long term - 1.7 days reduced and short term - .09). Managers within Waste ensure that the Maximising Attendance Policy and procedures are fully implemented in order to provide to employees with all reasonable support and assistance and ensure their timely and sustainable return to work.

For the Operations and Protective Services function, In terms of absence reasons in relation to instances of absence, the May and June breakdown (April data unavailable) is as follows:

- Musculoskeletal - 31.8%
- Gastrointestinal - 23.8%
- Respiratory - 12.7%
- Psychological - 11%
- Neurological 8.3%

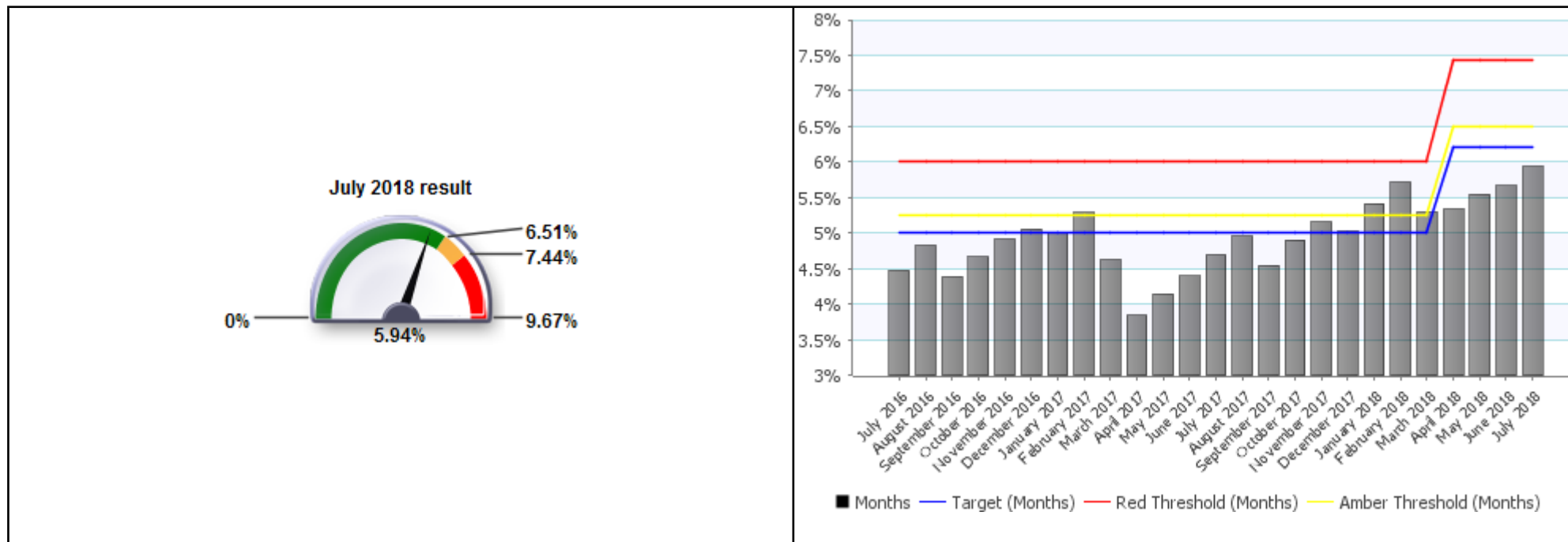
Responsible officer:

Last Updated:

Mark Reilly

June 2018

Gross rent Arrears as a percentage of Rent due



Why is this important?

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

Charter outcome 13 – Value For Money - stipulates that Social Landlords 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.

Rental income pays for our housing services and capital investments.

Benchmark Information:

Our rent collection performance is considered to be very strong and in 2017-18 our year-end figure for Gross Rent Arrears as a percentage of rent due was **5.3%** below the Scottish LA average of **6.4%**.

Target:

Targets 2018/19
 The year-end target for Gross Rent Arrears as a percentage of rent due has been set at **6.2%**.

Intelligence:

The year to date Gross Rent Arrears as a percentage of rent due is **5.94%**, an increase from when last reported to Committee, where the figure stood at **5.30%**.

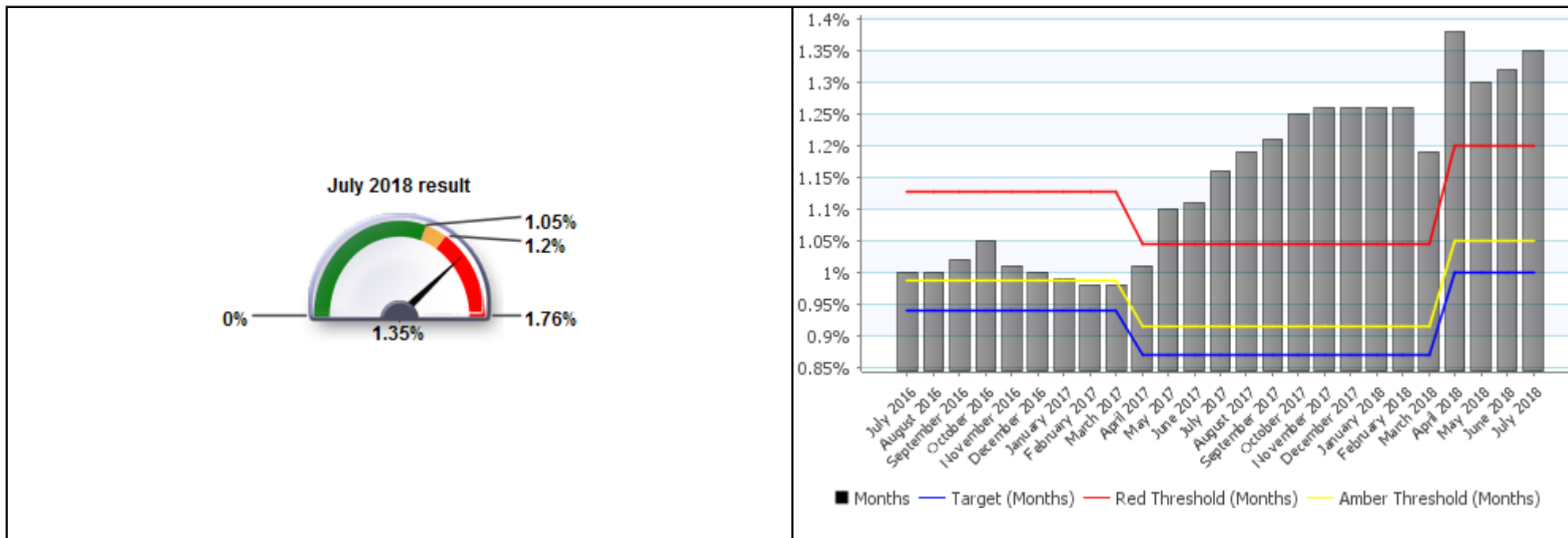
This is within our year end target and compares well with the Scottish LA average. The challenging economic climate is a factor in increasing arrears. We have also increased our focus on tenancy sustainment and reducing the number of cases within legal action stages. By adopting a more holistic and personalised approach to improve tenancy sustainment, the number of cases reaching legal action has reduced substantially. As well as supporting improved wellbeing outcomes for tenants, this approach reduces void properties and homelessness presentations and related costs.

Responsible officer:

Last Updated:

Neil Carnegie

July 2018



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 **1.91%** 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 **1.35% (£374,645)** an increase when last reported to Committee where the figure stood at **1.30%**. We have experienced an increase in tenancy terminations with the main reason being tenants moving into the private sector which has seen significant lower rents and greater availability in recent years. Associated to this we are also experiencing reducing demand for 2 bedroom multi-storey buildings particularly in areas which have historically been low demand areas. Performance would improve by reducing the times being taken to undertake maintenance and repairs in preparation for new tenancies.

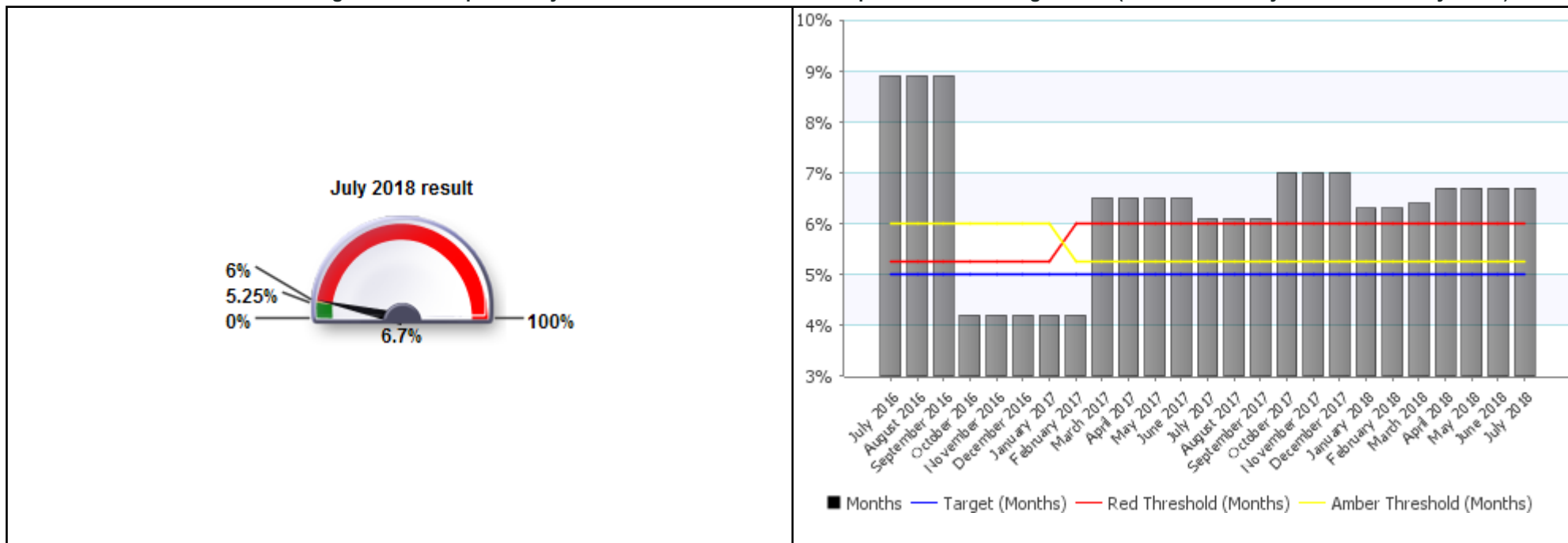
Responsible officer:

Last Updated:

Neil Carnegie

July 2018

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



Why is this important?

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

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

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

Benchmark Information:

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

Target:

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

Intelligence:

Year to date the % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **6.7%**

There is ongoing work around Housing First which will serve to find sustainable rehousing outcomes for our customers who historically have failed to progress through our temporary accommodation to rehousing. Since January 2018, we have put in place greater assurance around case closures to ensure that less cases are closed due to contact being lost, and therefore running the risk of representing within 12 months. This includes increasing the channels of engagement and ensuring checks have been made with all known contacts, including checks with the prison.

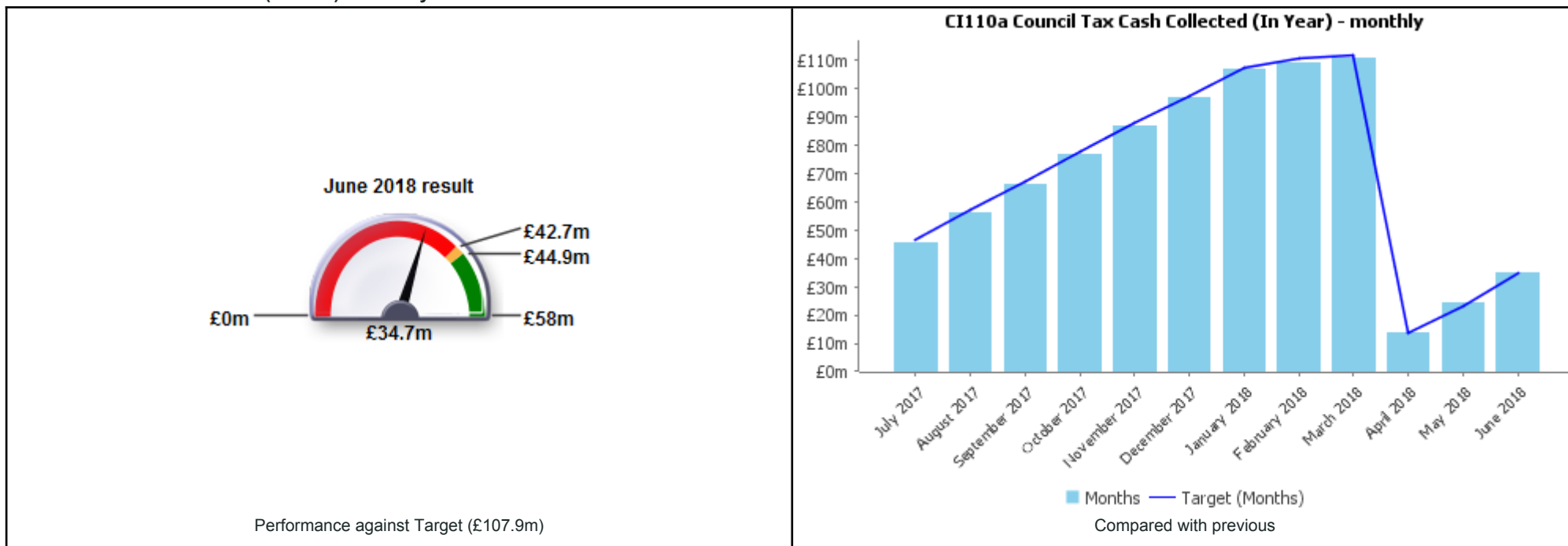
Responsible officer:

Kay Diack

Last Updated:

July 2018

Council Tax Cash Collected (In Year) - monthly



Why is this important?

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

Benchmark Information:

Benchmarking this indicator is not appropriate as all councils have different cash sums to collect in year. Benchmarking intelligence is available for the % of council tax due which is collected in year, through the Scottish Government, Local Government Benchmarking Framework (LGBF) and CIPFA. For 2016/17, the average collection rate for Scotland was 95.8%. The Family Group (Urban Authorities) which includes Aberdeen City Council the average is 95.3%. Aberdeen City Council recorded a figure of 95.2%.

Target:

Target for 2018/19 is £107.9m.

Intelligence:

The June Council Tax Collection performance is 0.01% down on the project target. Unpaid Council Tax continues to be pursued utilising all avenues open to the Council. Outstanding Council Tax will be pursued utilising the Council Tax recovery process as defined by legislation and where appropriate will be passed to the Council appointed Debt Collection agents to pursue.

Responsible officer:

Wayne Connell

Last Updated:

June 2018

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	06 September 2018
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/18/086
Chief Operating Officer	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	James Watt
TERMS OF REFERENCE	3

1. PURPOSE OF REPORT

Following completion of the statutory consultation process, this report considers objections that have been lodged with respect to proposed Traffic Regulation Orders (TROs).

2. RECOMMENDATION(S)

It is recommended that the Committee: -

- 2.1 Acknowledge the 14 objections received as part of the statutory consultation.
- 2.2 In relation to the Aberdeen City Council proposes to make "The Aberdeen City Council (Mannofield Area, Aberdeen) (20mph Speed Limit and Prohibition of Waiting) Order 201(X)" overrule the objections received and approve this order be made as originally envisaged.
- 2.3 In relation to the "The Aberdeen City Council (Mastrick Road (Inset), Aberdeen) (Prohibition of Waiting) Order 201(X)" overrule the objections received and approve this order be made as originally envisaged.
- 2.4 In relation to the "The Aberdeen City Council (Powis Circle/Powis Crescent/Bedford Avenue, Aberdeen) (Prohibition of Waiting) Order 201(X)" overrule the objection received and approve this order be made as originally envisaged.

3. BACKGROUND

This report deals with three proposed TROs which, at the public advertisement stage, have 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 the first appendix 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 (Mannofield Area, Aberdeen) (20mph Speed Limit and Prohibition of Waiting) Order 201(X)

3.1.1 Proposal

The proposed TRO encompasses a 20mph speed limit on Wellbrae Terrace, Seafield Gardens, Kenfield Crescent and Craigielea Avenue, as well as sections of prohibition of waiting 'at any time at the junctions between Craigielea Avenue and Countesswells Road, Seafield Gardens and Seafield Road and Wellbrae Terrace and Countesswells Road. However, the three objections received in relation to this order refer only to the proposed section of 'at any time' waiting restrictions at the junction between Wellbrae Terrace and Countesswells Road. In this respect, only this effect of the order will be considered further.

Concerns were raised regarding vehicles parking in close proximity to the junction between Wellbrae Terrace and Countesswells Road, causing for problems for vehicle movements at the junction following the installation of a traffic island in 2016, which has altered the geometry of the road. Vehicles parked in such a manner also cause difficulties for all road users by limiting visibility and obstructing safe pedestrian movements at this junction. Consequently, it was proposed short lengths of prohibition of waiting 'at any time' be introduced in the immediate area of this junction.

3.1.2 Objections

The three statutory objections received were all from residents of the southern end of Wellbrae Terrace, and mainly referred to the proposed restrictions limiting parking opportunities for these properties, on the east side of Wellbrae Terrace. It was noted that the area can be heavily parked during events at Mannofield Church. Additional points raised included issues for unloading/loading at these properties and allowing passengers to be dropped-off or picked up, as well as the displacement of parking to points further north on Wellbrae Terrace.

3.1.3 Response

It is proposed to implement 'at any time' waiting restrictions on the east side of Wellbrae Terrace, from its junction with Countesswells Road, northwards for a distance of 18 metres. Officers have calculated this to be the minimum extent

necessary based on the requirement for a large vehicle, such as a fire appliance or delivery lorry, being able to manoeuvre through the junction without overrunning the traffic island, should a similar sized vehicle be parked adjacent to the eastern kerb line. In this respect, officers would not recommend that the proposed length of the restriction be reduced. It should also be noted that the main function of a road is movement and not parking. Unrestricted kerbside parking should therefore not be viewed as a right for motorists but as an additional benefit that is derived from the local geometry of a road. This type of parking should only be accommodated when it is safe to do so and does not negatively impact on the safety or movement of other road users.

Finally, it should be highlighted that the proposed restrictions would have no impact on the ability of drivers to stop for the picking-up/setting-down of passengers or unloading/loading of goods, as exemptions apply when undertaking such activities.

3.2 The Aberdeen City Council (Mastrick Road (Inset), Aberdeen) (Prohibition of Waiting) Order 201(X)

3.2.1 Proposal

Concerns were raised regarding vehicles parking in close proximity to the junctions between the section of inset road on Mastrick Road, directly west of its junction with North Anderson Drive. Therefore, it was proposed short lengths of prohibition of waiting at any time be introduced in the immediate area of these junctions.

3.2.2 Objections

10 objections were received in relation to this proposal, all from residents of properties directly adjacent to the Mastrick Road inset road. The 10 letters of objection received were identical in content, apart from the name and address of the respondent, hence only one example of the letters of objection has been included in Appendix 2.

The main concern raised in this letter is the loss of parking to residents of the inset road, due to the proposed waiting restrictions.

3.2.3 Response

Rule 243 of the Highway code states that drivers should not park opposite or within 10 metres of a junction. This is because parking in such a manner causes problems for vehicle movements at the junction and can cause difficulties for all road users by limiting visibility and obstructing safe pedestrian movements. The proposed restrictions therefore only cover sections of the kerb side which should not be considered appropriate locations to park a vehicle.

3.3 **The Aberdeen City Council (Powis Circle/Powis Crescent/Bedford Avenue, Aberdeen) (Prohibition of Waiting) Order 201(X)**

3.3.1 Proposal

Officers observed that there is significant level of parking within the Powis area that has been displaced from the Old Aberdeen Controlled Parking Zone (Zone RR), with a number of students from the University of Aberdeen utilising the on-street parking in this area. Residents have previously raised concerns regarding the often-indiscriminate nature of the parking, with parking occurring within close proximity to junctions and in a manner that may cause obstructions to emergency vehicle access.

Consequently, it was proposed that lengths of prohibition of waiting at any time be introduced on Powis Circle, Powis Crescent and Bedford Avenue to preserve visibility splays at junctions, ensure access for emergency vehicles is maintained and protect safe pedestrian/vehicular movements within this area.

3.3.2 Objection

1 objection was received in relation to this proposal, the main concern raised in this letter is the loss of kerb side parking available to residents of the area, due to the introduction of waiting restrictions.

3.3.3 Response

Unrestricted kerbside parking should not be viewed as a right for motorists, but as an additional benefit that is derived from the local geometry of a road. This type of parking should only be accommodated when it is safe to do so and does not negatively impact on the safety or movement of other road users. As noted previously, the proposed waiting restrictions seek to address issues relating to obstructive parking. This includes:

- Vehicles being parked near to junctions and thus obscuring visibility splays.
- Vehicles being parked partially on the footway, or adjacent to dropped kerbs provided to assist pedestrians experiencing mobility issues, and consequently hindering safe pedestrian passage.
- Vehicles being parked in a manner which results in the available carriageway width being significantly reduced, and therefore potentially causing access issues for emergency response vehicles, as well as other large vehicles which may require to take access to the area.

The proposed restrictions have been designed to formalise the parking patterns in this area, to prevent the current obstructive parking which is occurring, and thus improve road safety conditions for all categories of road users, whilst ensuring access for emergency vehicles in the area is maintained. In this respect, the proposed waiting restrictions cover only those sections of kerb side where there is a requirement to prevent the aforementioned obstructive parking practises and therefore the only loss of parking in the area is at locations where parking should be considered inappropriate.

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.
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 not required
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not Applicable

9. BACKGROUND PAPERS

Various Small Scale Traffic Management Proposals - Stage 1 - CHI/17/300

Communities, Housing and Infrastructure Committee
Tuesday, 16th January, 2018 2.00 pm

<https://committees.aberdeencity.gov.uk/documents/s78064/CHI.17.300%20Various%20Small%20Scale%20Traffic%20Management%20Development%20Associated%20Proposals%20Stage%201.pdf>

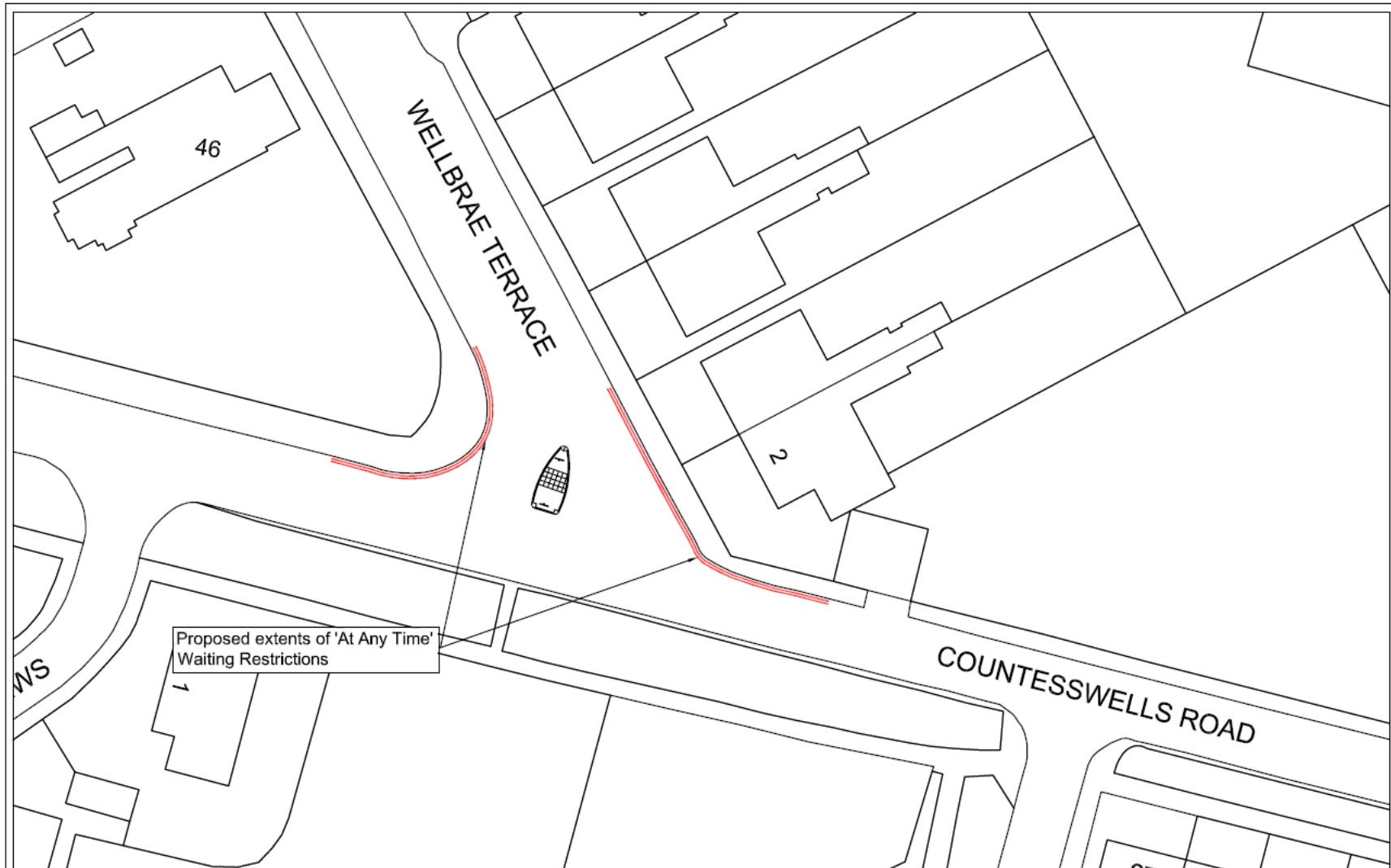
10. APPENDICES

Appendix 1 - Proposal Plans
Appendix 2 - Redacted Objections
Appendix 3 - Public Notices

11. REPORT AUTHOR CONTACT DETAILS

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Title: Technical Officer
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Tel: 01224 522319

APPENDIX 1 – Proposal Plans



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COMMUNITIES, HOUSING & INFRASTRUCTURE
Traffic Management and Road Safety Team
Business Hub 11, Marischal College, Aberdeen, AB10 1BA
Telephone: 01224 538053

Project

Small Scale Traffic Management

Title

'At Any Time' Junction protection
Wellbrae Terrace/Countesswells Road

Scale

NTS

Approved

Designed

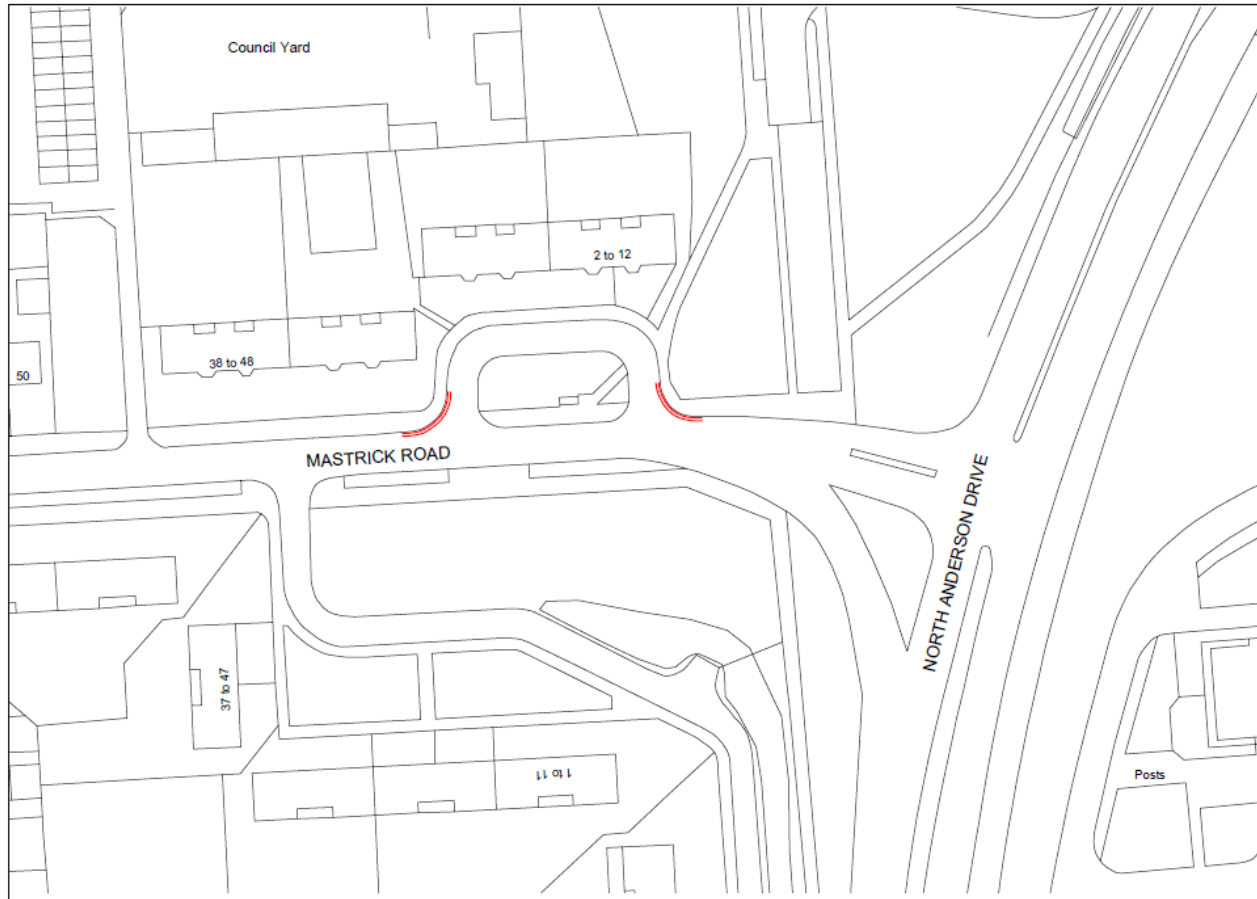
JW

Date 21.11.2017

Drawn

JW

Wellbrae Terrace / Countesswells Road - Proposed lengths of prohibition of waiting at any time

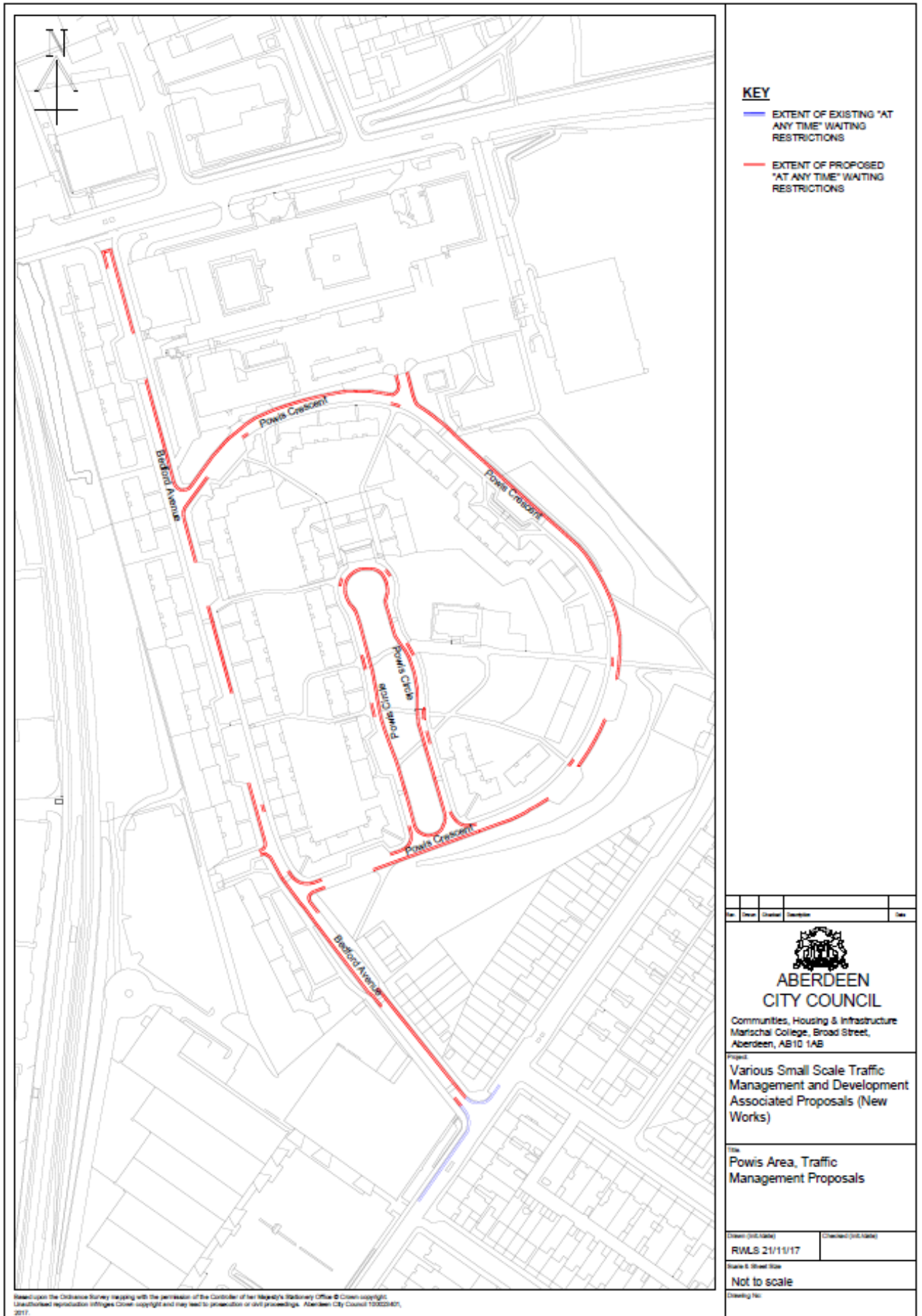


KEY FOR DRAWING

— Proposed AATs

Communities, Housing and Infrastructure Public Infrastructure and Environment Traffic Management & Roads Safety Team Business Hub 11, 2nd Floor West, Marischal College Broad Street, Aberdeen AB10 1AB General Enquiries Telephone: 03000 200 292	Client ABERDEEN CITY COUNCIL				Drawing Title MASTRICK INSET ROAD AATs	
	Project Mastrick Inset Road					
	Drawn ST	Checked	Date 21/11/2017	Scale n/a	Sheet size A4	Issued for Traffic Management
Drawing Number			Sheet No.	Revision 0		

Mastrick Road (Inset) - Proposed lengths of prohibition of waiting at any time



Powis Circle / Powis Crescent / Bedford Avenue - Proposed lengths of prohibition of waiting at any time

APPENDIX 2 - Objections

The Aberdeen City Council (Mannofield Area, Aberdeen) (20mph Speed Limit and Prohibition of Waiting) Order 201(X)

To: TrafficManagement
Subject: RE: Parking Restrictions - Wellbrae Terrace

From: [REDACTED]
Sent: 07 June 2018 11:17
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Cc: [REDACTED]
Subject: Parking Restrictions - Wellbrae Terrace

Attn : Traffic Management Dept.

I would like to object to the parking restrictions which it is proposed to impose at the junction between Wellbrae Terrace and Countesswells Road. It is my understanding that the plan is to prohibit all parking close to the junction with Countesswells Road by marking the road with double yellow lines for a distance of approximately 18 metres from the junction. The houses from number 6 onwards on Wellbrae Terrace have no garages attached and so rely on street parking for the cars associated with each house. The imposition of the double yellow lines prohibition will mean that parking will no longer be possible outside some of the houses on the east side of the junction. Since there is already a cutback area which increases the availability for parking outside number 2 Wellbrae Terrace and which improves safe access to the junction when turning onto Countesswells Road, it would seem unnecessary to extend the double yellow lines prohibition to the point where it prevents parking in this cutback / road expansion area.

The imposition of the parking restrictions on both sides of the road will reduce the number of spaces available for parking for all of the houses on the south end of Wellbrae Terrace. This will cause the available spaces to be more congested and difficult to access. This problem will be exacerbated when any event is being held in the Mannofield Church or Church Hall, where the currently available parking spaces on Countesswells Road and Wellbrae Terrace are often fully utilised. This will cause problems for elderly people attending events at the church or hall.

I understand and accept the need for the double yellow lines close to the junction for safety reasons. However, for the reasons listed above I would request that consideration be given to reducing the length to which parking prohibition is extended into Wellbrae Terrace from Countesswells Road.

It should also be noted that the method of communicating the above proposed changes to the residents affected has been entirely unsatisfactory. No direct communication has been received from Aberdeen City Council to the residents affected by the proposed changes. The only notification has been a small public notice attached to a lamppost on the opposite side of the road from the houses affected. A poor example of open communication and dialogue.

Regards,

Objector's name : [REDACTED]
Objector's Address [REDACTED] Aberdeen AB15 7XY.

From: [REDACTED]
Sent: 19 June 2018 21:06
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Subject: Mannofield 20mph speed limit and Prohibition of waiting measures 201X

Objection to change of Road markings - Wellbrae Terrace

While we applaud the change to the speed restriction we have concerns about the extent of the yellow line markings at the corner of Wellbrae Terrace/Countesswells Road East side.

Numbers 4 to 12 have no driveway and must park on the street. Currently, residents are able to park outside their houses; we can park beyond the curve of the pavement (as in attached photo).



If parking is restricted as proposed, we will not be able to park on our side of the street and the reduced space will make it difficult for all the residents cars to fit on the east and west side kerbs; there are also cars parked by visitors to the local cafe (Mannofield church). We anticipate having to park much further up Wellbrae Terrace; this will make the unloading of elderly passengers, grandchildren and heavy goods very difficult.

If the yellow lining on the East side were to stop at the end of the pavement curve this issue would not arise. There is currently no difficulty with traffic flow when we park as now.

[REDACTED]
[REDACTED] AB15 7XY

Sent from my iPad

[REDACTED]
Aberdeen

AB15 7XY

19.06.2018

Dear Sirs,

The Aberdeen City Council (Mannofield Area), Aberdeen) (20MPH Speed Limit and Prohibition of Waiting) Order 201(X)

We are writing to you in connection with the above referenced subject as long-term residents of Wellbrae Terrace.

Firstly we would like to clarify that we have no objection to the introduction of a compulsory speed limit of 20 mph on Wellbrae Terrace, and indeed would support and welcome this change.

We do however would wish to raise an objection to the introduction of the proposed no parking zones at the Southern end of Wellbrae Terrace i.e. at the junction to Countesswells Road.

Having lived here for over 20 years, we do not see the need for such parking restrictions in this area, as traffic flows both freely and safely in and out of Wellbrae Terrace to and from Countesswells Road.

It should also be noted that the road is significantly wider from the junction up to and including our residence at No.12 Wellbrae Terrace on the Eastern side of the street. This has allowed safe and convenient parking for the residents between No.2 and No. 12 Wellbrae Terrace inclusive outside of their properties.

Should the proposed parking restrictions be imposed then this will severely limit the parking availability and convenience for residents at the Southern end of Wellbrae Terrace.

My wife [REDACTED] unfortunately broke her leg last year, which has significantly reduced her mobility, and having parking available in immediate proximity to our home has been of great benefit. We fear that should the proposed parking restrictions be imposed that this will no longer be the case as residents unable to park outside their own properties will undoubtedly start to park outside those of their neighbours.

We therefore believe that the Council should reconsider the proposed parking restrictions at the Southern end of Wellbrae Terrace at the junction to Countesswells Road.

Should you wish to discuss the above, then please do not hesitate to contact us at the above address.

Yours faithfully,
[REDACTED]

The Aberdeen City Council (Mastrick Road (Inset), Aberdeen) (Prohibition of Waiting) Order 201(X)

Aberdeen,
AB16 5QB.
11th. June, 2018.

Traffic Management,
Aberdeen City Council,
Business Hub 11,
2nd. Floor West,
Marischal College,
Aberdeen.

Dear Sir/Madam,

**Re - Prohibition of Waiting (Mastrick Road
(Inset road serving property Nos. 2-24), Aberdeen)**

I wish to object to the proposals by the Council to prohibit waiting on Mastrick Road (inset road serving properties nos. 2-24)

West side, from its western junction with Mastrick Road northwards for a distance of 7 metres.

East side, from its eastern junction with Mastrick Road northwards for a distance of 7 metres.

The reasons for my objection are:-

1. There is a serious lack of parking spaces within the inset road which can only accommodate 10 cars, and, to prohibit parking at both the West and East ends for a distance of 7 metres means a loss of at least one parking space at each end.
2. There are ~~not~~ no road safety issues, therefore, double yellow lines would simply be a waste of public money.

I, together with my neighbours, approached our Councillor, Jackie Dunbar, some time ago requesting for ground to be made available by the Council to increase the number of parking spaces in our area. We suggested ideas of how this could be achieved, however, our request was rejected. At present, there are occasions when residents have to park some 200 to 300 metres away from their property, which raises vehicle security issues, or park on the pavement which is not desirable. Also, visitors to the properties often have to park some distance away especially in the evenings and at weekends.

The parking problem is made worse because some tenants from Nos. 26-36 Mastrick Road also park in the inset road.

In conclusion, to prohibit waiting on the inset road is counter productive to resolving the parking issues we raised, I, therefore, request the Council abandon this proposal.

Yours sincerely,



RECEIVED

**The Aberdeen City Council (Powis Circle/Powis Crescent/Bedford Avenue,
Aberdeen) (Prohibition of Waiting) Order 201(X)**



18th June 2018

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

Dear Sirs,

**Powis Circle / Powis Crescent / Bedford Avenue, Powis – Prohibition of Waiting
Order 201**

I wish to lodge my objection to the implementation of the above "Prohibition of Waiting Order". Currently there are insufficient parking places to accommodate vehicles belonging to the Residents of Bedford Avenue. Any shift workers returning home late evening/early morning already have difficulty in finding parking close to their home. Any further reduction in available parking spots will only increase the difficulties already experienced. Some provision needs to be made for sufficient Residents Parking before this proposal is implemented. Not everyone is in a position to give up their personal vehicles as Public Transport does not meet the needs of all.

Yours faithfully



APPENDIX 3 – Public Notices

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (MANNOFIELD AREA, ABERDEEN) (20MPH SPEED LIMIT AND PROHIBITION OF WAITING) ORDER 201(X)

Aberdeen City Council proposes to make "The Aberdeen City Council (Mannofield Area, Aberdeen) (20mph Speed Limit and Prohibition of Waiting) Order 201(X)" in terms of its powers under the Road Traffic Regulation Act 1984. The first effect of the order will be to impose certain lengths of prohibition of waiting at any time on Countesswells Road, Craigielea Avenue, Seafield Gardens, and Wellbrae Terrace, 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. The second effect of this order will be to impose a mandatory speed limit of 20mph on the following roads, namely: Wellbrae Terrace, Seafield Gardens, Kenfield Crescent and Craigielea Avenue, Aberdeen.

Schedule

Countesswells Road

South side, from its junction with Craigielea Avenue, eastwards for a distance of 10 metres.
South side, from its junction with Craigielea Avenue, westwards for a distance of 10 metres.
North side, from its junction with Wellbrae Terrace, westwards for a distance of 21 metres.
North side, from its junction with Wellbrae Terrace, eastwards for a distance of 12 metres.

Craigielea Avenue

Both sides, from its junction with Countesswells Road, southwards for a distance of 10 metres.

Seafield Gardens

Both sides, from its junction with Seafield Road, southwards for a distance of 10 metres.

Seafield Road

South side, from its junction with Seafield Gardens, eastwards for a distance of 10 metres.
South side, from its junction with Seafield Gardens, westwards for a distance of 10 metres.

Wellbrae Terrace

East side, from its junction with Countesswells Road, northwards for a distance of 18 metres.
West side, from its junction with Countesswells Road, northwards for a distance of 17 metres

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

Anyone wishing to object to any of the above orders 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 30 May 2018 and 20 June 2018, inclusively.

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

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



ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

ABERDEEN
CITY COUNCIL

THE ABERDEEN CITY COUNCIL (MASTRICK ROAD (INSET), ABERDEEN) (PROHIBITION OF WAITING) ORDER 201(X)

Aberdeen City Council proposes to make "The Aberdeen City Council (Mastrick Road (Inset), 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 Mastrick Road, 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.

Schedule

Mastrick Road (Inset road serving property nos. 2-24 Mastrick Road)

West side, from its western junction with Mastrick Road, northwards for a distance of 7 metres.
East side, from its eastern junction with Mastrick Road, northwards for a distance of 7 metres.

Mastrick Road

North side, from its western junction with Mastrick Road (Inset road serving property nos. 2-24 Mastrick Road), westwards for a distance of 7 metres.

North side, from its eastern junction with Mastrick Road (Inset road serving property nos. 2-24 Mastrick Road), eastwards for a distance of 7 metres.

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

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

ROB POLKINGHORNE
CHIEF OPERATING OFFICER





ABERDEEN
CITY COUNCIL

ABERDEEN CITY COUNCIL
ROAD TRAFFIC REGULATION ACT 1984

**THE ABERDEEN CITY COUNCIL (POWIS CIRCLE/POWIS CRESCENT/BEDFORD AVENUE,
ABERDEEN) (PROHIBITION OF WAITING) ORDER 201(X)**

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

Anyone wishing to object to any of the above orders 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 30 May 2018 and 20 June 2018, inclusively.

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

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

ROB POLKINGHORNE
CHIEF OPERATING OFFICER



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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	6 th September 2018
REPORT TITLE	Notice of Motion by Councillor McLellan – Don Street and Cheyne Road Island Garden
REPORT NUMBER	OPE.18.128
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Vycki Ritson
TERMS OF REFERENCE	3

1. PURPOSE OF REPORT

This report responds to Councillor McLellan’s notice of motion as approved by the Communities, Housing and Infrastructure committee of 16 January 2018.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 note the actions undertaken to date and the consultation with the local community; and
- 2.2 agree that officers do not proceed with the permanent reinstatement of the island garden and trees at the corner of Don Street and Cheyne Road until such time as the contract, or any extensions to the contract, for a running event within Aberdeen City is concluded.

3. BACKGROUND

- 3.1 In August 2017, the inaugural Great Aberdeen Run was held in Aberdeen. The route for the run included Don Street and necessitated a significant reduction of the island area on Don Street at Cheyne Road. The reduction enabled the area to be temporarily resurfaced which enhanced the permeability of the route to accommodate the runners and lead vehicles.
- 3.2 The original island was constructed of granite kerbing, with a triple band of granite setts and exposed aggregate bollards, featuring established trees and shrubs. The replacement island is formed in rubberised (temporary) kerbing

with reflective bollards, planters containing shrubs and bedding plants, and a new semi-mature tree.

- 3.3 The motion noted that the island garden and trees at the corner of Don Street and Cheyne Road, within the Old Aberdeen conservation area were removed in July 2017; and instructed the Interim Director of Communities, Housing and Infrastructure to carry out an options appraisal for this site in consultation with the Old Aberdeen Community Council, included in the options appraisal should be the costs and detail of finding out the long term solution for the site taking into account the needs of the Great Aberdeen Run and the local community, and thereafter report their findings to the most appropriate committee.
- 3.4 Aberdeen City Council has entered into a contract with the Great Run Company in partnership Visit Aberdeenshire, Aberdeen Inspired, and Aberdeen and Grampian Chamber of Commerce, to operate the Great Aberdeen Run for a 3-year period. This may be extended if the run is shown to be of value to the city.
- 3.5 The Partnership are keen to keep the routing for the half marathon new and interesting therefore this can change year on year to showcase the changing streetscape of Aberdeen. 2018's route will feature Broad Street and with each iteration the route will be adjusted to maintain the run distance. Don Street at Cheyne Road has not been incorporated into the route this year however it may be next year.
- 3.6 In view of the potential for Don Street to return to future year run routes, it is not practical to reinstate a permanent solution at the Don Street at Cheyne Road location, at this time.
- 3.7 Councillor McLellan has asked that options be developed and therefore officers have considered the needs of the run with those of the local community.
- 3.8 Consultation was carried out in a meeting of representatives from the Old Aberdeen community and the Old Aberdeen Community Council with senior officers from ACC representing the Planning and Roads Authorities. This was held on 23 January 2018.
- 3.9 A response was provided by the Interim Director of Communities, Housing and infrastructure on 6th February 2018 which stated "the reinstatement will need to be considered once the future of the Great Aberdeen Run route is confirmed...".
- 3.10 The response also stated that "work is ongoing to replace the trees which would not require to be moved for further events. Temporary planters will be installed with various small plants, these will be able to be removed for, and replaced after, the next Great Aberdeen Runs." These works are now completed with one tree being installed in a permanent location.
- 3.11 Full Reinstatement option

A full reinstatement would be expected to include granite kerbing with a 3 sett deep granite border, exposed aggregate or similar bollards, the excavation of

the surface material beneath the island and replacement of topsoil and planting. The footway alongside the island would be reconstructed also.

Estimated cost - £10,000

The installation of these works will be subject to confirmation that this route will not be used for a future run event. This assurance cannot be given at present.

4. FINANCIAL IMPLICATIONS

- 4.1 The cost of the reinstatement works would be £10,000, should the contract with the run company end.

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	That the cost of these works can not be met by future year's budgets.	L	Provision could be made within any future contract with regards to the run.
Legal	Whilst there is no set route within the contract, if a full reconstruction is requested before the end of the current contract or any future extension to that contract, this will create restrictions on the running routes available.	L	The reinstatement of this island will reduce the routing options available to the run company and the resilience of the event to redirect runners in the event of an unexpected diversion being required. This could call into question the ability of the city to stage such an event.
Employee	n/a		
Customer	The expectations of the Old Aberdeen Community could be raised that the final reinstatement is imminent.	L	A consistent message has been made by Council officers that the changes will not be installed until there is confidence that the route is no longer required.

Environment	Any delay in replacing the garden island may reduce the diversity of species within the area.	L	Shrubs, bedding plants and a semi mature tree have been provided within the site to minimise the environmental impact.
Technology	n/a		
Reputational	n/a		

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The Great Aberdeen Run is a popular event which is anticipated to create interest in and economic benefit for the City.
Prosperous Place	The garden island added the attractiveness of Don Street however the provisions within the temporary island will grow to provide a feature for the street.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	
Organisational Design	
Governance	
Workforce	
Process Design	
Technology	
Partnerships and Alliances	

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required

Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

There are no background papers.

10. APPENDICES (if applicable)

Appendix 1 – Photos of original layout at junction

Appendix 2 – Photos of current layout at junction

11. REPORT AUTHOR CONTACT DETAILS

Vycki Ritson
 Team Leader Traffic Management and Road Safety
 Vritson@aberdeencity.gov.uk
 01224 522704

Appendix 1 – Photos of original layout at junction

View of Don Street from Cheyne Road side looking north



View of Don Street island looking south west



Appendix 2 – Photos of current layout at junction

View of Don Street from Cheyne Road side looking north



View of Don Street island looking south west



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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	6 September 2018
REPORT TITLE	Effectiveness of Existing Measures of Road Safety Around Schools- Notice of Motion Councillor Nicol
REPORT NUMBER	OPS/18/088
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Vycki Ritson
TERMS OF REFERENCE	4

1. PURPOSE OF REPORT

This report details the investigation into the safety and safety practices on the road network around schools and makes recommendations about options for improvement.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Approve the proposals in paragraph 3.7 in principle, and instruct the Chief Officer Operations and Protective Services to contact schools that would be eligible for loading restrictions with a view to engaging 3 to 4 schools to take part in the trial;
- 2.2 Instruct the Chief Officer Operations and Protective Services to commence the necessary legal procedure of initial consultation with Police Scotland, Scottish Ambulance Service, Scottish Fire and Rescue Service, Public Transport Operators, Freight Transport Association, Road Haulage Association and any other organisations representing persons likely to be affected by any provision in the order as the authority considers appropriate e.g. Community Councils, Aberdeen Cycle Forum, Disability Equity Partnership etc. If no objections are received, then progress to the public advertisement; and
- 2.3 Following the public advertisement, if there are no objections, the Traffic Regulations Orders may be made by way of delegated authority. In the event of objection(s) being lodged, instruct the Chief Officer Operations and Protective Services to report the results to a future meeting of this Committee.

3. BACKGROUND

- 3.1 At its meeting on 29 August 2017, the Communities, Housing and Infrastructure Committee accepted Councillor Nicol's Notice of Motion and instructed "the traffic management team and city wardens to report on the effectiveness of the existing measures of road safety in the vicinity of our schools together with the costs currently incurred and to report on possible alternative options or measures that could be implemented in the vicinity of our schools that would promote less indiscriminate parking and poor driving practices" and for "the traffic management team, city wardens and assets and finance team in Education and Children's Services, in consultation with Police Scotland to consult with individual Parent Councils and representative pupil bodies as to measures they may consider to be appropriate that would promote less indiscriminate parking and poor driving practices."
- 3.2 Discussion was held with Councillor Nicol to clarify the objective of the Notice of Motion. The objective is to consider new approaches to traffic management which will provide more effective enforcement of restrictions and send a clear message to offenders that their driving behaviours must improve.
- 3.3 A Service Update issued in December 2017, advised Members of the current practices commonly adopted in Aberdeen City to address road safety concerns, traffic management costs relating to school road safety measures and outlined the methodology proposed to identify alternative options, including possible trials.
- 3.4 **The effectiveness of methods currently employed around schools within the city**
- 3.4.1 Statistics and survey data has been gathered around schools through previous investigations and reviews by Road Safety Officers. A selection of this data is provided below.
- 3.4.2 It is important to recognise that there are many different causes that result in accidents occurring therefore the data has been analysed in several ways to determine if engineering or enforcement measures could have influenced the outcome.
- 3.4.3 Of the 5 road traffic incidents recorded in proximity to schools, 5 children were injured and no adults were injured. Four of these incidents resulted in serious injuries, (for information a serious category injury in a child can range from a night in hospital for observation or more serious to life changing injuries) and 1 slight injury. Speeding was not a recorded factor in any of these incidents. Neither were dangerous parking or manoeuvres.
Of the 5 incidents, 3 were due to the pedestrian casualty 'failing to look properly; 1 child passenger in a vehicle was detained in hospital for observation only; and the final collision was the fault of the driver. No engineering or enforcement mitigation was identified as a result of any of the incidents.

- 3.4.4 On the city network, there were 60 road traffic incidents involving children under the age of 16 years (slight 23, serious 37 and no fatal) over the last 3 years. These incidents occurred throughout the city and across the day, night and year. A review of the causation factors did not reveal any trends, i.e. commonality between or clusters of incidents.
- 3.4.5 The number of accidents resulting in serious injury to under 16s has seen a reduction, from 9 in 2015 and 11 in 2016, to 2 in 2017. This is a reduction of 80% in under 16s seriously injured in road traffic collisions.

3.5 Evidence from other Local Authorities on alternative proposals

- 3.5.1 In October 2016 the Scottish Government published a research study “Tackling the School Run”. This investigated the factors influencing school travel choices and detailed many of the initiatives currently used within schools across Scotland, many of which occur in Aberdeen schools. The study recognised that changes required multi agency input including Transport, Education, Planning, Health and Wellbeing and Environment.
- 3.5.2 The study summarises that “the transport sector has to date led on supporting schools and the wider community to develop sustainable travel habits and to change social norms away from car use and towards active modes. While this is and will continue to be key, lessons from the research highlighted the benefits of community buy-in, and there may be scope to increase the role of the school community in the design of new infrastructure using some of the examples highlighted in this report. Further and wider engagement between transport and other policy areas is also a key dimension.”

3.6 Consultation

- 3.6.1 A consultation email was sent to all schools within Aberdeen and they were invited to respond and to pass on the request to any Parent and Public Councils that exist at the school. The responses are summarised in Appendix A.
- 3.6.2 These responses highlighted the volume work that schools are doing on an ongoing basis to educate and inform pupils and parents regarding road safety around their schools.
- 3.6.3 They also highlight the need for enforcement of waiting restrictions with many mentioning that the City Wardens are the best road safety measure available at the school.
- 3.6.4 The role of City Wardens could be set to expand in the next couple of years if the Scottish Government’s Transport Bill comes into being. Verge and footway parking will become enforceable making indiscriminate parking less acceptable.
- 3.6.5 The introduction of 20mph speed limits on all city centre roads was raised as a method being employed in other areas of Scotland. This ties in with the draft bill currently being considered by the Scottish Government. Evidence is also presented in the Tackling the School Run report that in Fife where 20 mph speed limits zones were introduced in almost all urban residential streets the

results were as follows: “Before the introduction of lower speed limits 50% of traffic did not exceed 25 mph, after surveys indicate that 83% of traffic does not now exceed 25 mph.”

- 3.6.6 In Aberdeen, 20 mph zones are set up around many schools with mandatory part time 20 mphs being an important feature too. Officers await the determination of the Bill prior to implementing any further areas within the city as the benefits of a national scheme will be significant however the range of implications for Local Authorities have not yet been fully quantified.
- 3.6.7 The request for one-way systems in streets around schools was raised through the consultation. These requests are reviewed on a location by location basis and must consider the needs of the local community who live in the streets surrounding streets. It should also be noted that a side effect of one way systems can be an increase in traffic speeds.

3.7 Options

- 3.7.1 Whilst it is appreciated that schools frequently remind carers of the need to park safely and in appropriate locations on the periphery of the school ground, drivers do not feel that their actions are part of the problem and various excuses are used to justify their actions. It is necessary to change driver mindsets so that inappropriate parking is no longer thought of as excusable.
- 3.7.2 Options or measures that could be implemented near our schools to support instant enforcement to address indiscriminate parking and poor driving practices, are limited. Many complaints surrounding city centre schools relate to the inconvenience of vehicles being parked in resident's or pay and display bays without appropriate permits or parking tickets. Whilst this is inappropriate behaviour it does not represent a road safety concern.
- 3.7.3 More pressing is the need to address parking on waiting restrictions such as double or single yellow lines. These lines have been installed to assist traffic flows or to address poor parking practises. Waiting restrictions allow for dropping off and picking up passengers and goods, therefore the City Warden's handhelds have a 5 minute stand off period during which dropping off or picking up may occur and a penalty charge notice cannot be issued. Frequently vehicles move away during this period however delays and disruption will have occurred on the network over the stand off period. Loading restrictions can be applied to enable instant enforcement to be carried out, when the City Wardens are present.
- 3.7.4 The intention of enabling instant enforcement is to force a mindset change for those who don't recognise the safety implications of parking on waiting restrictions.
- 3.7.5 This action will not be appropriate at all schools therefore further consultation and investigation will be required to determine appropriate locations with a trial of 3 to 4 schools being suggested in the first instance.

3.7.6 The success of the trials would be measured through feedback from the schools involved and from the number of complaints received by the Road Safety team.

4. FINANCIAL IMPLICATIONS

4.1 The cost of implementing loading restrictions trials at 3 to 4 schools is expected to cost in the region of £10,000 dependant on the lengths of restrictions employed. This will be paid for by the CWSS fund 2018/19 subject to completion of the consultation and statutory processes.

4.2 This will also require a reallocation of existing City Warden resources to increase the frequency of school visits over the initial period of implementation to support the mindset change and, whilst this will not result in additional costs, it will reduce resources available in other areas of the network.

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			
Legal			
Employee			
Customer	There may be a feeling that people are being targeted for their parking behaviour	L	The scheme will be delivered in consultation with schools and parent groups to bring them onside
Environment			
Technology			
Reputational			

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	This will assist in increasing safety for school pupils and encourage walking and cycling to school thereby improving health and air quality.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Has been completed. This highlights that the trial will need to take account of the access arrangements for children with disabilities who may require to be dropped at the front of the school. Trial schools will have to take cognisance of these requirements and offices will have to ensure that suitable alternative parking is available.
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

Tackling the School Run available at
<https://www.gov.scot/Resource/0051/00513039.pdf>

10. APPENDICES

Appendix A: School Consultation Response Summary.

11. REPORT AUTHOR CONTACT DETAILS

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Team Leader Road Safety and Traffic Management
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Appendix A: School Consultation Response Summary

Ashley Road Primary School

Road Safety Challenges	Adopted road safety measures	Most effective measure	School suggested safety measures (for future consideration)	Comment
<p>Congestion around school access points.</p> <p>Blocking of local resident's driveways and entrances</p> <p>Parking on prohibition of waiting restriction markings</p> <p>Vehicles speeding</p>	<p>Walk to school and WOW trackers</p> <p>Work with the City Wardens and Living Street Scotland</p> <p>Organise annual visit to Absafe</p> <p>Participates in Hand Up Scotland Survey annually</p>	<p>The presence of Traffic Wardens has been the most effective road safety measure</p>	<p>Introduce 20mph speed limit in all city centre roads, as this is a method used in other Scotland cities.</p> <p>Introduce one-way traffic around schools</p> <p>Restricted access in and out of certain school streets at start and end of a school day</p>	<p>The adopted Road Safety measures have been observed to only work for a short period of time.</p>

Fernielea School

Road Safety Challenges	Adopted road safety measures	Most effective measure	School suggested safety measures (for future consideration)	Comment
<p>Limited parking spaces has resulted in parents parking on double yellow lines, grassed areas and pavements. Drop off on zig-zag lines and in bus stop boxes.</p> <p>Reduced visibility resulting from parked cars. Kids find it difficult to cross from Stronsay Place to Summerhill Drive.</p> <p>Blocking of local resident's driveways and entrances</p>	<p>Parking campaign with Junior Road Safety Officer (JRSO) pupils</p> <p>Installed double yellow lines</p> <p>Sent out warning letter to parents regarding road safety</p> <p>The city wardens patrol the school once a week</p> <p>Works with local church to allow parents use their car park</p> <p>Adopts the walk, cycle and scoot to school initiative annually</p> <p>Has a Lollipop Person at the junction of Eday Road and Stronsay Place and Stronsay Drive.</p> <p>Facebook post warning parents of the importance of road safety.</p> <p>Had a road safety banner competition with the best 3 banners displayed on the school gate.</p>	<p>The presence of City Wardens has been the most effective road safety measure</p>		<p>Parents park dangerously in the absence of city wardens, they will deter from irresponsible parking habit if parking tickets are issued.</p>

Ferryhill School

Road Safety Challenges	Adopted road safety measures	Most effective measure currently	School suggested safety measures (for future consideration)	Comment
<p>The location of the school, the school has a wide catchment area and is surrounded by busy roads.</p> <p>Drivers speeding</p> <p>Insufficient signage</p> <p>High footpath makes it difficult for bikes, buggies and scooter to get on and off the pavement.</p> <p>Poor visibility in winter months</p> <p>Dangerous parking practices</p> <p>Illuminated 20mph is not visible going down Bon Accord Street towards Willowbank junction</p> <p>Speed has not been reduced outside the drop off and pick up point</p>	<p>Issued out a Road Safety questionnaire to parents. There were 86 participants and the result of the survey shows that 71% of the parent walked their children to school, 78% feels unsafe crossing the road when the Lollipop person is off duty, 75% were of the opinion that drivers are going above the 20mph speed limit.</p> <p>Worked closely with the councillor (Cllr Catriona Mackenzie) and Police Scotland to discuss the possibility of getting pedestrian crossing</p>	<p>Lollipop person</p>	<p>Vehicular Speed survey</p> <p>Pedestrian crossing in close proximity to the school.</p> <p>Introduce Park Smart scheme</p>	

Forehill Primary School

Road Safety Challenges	Adopted road safety measures	Most effective measure currently	School suggested safety measures (for future consideration)	Comment
<p>Inconsiderate parking by parents during peak periods. Parents park inappropriately around the local area.</p>	<p>Carry out time to time reminder of the danger of irresponsible parking around the school and over speeding.</p> <p>Road safety inputs and materials are shared among staff as part of their Health curriculum as well as work covered through visitors / health committee.</p> <p>Informs the pupils about general road safety measures such as “be safe be seen”, use of bikes and scooters, use of safe routes to school etc.</p> <p>Involvement in Absafe.</p>		<p>Random visiting and monitoring of parking practices around the school and the local community.</p> <p>Speed limit enforcement and issuing of parking tickets to offenders.</p>	<p>Parent’s complaints and contact to the road safety team and police often results in ad hoc speed checks</p>

Bucksburn Academy

Bucksburn Academy have no Road Safety challenges / concerns

Greenbrae School

The main road safety issue at Greenbrae School has to do with traffic travelling in opposite directions on Greenbrae Crescent at drop off and pick up times. This often causes congestion and chaos as cars try to manoeuvre to get past each other.

Danestone School

Milltimber School

Road Safety Challenges	Adopted road safety measures	Most effective measure currently	School suggested safety measures (for future consideration)	Comment
<p>Parents are constantly parking inappropriately. They park on zig-zag lines, double yellow lines, corners and on pavements, they sometimes stop in the middle of the road.</p> <p>Limited visibility as a result of the poor parking habits.</p> <p>Drivers do not comply with the 20mph speed limit when light is flashing and also the 30mph speed limit on Fairview Street.</p> <p>Overtaking of bus stopped at the bus stop just before the zebra crossing on Fairview Street. Sometime drivers do not stop for pedestrians.</p>			<p>Make the advisory 20mph speed limit on Fairview Brae mandatory so it can be enforced.</p> <p>Install flashing light on Fairview Brae just before its junction with Fairview Street.</p> <p>Introduce pedestrian crossing on Laurel Lane’s junction with Laurel Drive as it’s much busier since the opening of the 3rd Don.</p> <p>Extend the 20mph zone onto a portion of Laurel Drive around Fairview Brae junction.</p> <p>Introduce a lollipop person to help pupils cross the road.</p> <p>Install a barrier at the end of the footpath on the south-east entrance to the play ground’s junction with Fairview Brae.</p> <p>The bushes and trees next to the staff car park should be cut back to improve visibility</p>	

Milltimber School

Road Safety Challenges	Adopted road safety measures	Most effective measure currently	School suggested safety measures (for future consideration)	Comment
<p>Limited parking leads to inappropriate parking around the school</p> <p>Potholes</p> <p>Road safety features for a large portion of Parent Council meetings</p>	<p>Banner competition held with pupils to deliver safe parking message</p>	<p>Presence of the City Wardens</p>		

Appendix A

Ashley Road Primary School

Road Safety Challenges	Adopted road safety measures	Most effective measure	Most effective measure	Recommended safety measures	Plan/suggested safety measures	Comment
<p>Congestion around school access points.</p> <p>Blocking of local resident's driveways and entrances</p> <p>Parking on prohibition of waiting restriction markings</p> <p>Vehicles speeding</p>	<p>Walk to school and WOW trackers</p> <p>Work with the City Wardens and Living Street Scotland</p> <p>Organise annual visit to Absafe</p> <p>Participates in Hand Up Scotland Survey annually</p>	<p>The presence of Traffic Wardens has been the most effective road safety measure</p>	<p>The presence of Traffic Wardens has been the most effective road safety measure</p>	<p>Introduce 20mph speed limit in all city centre roads, as this is a method used in other Scotland cities.</p> <p>Introduce one-way traffic around schools</p> <p>Restricted access in and out of certain school streets at start and end of a school day</p>	<p>Introduce 20mph speed limit in all city centre roads, as this is a method used in other Scotland cities.</p> <p>Introduce one-way traffic around schools</p> <p>Restricted access in and out of certain school streets at start and end of a school day</p>	<p>The adopted Road Safety measures have been observed to only work for a short period of time.</p>

<p>Limited parking spaces has resulted in parents parking on double yellow lines, grassed areas and pavements. Drop off on zig-zag lines and in bus stop boxes.</p> <p>Reduced visibility resulting from parked cars. Kids find it difficult to cross from Stronsay Place to Summerhill Drive.</p> <p>Blocking of local resident's driveways and entrances</p>	<p>Parking campaign with Junior Road Safety Officer (JRSO) pupils</p> <p>Installed double yellow lines</p> <p>Sent out warning letter to parents regarding road safety</p> <p>The city wardens patrol the school once a week</p> <p>Works with local church to allow parents use their car park</p> <p>Adopts the walk, cycle and scoot to school initiative annually</p> <p>Has a Lollipop Person at the junction of Eday Road and Stronsay Place and Stronsay Drive.</p> <p>Facebook post warning parents of the importance of road safety.</p> <p>Had a road safety banner competition with the best 3 banners displayed on the school gate.</p>	<p>The presence of City Wardens has been the most effective road safety measure</p>		<p>Parents park dangerously in the absence of city wardens, they will deter from irresponsible parking habit if parking tickets are issued.</p>
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<p>Parents are constantly parking inappropriately. They park on zig-zag lines, double yellow lines, corners and on pavements, they sometimes stop in the middle of the road.</p> <p>Limited visibility as a result of the poor parking habits.</p> <p>Drivers do not comply with the 20mph speed limit when light is flashing and also the 30mph speed limit on Fairview Street.</p> <p>Overtaking of bus stopped at the bus stop just before the zebra crossing on Fairview Street. Sometime drivers do not stop for pedestrians.</p>			<p>Make the advisory 20mph speed limit on Fairview Brae mandatory so it can be enforced.</p> <p>Install flashing light on Fairview Brae just before its junction with Fairview Street.</p> <p>Introduce pedestrian crossing on Laurel Lane's junction with Laurel Drive as it's much busier since the opening of the 3rd Don.</p> <p>Extend the 20mph zone onto a portion of Laurel Drive around Fairview Brae junction.</p> <p>Introduce a lollipop person to help pupils cross the road.</p> <p>Install a barrier at the end of the footpath on the south-east entrance to the play ground's junction with Fairview Brae.</p> <p>The bushes and trees next to the staff car park should be cut back to improve visibility</p>	
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Danestone School

Milltimber School

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	6 September 2018
REPORT TITLE	Roads Winter Service Plan 2018 - 19
REPORT NUMBER	OPE/18/126
DIRECTOR	Rob Polkinghorne – Chief Operating Officer.
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Angus Maciver
TERMS OF REFERENCE	1,3,5

1. PURPOSE OF REPORT

This report is intended to present Members with the proposed Roads Winter Service Plan and to explain significant changes from previous years.

The report also seeks to address the issues raised during the Operational Delivery Committee on the 29 May 2018.

2. RECOMMENDATION(S)

That the Committee: -

2.1

- a) Approve the "Appendix 1 Roads Winter Service Plan" for 2018-19 including the changes made to accommodate the The Society of Chief Officers of Transportation in Scotland (SCOTS) updated guidance on the use, in Scotland, of the UK guidance document Well Managed Highways Code of Practice Appendix H
- b) Instruct officers to continue with the comparison of similar urban authority's winter services both in terms of operation and cost.
- c) Instruct officers to review further guidance issued by (SCOTS) and consider incorporation of this guidance in future Winter Service Plans.
- d) Instruct officers to continue examining the implications of the anticipated additional maintenance burden for the winter maintenance provision from the de-trunking of sections of the A90/A96 following completion of the Aberdeen Western Peripheral Road and to reduce the cost implications of this where possible.
- e) Instruct officers to examine the possible benefits and savings achievable through route optimization and automated gritting.
- f) Delegate authority to the Chief Officer Operations and Protective Services, following consultation with the Chief Officer Finance to continue to deliver the Winter Maintenance Service where the allocated budget is exceeded due to extreme weather, noting that this would be funded through use of the council's contingency

budget and reported to the City Growth & Resources committee through the following quarterly financial performance report.

3. BACKGROUND

Background:

Aberdeen City Council, Roads Winter Service Plan has evolved over many years and is amended to reflect both national and local requirements.

This year's amendments have been made to reflect: the following –

a) SCOTS guidance on Well Maintained Highways a Code of Practice.

The Society of Chief Officers of Transportation in Scotland (SCOTS) have provided updated guidance on the use, in Scotland, of the UK guidance document Well Managed Highways Code of Practice Appendix H – Winter Service Issues. The 18/19 winter service plan incorporates this guidance.

In addition to revised treatment guidance in section 3, Appendix D of the winter service plan includes treatment matrices that provide appropriate levels of treatment for conditions likely to be encountered in the city during wintery weather including precautionary treatment for frost, ice, snow and freezing rain and reactive treatments of snow, compacted snow and ice.

These recommendations do involve an increase in salting levels during marginal conditions and an increased use of sand and salt/sand mixtures at lower temperatures. The additional use of sand is aimed at providing additional grip to vehicles and pedestrians when temperatures are below -5C and salt is less effective for removing deeper layers of snow/ice.

b) Salt Usage and Stocks

Salt stock levels have been taken back up to 11,726T, this stock is to be topped up with regular programmed deliveries throughout the winter.

<u>Year</u>	<u>Starting Tonnage</u>	<u>Usage</u>
15/16	10,508	7,763
16/17	10,087	4,602
17/18	10,624	15,321

c) De-icing Agent

Last winter brine and de-icing chemicals were trialed as a precautionary treatment several times at locations in the city centre and on cycleways. These trials were generally successful with the benefits including the elimination of the spread of salt into shops and private properties and the treatment remaining effective for longer than standard salt.

d) Grit

In Section 3 of the Winter Service Plan the guidance for dealing with hard packed snow and ice at temperatures below -5C is to use salt mixed with grit/sand or grit/sand. The

use of sand has been avoided in Aberdeen since 2010/11 as unlike salt, sand is not soluble in water and consequently it must be physically removed. This removal takes the form of sweeping from open areas and the use of suction machines such as gully emptiers to remove grit from drainage systems.

The 18/19 winter service plan accepts that there is a place for the use of grit at low temperatures to improve traction under foot where a layer of water has formed above ice or compacted snow.

While stocks of grit will continue to be held, they will be used in extreme conditions as described above.

e) Salt Bins

There are currently more than 900 salt bins throughout the City. Every year there are demands for further bins at new locations. Maintaining the salt bins is a very labour intensive operation and to continually increase the numbers will only add to the current restocking problems. It is proposed to continue the policy of not issuing any additional salt bins this winter but to further promote the issue of 1T bags of salt for community use. The location of grit bins is based on historic requests.

20 large capacity grit bins that can be quickly filled from a small truck are to be located as per Appendix D; these should allow the public easier access to salt during storm conditions.

If individuals require salt and they do not have access to a vehicle, a limited number of 10kg salt buckets can be deployed on pallets to residential areas. This is a very labour intensive process and may have to be restricted during storm conditions.

f) Community Salt Bags

A scheme was introduced, in 2012-13, to issue 1 tonne bags of salt to Community groups willing to carry out self-help winter treatment. This scheme allows community groups to request a 1 tonne bag of salt. A total of 717 valid requests were received last year. Those who requested bags last year are being contacted to ascertain whether they would like to be included in this self-help provision again. Additional small bags will be provided to help distribute the salt in the community. The media team will help promote the scheme and the benefits it provides to the public.

The scheme is still subject to the following conditions.

- the salt is issued to community groups.
- the bags are to be located in a secure place such as a resident's driveway as they are susceptible to theft and vandalism.
- the location needs to be accessible to the Council delivery lorry.

These bags hold a far greater quantity of salt than a salt bin and will therefore last longer and are relatively quick to replenish.

It is proposed to apply a cut off date for applications of the 1 November after which applications will not be processed until the following year. The media team are to make the public aware of this well in advance of winter.

g) Vehicles and Plant

Considerable investment over the last 5 years has reduced the average age of the winter fleet. This programme will continue this winter in order to have a fleet of vehicles at an age which is serviceable and reduces downtime for repair. Future investment will continue with the purchase of multi-use vehicles, that can be quickly converted to other specialist equipment. This has proven to be the most cost-effective method of updating the fleet.

h) Route changes

A number of developments on the road network have been incorporated into the treatment routes.

Changes have been made to some routes to accommodate the minor changes to the network resulting from works associated with the Western Peripheral Route.

Work on revised routes to be introduced following the completion of the AWPR and transfer of the old truck road network to the city council is ongoing. The old sections of trunk road are to be de-trunked on the 1 April 2019. The council will accept responsibility for those de-trunked sections within the city limits from that date.

i) Service Provision Over Festive Period

Service provision over the festive period will remain at the same level as in previous years. The specific details are shown below.

Day	Status	Service Available
Mon 17 Dec	Normal Day	Full Service
Tue 18 Dec	Normal Day	Full Service
Wed 19 Dec	Normal Day	Full Service
Thur 20 Dec	Normal Day	Full Service
Fri 21 Dec	Normal Day	Full Service
Sat 22 Dec	Normal Day	Standby + Response
Sun 23 Dec	Normal Day	Standby + Response
Mon 24 Dec	Normal Day	Standby+Early Morning+ Response
Tue 25 Dec	Public Holiday	Standby + Response
Wed 26 Dec	Public Holiday	Standby + Response
Thur 27 Dec	Normal Day	Standby+Early Morning+ Response
Fri 28 Dec	Normal Day	Standby+Early Morning+ Response
Sat 29 Dec	Normal Day	Standby + Response
Sun 30 Dec	Normal Day	Standby + Response
Mon 31 Jan	Public Holiday	Standby + Response
Tue 1 Jan	Public Holiday	Standby + Response
Wed 2 Jan	Public Holiday	Standby + Response
Thur 3 Jan	Normal Day	Full Service

The Response team consists of up to 5 roadworkers providing 23 hours of cover per day, 7 days per week with a break between shifts from 03:00 to 04:00. This break will be monitored by the night attendant but can be covered in emergencies.

Standby + Response consists of sufficient staff to operate the 10 Priority 1 carriageway routes and 2 Priority footpath gritter routes for up to a 10-hour service during the period 05:45 to 19:00. Standby workers can be utilised in different ways depending on the prevailing weather conditions.

Response provides cover outwith normal hours to the main arterial routes through the City, generally on the North & South Routes which are detailed in the Roads Winter Service Plan. This operation does not include any operations within the housing estates. The exception to this is in an emergency situation.

Early Morning operations, if necessary, provides a treatment of the 10 Priority 1 carriageway routes and 2 Priority footpath gritter routes. These will commence at 04:45 and this shift will continue working until 15:45 at the end of the normal working day.

j) Footways and Cycle Path Operations

The city centre priority 1 footways as set out in the Winter Services Plan are the only routes to be covered as part of the early morning operations. This change in operations was approved by the Policy and Strategy Committee in 2008. The priority 1 routes are concentrated on the city centre, shopping areas and footways with a steep gradient. The current policy is that treatment should begin on these footways during the day Monday – Friday between 7.45 and 15.45. At weekends the provision is targeted at the city centre routes.

Completing the Priority 1 footways already stretches the resources available to Roads and assistance from other services is required to complete all the Priority1 footways in a reasonable timescale.

Currently, once the P1 footways are treated further treatment is extended into the lower priority footways, including those that contain some of these essential facilities, the treatment that lower priority footways receive is dependent on the resources available so there is no timescale placed on the completed the lower priority footways.

Appendix 2 shows the location of the current Priority 1 and higher priority footways in addition to the distribution of hospitals, main surgeries, health centres, GP practices and schools.

The current criteria for including a footway for priority 1 treatment is the number of pedestrians and the steepness of the footway being so severe that they would be dangerous when covered in ice or hard packed snow. To increase the number of priority 1 footway routes on the basis of other criteria such as treating frontage of schools, hospitals, etc, would require a change in the policy and cost an estimated £35,000 per route for a typical winter. Current budgets and staffing levels will not meet increased costs if progressed.

Footpath works are given additional support, as and when necessary, from Other Council Services. These operatives carry out hand spreading to some footpaths especially around sheltered accommodation. The 2018/19 service plan includes a green, amber and red readiness approach, with treatment for sheltered housing facilities to be considered at the amber phase. If the treatment is required, the Service undertaking the work is to be notified at an early stage to allow them to dedicate resources to the treatment.

With over 1200km of footways to maintain it is not feasible to have the widespread instant coverage. With a further 480 km of remote paths and areas within our Council housing estates requiring treatment it is not feasible to have instant coverage with priority going to main routes.

Similar to roads, the use of grit will be included in the treatment of footways at lower temperatures, particularly where water is lying on ice at low temperatures.

There is no provision in the current policy for the widespread use of precautionary salting treatment of footways. It is however proposed to continue the use of brine as a precautionary treatment in selected areas.

k) Public Information

An information section for Winter Operations was introduced to the Council's web site 7 years ago. This provides information on gritter routes and live information on operations on the main routes. There is a further section advising of weather and road conditions. The webpage will continue to be developed further as necessary.

The council does produce a Winter Travel Advice leaflet which includes information on aspects of the winter treatment regime and on how particular groups should approach the wintery conditions.

l) City Voice Questionnaire

The last available survey using the City Voice network was undertaken in 2017 this presented a generally positive public perception of the winter maintenance service

m) Future Developments

As the Aberdeen Western Peripheral Road nears completion it is anticipated that a considerable length of the current trunk road network including footways, within the city boundary, will be de-trunked. The maintenance, including winter maintenance, of these de-trunked sections is expected to be transferred to the city council on the 1st April 2019. Work is ongoing to revise the winter routes to reduce this additional burden.

The continuation of the current level of winter maintenance service along these sections would result in a significant additional burden on the Roads Operations budgets. The current cost of winter maintenance to trunk road standard on these roads is in the order of £250,000 per year. The anticipated annual cost of maintaining these roads to Aberdeen City Priority 1 standard is estimated to be in the order of £155,000-£200,000. These estimates exclude footway treatments.

A number of councils are working with residents to encourage self-help during time of heavy snow, this can include the provision of equipment, training, providing personal protective equipment and technical backup. The cost of this equipment is relatively inexpensive, less than £1000 per group, it may therefore be appropriate to progress this in Aberdeen if there is a public demand.

n) Consultation

The following organisations are being consulted on the content of the Winter Service Plan.

Bear Scotland, Bon Accord Care, NHS Scotland, Aberdeen City Council – Education, and Housing Services, Police Scotland, The Scottish Fire and Rescue Service.

4. FINANCIAL IMPLICATIONS

4.1 Expenditure is expected to be with the Council's approved Revenue budgets for Winter Maintenance and Emergencies 2018-2019 of £1.727M. It should be noted that the expenditure for the previous three winters has been £2.333M in 2017-18, £1.610 in 2016-17, £1.752M in 2015-2016. Following a Belwin formula submission some of the overspend in year 17-18 was repaid by the Scottish Government.

The allocated budget is £171K below the average expenditure realised over the last 3 years. It would therefore be prudent to authorise for continued expenditure beyond the budget should the weather be worse than anticipated, subject to agreement from the City Growth and Resources Committee and/or Finance.

The increased salting rates in marginal conditions are expected to result in additional salt purchase costs.

5. LEGAL IMPLICATIONS

5.1 Failure to provide a robust and justifiable "Roads Winter Service Plan" will leave the council more vulnerable to legal challenges and 3rd party insurance claims.

5.2 The Council is obligated under Section 34 of the Roads (Scotland) Act 1984 to take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over a public road.

6. MANAGEMENT OF RISK

To ensure that the service meets its obligation in the coming years the risks identified in the Future Developments section of the report need to be addressed:

Risk Reputational/Technological/ Customer /citizen	Risk Level	Mitigation/Controls
The increased use of grit/sand is likely to affect drainage systems and leave footways and open areas looking untidy.	Medium	Provision made for removal of grit after each cold period by the appropriate service.
The development of new codes of practice superseding the current winter policies.	Medium	Monitor and consult on industry developments and adapt the Winter Service Plan to meet developing standards and practices.
Variable numbers of Community Salt Bags depending on the prevailing weather.	Medium	Use Corporate Communications to continue to highlight the importance of the community salt but to set a cutoff date after which provision cannot be guaranteed.

Risk Reputational and Financial	Risk Level	Mitigation/Controls
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The increased use of salt in marginal conditions is likely to cause pressure on the budget.	Medium	Make financial provision for changes or invest in equipment that would allow the salt spread rates to be reduced.
The additional burden placed on the winter service from the de-trunking of sections of the A90/A96 following the completion of the Aberdeen Western Peripheral Route.	High	Ensure that resources are made available to identify the likely additional demands from the de-trunking of sections of the A90/A96 and to integrate the de-trunked sections of road into Winter Service Plan.
Allocated Budget will only cover costs of a standard winter, overspend at times of high snowfall will require the allocation of additional budget	High	Make provision for additional finance to be available subject to Finance team approval.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The provision of an effective winter maintenance service that keeps the transport network working effectively is important to support the economy of Aberdeen during adverse winter conditions.
Prosperous People	With a growing population and expanding roads network it is important that the winter service plan is reviewed and adjusted to meet the ongoing demands of the population. The winter service plan seeks to have a positive impact on the public in general including those with protected characteristics by reducing the adverse effects of winter weather.
Prosperous Place	The Council is committed to providing a winter maintenance service that will help to enhance Aberdeen as a place to invest, live and visit. An effective winter maintenance service will also make the city safer for all road and transport users.
Enabling Technology	The Council is committed to examining technological and innovative methods to solve winter maintenance problems and to communicate with the public regarding ongoing treatments.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The proposed enhancements to the winter service outlined in section 3.0 are beneficial to the customer engagement and needs.

Organisational Design	The use of self-help principal is a move away from being a provider to the customer to facilitating engagement with the customer.
Governance	This report seeks to comply with the Governance Principles set out in the Target Operating Model.
Workforce	This report seeks to comply with the Workforce Principles set out in the Target Operating Model.
Process Design	This report seeks to adopt appropriate national standards to help comply with the Processes Principles set out in the Target Operating Model.
Technology	The proposed future developments seek to use technology to embrace new ways of undertaking the works and drive savings and additionally keeping the customer informed.
Partnerships and Alliances	The winter service seeks to use joint working across and outwith the organisation to deliver the service.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA included.
Privacy Impact Assessment	Not Required.
Duty of Due Regard / Fairer Scotland Duty	Not applicable.

9. BACKGROUND PAPERS

<http://councilcommittees.acc.gov.uk/documents/g6185/Decisions%2029th-May-2018%2014.00%20Operational%20Delivery%20Committee.pdf?T=2>

10. APPENDICES

Roads Winter Service Plan 2018-19
Priority Footways and Essentials Services
EHRIA

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ABERDEEN
CITY COUNCIL

ABERDEEN CITY COUNCIL
Roads Winter Service Plan
2018 – 2019



Specification
&
Operational Plan



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PART 1 SPECIFICATION

WINTER SERVICE PLAN

PART 1 SPECIFICATION DOCUMENT

1. Policy

- 1.1 The City Council's policy is stated in the report submitted to the Roads Sub-Committee of the Policy and Resources Committee on 19th September 1996 and Policy & Strategy Committee of 5th June 2008.
- 1.2 The Council's policy objectives in relation to winter service is defined as the reduction, as far as practicable, of the effects of adverse weather conditions on the movement of people and vehicles to facilitate safe travel on the more important roads in the City.

2. Priorities and Standards

2.1 General

The Committee agreed that the priorities for treatment and standards of treatment be determined in accordance with the relative importance of any particular road in the Road network, and that the relevant Corporate Director be requested to endeavour to curtail the level of expenditure within the sum provided in the annual budget, bearing in mind the conditions which pertain and the policies set down in the report.

- 2.1.1 Priority 1 routes will be principal roads or other classified roads serving as the main routes of major traffic distributors. Priority 1 routes should also carry heavy traffic flows or serve as major public service bus routes or give access to public service or emergency facilities providing an essential public service. In special circumstances a road which does not meet the above definition may be considered a priority 1 route if it is regularly used and presents special hazards because it is habitually liable to drifting snow or freezing because of altitude or exposure etc. A road need not be considered a priority route at all times.
- 2.1.2 The standard to be aimed at on Priority 1 routes is that these routes should never become impassable to traffic unless there are abnormal conditions. Snow and ice clearance should be started as soon as practical when the need for it becomes apparent. Equipment and resources should be provided and should be capable of being deployed sufficiently quickly to be able to salt for ice or clear a moderate snowfall of up to 50 millimetres depth (2 inches) within two and a half hours of the physical start of operations.
- 2.1.3 There should be, for these routes, a 24 hour a day, 7 day per week availability of crews and equipment with the standby arrangements being such that the response time for an instruction from a responsible officer of the authority to commence winter service operations to the start of snow or ice clearing on site should not be greater than one hour.
- 2.1.4 Consideration will be given to the pre-salting of priority 1 routes on receipt of an adverse weather forecast to prevent the formation of ice or to make the clearing of snow or ice from the surface of the road less difficult.

- 2.1.5 A list of priority one routes should be drawn up. The routes will be collated into convenient lengths to be dealt with by one or more salt stores and the need to keep mileage, which is run empty for reloading to an absolute minimum.
- 2.1.6 The priority 1 routes should be reviewed annually in the late summer/autumn months to take account of changes in the road layout e.g. change from single to dual carriageway or in the light of new development and particularly the opening of new community facilities e.g. schools, health centres or similar, or in the light of changes in the road network and amendments to the routing of Public Transport.
- 2.1.7 Priority 2 routes will be principal and other classified roads not included in the priority 1 list but which serve as main roads or as traffic distributors and which carry medium traffic flows or give access to community or public facilities of a non essential nature.
- 2.1.8 In order to provide an efficient and effective use of labour and plant several of the Priority 2 Routes are included in the Priority 1 routes, the remaining Priority 2 routes will only be treated once the combined Priority 1 & 2 routes have been opened to traffic. The remaining Priority 2 roads will be dealt with on an "Area Response" basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. Additional resources from external Contractors may be employed to assist in the operation.
- 2.1.9 Priority 3 locations are access roads, service roads, cul de sacs and minor roads where it could be expected that residents and employees etc could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route.
- 2.1.10 The standard for Priority 3 locations would be that they would not normally be treated unless conditions were severe enough to prevent the passage of emergency vehicles, where it was considered in the light of prevailing weather forecasts that the conditions might be expected to persist for some time or that there was an exceptional depth of snow packed snow or ice. In the case of a medical emergency or an event such as a funeral the location in question would be treated. Priority 3 locations due to width of access, or they are dead ends will not always be accessible with normal winter maintenance plant and would not be treated until all routes of a higher priority had been opened to traffic.
- 2.1.11 Non-Aberdeen City Council maintained roads and roads or lanes providing a secondary means of access for service vehicles together with roads on which there are no direct accesses to any habitations would not be treated except in the case of a medical emergency.
- 2.1.12 In extreme weather conditions only, Priority 1 routes will be treated. Should salt stock levels diminish, salt treatment of Areas will be stopped, then Priority 2 routes, until only priority 1 routes are being treated.

2.2 Priorities and Standards – Footways & Cycle Ways

- 2.2.1 The priority with regard to the treatment of footways is that, precedence will be given to those footways in the City for which the Council is responsible and which carry the greatest number of pedestrians. This means the central areas of the City where the shopping and commercial facilities etc are concentrated. Precedence will also be given to footways and gradients, which are so steep, that they would be dangerous when covered with ice or hard packed snow. This may be altered by the duty superintendent or the duty officer depending on the circumstances that are being encountered.
- 2.2.2 The standard to be aimed at for footways on the Priority 1 list is that, these footways should be kept in a safe condition for pedestrians. In “normal” conditions snow or ice clearance should be started as soon as practicable when the need for such treatment becomes apparent. Equipment and resources should be provided and should be capable of being deployed sufficiently quickly to be able to begin treatment of a moderate snowfall between the hours of 07.45 and 15.45 Monday to Friday. At weekends the duty superintendent or the duty officer will determine if additional resources can be sourced.
- 2.2.3 All other footways in the city will be considered to have a lower priority although again precedence will be given to the more heavily trafficked routes, footways in the vicinity of major public services, medical or community facilities providing an essential public service and where numbers of infirm, elderly, accompanied infants and young children are likely to congregate. These footways will be treated only when the Priority 1 routes have been treated and made safe for pedestrian movement and will be dealt with on an Area Response basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity.
- During forecasts of snow or ice or for periods of snow or ice council employees will be deployed to treat Priority 1 footways and then continue into the Areas, additional resources from external Contractors may be employed to assist in the operation.
- 2.2.4 Other equipment and resources should be deployed to deal with particular situations as conditions dictate, particularly where treatment has not been carried out and there is a public need for such treatment at individual locations, e.g. bus stops, pedestrian crossings, traffic islands and the like.
- 2.2.5 Privately maintained footways will not normally be treated.
- 2.2.6 Cycle ways in the city will be considered to have the same priority as lower priority footways. These cycle ways will be treated only when the Priority 1 routes have been treated and will be dealt with on an Area Response basis in conjunction with the footways in that area. The allocation of resources to the defined areas will be subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. In keeping with Priority 3 carriageways, it would be expected that cyclists could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route. A list of the cycle ways to be treated was approved at the EP & I Committee on 12 November 2013 and is included in Appendix C.

2.3 Self Help

- 2.3.1 On lower priority routes both on carriageways, lay-bys and footways, grit bins should be provided where they can be sited without inconvenience or danger to residents and road users. Due to the demand on resources to fill grit bins, it has been decided not to increase the number of grit bins. Alternatively, 1T salt bags will be made available for community use (see 2.3.4). The location of the grit bins can be viewed on the council's web site at: <https://maps.aberdeencity.gov.uk/LocalViewWeb/Sites/Gritboxes/>
- 2.3.2 Grit bins are maintained and kept filled by the Council so that the salt, salt/sand mixtures are readily available to Council employees, local residents or any other road user should they choose to use the facility. The locations and condition of all grit bins should be reviewed annually in late summer/autumn. It should be noted that whilst making use of grit bins, care should be taken as it is common for them to be used by some members of the public for the disposal of rubbish, such as glass, sharp metal and, in some instances, syringes which could result in injury to the user should they inadvertently come into contact with this material. Hazard warnings should be positioned on the lid of the grit bin
- 2.3.3 It is recommended that all grit bins be highlighted for public use with a telephone number to call allowing members of the public to inform on the location of the empty grit bin. Calls will be monitored on a daily basis during the winter and twice daily during periods of snow and ice. Holidays and weekends will be excluded as resources are limited.
- 2.3.4 1 Tonne bags of salt will be issued on request to Community groups for self help winter treatment. These bags will be issued and replenished on condition that they are situated in a secure location which is accessible to the Council delivery lorry. A communal area such as a car park would not be acceptable as the bags will be susceptible to theft and vandalism. Additionally, a number of smaller bags shall be offered to the person requesting the 1 Tonne bag to aid distribution of the salt in the community.
- 2.3.5 Large Community Grit Bins have been located throughout the city these are specifically located to allow rapid replenishment from small lorries during storm conditions. The locations are listed in Appendix (D,a)
- 2.3.6 Individual salt buckets containing approximately 10kg of salt are available from depots. The 10kg is sufficient to treat the footway fronting a property for a number of days.

3. Treatments of Conditions

3.1 Precautionary Salting - Priority 1 routes and locations of particular hazard.

Precautionary treatments should be carried out to as per Appendix (D,b) Column C. This table is based on guidance issued by the Society of Chief Officers of Transportation in Scotland (SCOTS) Winter Service Subgroup.

Column C is appropriate when the Salt Cover is Poor, Traffic Levels are Low/Medium and the Salt Loss due to traffic is Normal.

Precautionary Treatment for Hoar Frost and Ice.

- 3.1.1 If the road temperature is at or above -2C and the road is damp, salt at a rate of 10 grams per square metre. If the temperature falls between -2C and -5C and the road is damp, salt at 15/20g per square metre. If the road is damp and the temperature is below -5C, salt at 20g per square metre, monitor conditions and retreat if required.

If the road temperature is at or above -2C and the road is wet, salt at a rate of 15 grams per square metre. If the temperature falls between -2C and -5C and the road is wet, salt at 20g per square metre. If the Road is wet and the temperature is below -5C, salt at 20g per square metre, monitor conditions and retreat if required.

When rain is forecast prior to frost/ice, treatment should be timed to commence at the cessation of rainfall subject to being completed within the council's hours of coverage.

- 3.1.2 When frost/ice is predicted after rain precautionary salting rates should be increased to 20-40 g/sq. m according to the temperatures expected. 20 g/sq. m will operate down to -2 degrees Celsius, 40 g/sq. m operates to -5 degrees Celsius. Salting should be delayed as long as possible to reduce loss of salt by run-off unless freezing conditions coincide with the rainfall. Road conditions are to be monitored and retreated if required. The situation is to be monitored and retreatment carried out if required.

3.2 Precautionary Treatment for Snow.

- 3.2.2 When continuous snow/freezing rain is forecast precautionary salting rates are to be 20-40 g/sq. m according to the anticipated severity of the snowfall as per Appendix (D,c)
- 3.2.3 The maximum salt spreading rate recommended for melting up to 50mm of fresh snow is 40 g/sq.m. Repeated applications of salt can remove heavy accumulations of snow, however, this approach is not recommended and ploughing should be undertaken as the depth of snow starts to exceeds 10mm. 20g per square metre of salt should be applied in advance of a snowfall to allow the formation of a debonding layer and assist subsequent ploughing. Where more than 50mm of snow has accumulated, compaction by traffic is likely to become problematic.
- 3.2.4 These spread rates are dependant on available salt stocks, during periods of sustained snow salt availability may be restricted due to availability or instructions from outwith the council, and periods of salt conservation may be necessary as per section 7.0)

3.3 Treatment for Ice and Compacted Snow Conditions

When ice or compacted snow has already formed the surface should be treated as per the guidance in Appendix (D,d).

- 3.3.1 When temperatures drop below -5 degrees Celsius it is advisable to use grit or salt/grit mixtures. The grit used in these circumstances should be single particle size 6mm – 2mm having low fine content. The particles should be angular suitable for an abrasive. Grit shall only be used when absolutely necessary due to additional problems arising, such as sweeping and gully emptying and the subsequent additional costs for waste disposal.

3.4 Updated guidelines on salt spread rates

- 3.4.1 Appendix H of the Well Managed Highways Code Of Practice for Highway Maintenance Management is primarily concerned with Winter Service Issues. The Society of Chief Officers of Transportation in Scotland (SCOTS) have produced recommendations on the most appropriate and practical approach to implementing elements of Appendix H. Following consultation with the National Winter Service Research Group (NWSRG), concerning the implementation of Appendix H the SCOTS Winter Subgroup have suggested a number of developments to Appendix H.

Having considered the feedback from the NWSRG on the review of Appendix H the SCOTS Winter Service Subgroup provided advice that Scottish Local Roads Authorities adopt the developments to Appendix H of Well Maintained Highways.

Minimum spread rates of unmodified salt are suggested in Appendix (D,b) treatment matrix for different operational scenarios out-with resilience situations.

Detailed below is the justification provided by the SCOTS Winter Service Subgroup for advising these variations and this is supported by Aberdeen City Council officers.

- Review conclusions based on significant experience of delivering winter service by Scottish local Authorities.
- Review conclusions based on developed best practice within Scottish local Authorities.
- Recognition that going forward that these variations to Appendix H, and the successor document, need to be monitored in relation to the development of equipment, research undertaken and revisions to Appendix H.
- These variations to Appendix H of Well Maintained Highways need to be kept under review by the SCOTS Roads Group/SCOTS Winter Service Subgroup to continue to inform the most appropriate approach to Winter Service to be taken by Scottish Roads Authorities.
- The treatment matrix developed through the SCOTS Winter Sub group is being adopted by Aberdeen City Council and is detailed in Appendix (D,b) along with associated notes.

4. Winter Service Plant

To be effective, salt must be spread evenly at rates to suit prevailing conditions. The spreading equipment supplied should be to BS 1622:1989. The controls of spreading machines are to be calibrated annually and clearly marked for distinct spread rates up to 40g/sq.m.

5. Salt and Grit

5.1.1 Salt supplied to various locations throughout the City shall be to BS 3247.

5.1.2 Grit for use either neat or in mixtures shall be single sized abrasive or particle size 6mm – 2mm having a low fine content. The particles should be angular in shape suitable for an abrasive.

5.1.3 Chemical de-icing treatment may be used at selected locations including the city centre and cycleways.

5.1.4 Salt is purchased to restock the storage areas to their maximum stock levels in advance of the season, salt stocks are closely monitored, and restocking orders placed to maintain suitable levels.

5.1.5 Salt at storage areas are currently stored uncovered.

5.1.6 A guide to appropriate maximum and minimum and resilience stock levels are included in Appendix (D,e).

6. Communications

6.6.1 Work has been carried out with the Corporate Communications Team and the Service Design and Development team to provide up to date information on the Council Web Site. The information provided will enable members of the public to check on expected road conditions, confirm main gritting routes and check action currently underway. There is also a section to check the weather and road conditions.

6.6.2 City Voice Questionnaire including several questions relating to the general public's satisfaction with Aberdeen City Council's winter performance will be issued to the general public following the 2017 – 18 winter season. This questionnaire is repeated annually as part of the Roads Asset Management Plan to build up a picture of the trend of public satisfaction related to the severity of the winter weather. It may also indicate areas for improvement or future action within the limitations of the winter budget.

7. **Resilience**

7.1.1 If salt stock levels fall close to the resilience stock levels indicated in Appendix (D,e) the Roads Operations Manager will consider and implement the actions required to maintain traffic flow along the strategic network.

7.1.2 In extreme circumstances that may have a major adverse impact on the provision of the winter service the Roads Operations Manager after consultation with the Roads Infrastructure Manager may implement the actions required to maintain traffic flow along the strategic network these may include but are not restricted to:

- Reduce salt spread rates.
- Restrict salt spreading to the Priority 1 routes.
- Move to using salt/grit mixes.
- Move to using grit only on Secondary routes
- Grit only to be used on hard packed snow on priority/secondary/cul de sac routes
- Replenish Grit Bins with grit only
- Move to using grit only on priority and secondary footway routes

ABERDEEN CITY COUNCIL

OPERATIONS

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WINTER SERVICE PLAN

2018-2019

PART 2 - OPERATIONAL PLAN

WINTER SERVICE DOCUMENT

PART 2

OPERATIONAL PLAN

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WINTER SERVICE PLAN - STANDING ORDERS

PART 2 - OPERATIONAL PLAN

1. Introduction

1.1 Outline

The Operational Plan is designed to provide for a twenty-four hour a day, seven days a week service. The plan, which is designed to be flexible enough to cover all foreseeable weather conditions normally experienced in this part of the country, will operate in various phases according to the time of day and weather conditions.

The plan consists of an emergency standby service out with normal working hours, regular routine patrols by specialist gritting and snow clearing vehicles in the early hours of the morning augmented, as necessary, by the use of the Council's normal heavy goods vehicles fitted with demountable snowploughs and/or gritter bodies as appropriate. The Council's own resources can be augmented by hired labour and vehicles and plant from local contractors.

1.2 Stages of the Plan

In deploying the Council's resources and resources from other Services, Superintendents will take into account the priorities drawn up to cover all weather conditions, will seek to ensure that the road network is dealt with in the sequence and to the standards set out in Part 1, Section 2 headed "Priorities and Standards".

Superintendents in planning and executing the Winter Service Operations must give consideration to the needs of all employees to have reasonable periods of rest between periods of duty, however, in extreme and prolonged weather conditions Aberdeen City Council can declare the event an emergency to continue with winter service operations.

1.3 Delegation of Responsibilities

1.3.1 The Roads Infrastructure Manager is responsible for the work of the Roads Services throughout the City. The Roads Infrastructure Manager is responsible for formulating the policy objectives with regard to Winter Service operations and ensuring that adequate resources are allocated to meet the objectives and standards set in the Specification Document. The Roads Infrastructure Manager is also responsible for ensuring that the Specification and Operational Plan are continually reviewed in the light of experience and changing circumstances.

1.3.2 The Roads Infrastructure Manager in conjunction with the Road Operations Manager will be wholly responsible for ensuring that Winter Service operations are carried out in accordance with the policy of the Council and in accordance with accreditation in Winter Maintenance Quality Assurance under ISO 9001. They will ensure that the Duty Officers and the Superintendents and operators are conversant with the Winter Service Plan and will ensure that the standard of training, etc. of the operatives is sufficiently high to enable them to carry out their allotted tasks. The day to day responsibility for producing the daily Winter Maintenance Advice Sheet may be delegated to the Duty Officer. The

Superintendents shall be provided with the physical resources to enable them to carry out the work within the limitations of the budget and shall have the authority to utilise all the resources available to them on normal works in the event of adverse weather conditions. The day to day responsibility for the organisation and supervision of Winter Service operations may be delegated to the Superintendents.

- 1.3.3 The Superintendents are wholly responsible to the Roads Infrastructure Manager/Road Operations Manager for the day to day organisation and execution of the Winter Service operations and will take immediate action to implement the Winter Service Plan on receipt of adverse weather advice or in the event of sudden frost or snowfall. The Superintendents have complete authority to set the plan in action without reference to the Roads Infrastructure Manager or Road Operations Manager but shall at all times keep the Management fully advised of the prevailing circumstances with regard to the progress of Winter Service operations and shall seek the advice and assistance of Management in dealing with any augmented work undertaken or conditions outwith the scope of the Winter Service Plan.

2. Working Arrangements

2.1 Operating period

The winter operating period will run from October to April each year.

The core period for continual monitoring will run from early November until Late March. Additional support staff and assistance from other services will run from mid-November until late March, the exact dates will be as detailed below, these dates are subject to change depending on the forecast weather conditions.

2.2 Standby Service – 12/11/2018 to 18/03/2019

A weekly duty rota for drivers and plant operators for both the standby service and for the early morning patrols will be prepared to ensure that all specialist Winter Service vehicles can be manned on a twenty-four hour, seven days a week basis in accordance with the Winter Service Plan.

Specialist Winter Service vehicles will be stationed at appropriate depots for immediate use outwith normal working hours. The vehicles will be loaded with neat salt and drivers will be contactable to receive instructions from the Superintendent. A Superintendent will be available to receive telephone calls from the Police or other responsible Officers of the Council, assess road conditions and initiate emergency actions.

On receipt of an emergency call, the Superintendent will assess the situation and, if necessary, will call out the standby crews to treat roads as required, he may at his discretion, alert other Superintendents, as it may be necessary to call out additional drivers and vehicles.

The Superintendents will advise the Night Attendant or the Duty Officer what resources are deployed and the route/areas being treated to allow the Council's web site to be updated.

The standby drivers will report to the Superintendent the road conditions at the area of the particular hazard and in the area generally. The Superintendent will log the telephone call seeking assistance together with the details of any action taken in response to it and any action by way of treating other locations so that there is a permanent record, for inspection, of the extent of Winter Service operations carried out.

2.3 Early Morning Patrols – 12/11/2018 to 18/03/2019

The specialist Winter Service vehicles will be operated on early morning patrol service during the winter period. Each vehicle will be driven on a prescribed priority route and treatment will be carried out as instructed for the conditions encountered.

The Superintendent will advise the Night Attendant or the Duty Officer what resources are deployed, and the route/areas being treated to allow the Council's web site to be updated.

Special attention will be given to those locations, which are designated as areas of particular hazard; drivers will report the road conditions on their prescribed route to the Superintendent/Night Attendant both during and on completion of their patrols.

Additionally, the Superintendents may at their discretion, if adverse weather conditions are expected, detail additional operatives to make themselves available for standby duties/early action.

2.4 Service Within Working Hour

2.4.1 If road or weather conditions warrant it, Winter Service operations utilising the specialist vehicles will continue during the course of the working day. In addition to the specialist vehicles, the Superintendents can instruct the use of the Councils normal heavy goods vehicles on Winter Service operations. The vehicles will be fitted with snowploughs and/or gritter bodies according to the road conditions.

The Superintendents will advise the Night Attendant or the Duty Officer what resources are deployed, and the route/areas being treated to allow the Council's web site to be updated.

2.4.2 Daytime 8.00 a.m. - 4.00 p.m. Monday - Friday

The ice detection equipment will be monitored by the Road Services staff. When a change in conditions is displayed at any of the ice detection locations in his area, the Road Operations Manager or his staff will advise the Superintendents who, taking account of all factors known to him, will dispatch a gritting vehicle to inspect and treat conditions at the location as necessary and thereafter proceed to such other locations the Superintendents considers may require treatment.

2.5 Service Outwith Normal Working Hours 03/11/2018 to 16/03/2019

2.5.1 Response will provide an emergency all night service and specialist Winter Service vehicles will be ready for immediate use throughout the winter season.

The vehicles will be loaded with neat salt and drivers will be in attendance at the depot. In addition to the drivers the depot will be manned by a Duty Night Attendant who will receive telephone calls from the Met Office, Police or other responsible Officers of the Council initiating emergency action.

The Duty Officer will continue to monitor the ice detection equipment and forecast and will remain the point of contact for Winter Service along with the Duty Superintendent until the Night Attendant commences work at 20:30.

On receipt of an emergency call, the Duty Night Attendant will despatch a driver to investigate and, if necessary, treat the road surface. Immediately after the driver has dealt with the specific complaint, he will travel to those locations designated as areas of particular hazard in the vicinity of the locus of the complaint and, if necessary, treat the road surface at these locations. He will report to the Duty Night Attendant the road conditions at the areas of particular hazard and in the area generally. The Duty Night

Attendant will log the telephone call seeking assistance together with the details of any locations so that there is a permanent record for inspection by the Duty Superintendent of the extent of Winter Service operations carried out during the night.

Should it appear to the Duty Night Attendant from the number of telephone calls received requesting assistance or from the reports received from drivers that the road conditions are so bad as to require the deployment of more resources than provided by the all night service, he will immediately telephone the Duty Superintendent advising him of the conditions so that the Duty Superintendent may, at his discretion, instruct the call out of additional drivers and vehicles.

- 2.5.2 When an adverse change of conditions is displayed at any of the ice detection locations in the City, the Night Attendant will dispatch a loaded gritter to inspect and treat conditions at the location as necessary and thereafter, taking account of all other known factors, proceed to treat as necessary areas of special hazard. The Duty Night Attendant will log the change in road temperatures together with his actions and details of any locations actioned so that there is a permanent record for inspection by the Duty Superintendent of the extent of Winter Service operations carried out during the night.
- 2.5.3 Over Christmas and New Year a stand by crew will only be available to treat priority 1 carriageways and footways on the days of the 25 – 26 December and 31 December – 2 January inclusive.

2.6 Footway Treatment

The Priority 1 footways for treatment are listed in Appendix C (e).

The standard practice for treating footways will be to use neat salt although discretion is given to Superintendents to use salt/grit mixtures when weather conditions warrant it, and especially when dealing with ice that has formed as a result of the re-freezing of partially thawed snow as per Appendix D, (d)

In clearing a passage for pedestrians, any cleared snow will be left piled at the edge of the footway until resources are available for its removal. Special attention will be given at pedestrian crossings, road junctions where large number of pedestrians cross, bus stops etc where gaps should be left at these locations to allow pedestrians to cross without having to negotiate the heaped snow.

Special care will also be taken to ensure that street gullies are not blocked by piled snow, as this would prevent water draining away at the onset of a thaw.

2.7 Footway Readiness

Recourses for footway treatment are to be allocated on a three-level readiness basis. The readiness level shall be implemented and recorded following discussions between the duty officer and the Roads Operations/Roads Infrastructure Manager.

Green:

Forecast conditions to be below zero for up to 5 consecutive days.

City centre routes to be check by Superintendent each morning with treatment undertaken if required, no other routes to be treated.

Amber:

Forecast conditions of prolonged freezing extending beyond 5 days, snowfall or extensive ice forecast. Frontline staff to be made available for prolonged treatment, assistance from other departments requested as required. If other departments assistance required, they are to be notified when Amber condition is identified.

Grit bins and Community Bins, checked and filled in advance, Footway plant and equipment checked for readiness in advance, Priority 1 Footways and sheltered housing areas considered for treatment.

Additional back office staff requirement to respond to public enquiries.

Red:

Forecast conditions as Amber but with continued heavy snowfall or extreme ice in forecast resulting in a risk to infrastructure.

Action as per Amber, additionally external and supplementary resources from other departments to be mobilised as available.

Treatment to be extended to area footway treatment beyond Priority 1 routes as resources allow.

Full reporting system to be implemented, availability of resources to respond to repair to infrastructure to assessed. Additional back office staff requirement to respond to public enquiries regarding infrastructure damage after thaw develops.

2.8 Thawing

During the thaw, the first responsibility of the Superintendents will be to ensure, as far as practicable, that road channels and verges are cleared in the area of street gullies and cross grips to allow melted snow to drain away. Only after the channels and cross grips have been cleared should an attempt be made to clear the stockpiled snow.

2.9 Lifting of Snow from Roads etc

In extreme conditions after heavy snow falls it may be necessary to lift snow from streets. Snow cleared from the road will only be uplifted in exceptional circumstances, e.g. where existing piled snow is preventing further snow clearance from the road.

3. Information

3.1 Communications

During Office Hours - Mondays to Fridays inclusive, telephone messages will be received by the contact centre.

Outwith Office Hours - Telephone messages to be passed to the Duty Superintendents (Daytime) or the Duty Officer as per rota from 16:00 to 20:30 (Monday to Friday) from 08:00 to 20:30 (Saturday, Sunday & Public Holidays) and to the Night Attendant at West Tullos Depot from 20:30 to 08:00.

3.2 Weather Forecasts

The Council's meteorological advisors will provide information for the duration of the winter period including:-

- a) General Forecasts for the following 36 hours
- b) 2-5-day outlook forecast
- c) Air and road temperatures and a predicted forecast graph

During Office Hours

The Forecast data information is assessed and entered into an advice sheet prepared by the Duty Officer in conjunction with the Duty Superintendent and if required submitted to the Roads Operations Manager for discussion and a decision made as to the required treatment. Roads Operations Manager to be advised of daily action.

The information will also be passed to the Standby Superintendent by the Duty Officer.

Outwith Office Hours and Holidays

It will be the responsibility of the Duty Officer to obtain the weather forecast, consult Superintendent and confirm action. Superintendent to contact the Night Attendant at West Tullos Depot each day shortly after 20:30 hours to appraise him of the situation. If there is a forecast of severe weather the Standby Superintendent should also be informed. Roads Operations Manager to be advised of daily action.

Emergency Weather Forecasts

The Council's meteorological advisors will inform the Duty Officer from 08:00 to 20:30 or the Night Attendant from 20:30 to 08:00 to advise on changes in forecast information. Additional phone numbers should be supplied to the Met Office in case there is difficulty in contacting the Duty Officer or the Night Attendant. The Duty Officer or the night Attendant will advise the Duty Superintendent of changes to the weather forecast which may alter the proposed winter treatment.

3.3 Advice Sheets

3.3.1 Winter Maintenance Advice Sheets

Forecast information and the Winter Maintenance Advice Sheet will be used to assist in decision making. In the absence of any indication or information to the contrary the advice recommendation given on the Advice Sheets should be followed.

3.3.2 Interpretation of Advice Sheets

The Advice Sheets recommendations may not be followed if:

- (a) A clear emergency exists which requires immediate action
- (b) The Road Operations Manager advises differently.
- (c) The actual weather (e.g. as measured by Ice Outstations) is at variance from the forecast such that action taken would need to be significantly different from that advised, e.g. the stepping up of salting from 10 to 20 g/sq. m or equivalent in mixtures, or if the forecast of snow turns out to be rain then reducing or changing the treatment. In this case the meteorological advisors should be contacted, advised of actual weather conditions and new forecast information requested.

3.3.3 Variation from Advice Sheets

A record will be kept of all variations of action from the advised action on the advice sheet. The reason for such a variation will be noted on the advice sheet for record purposes.

3.3.4 General Note

The Council's meteorological advisers are available 24 hours a day and can be contacted at any time by superintendents or staff for advice. They are contracted to supply new weather information when a significant change is forecast and to give advice over the telephone on all meteorological matters. If in any doubt about the actual weather and/or the forecast the rule is contact the meteorological advisers.

3.4 Road Condition Reports

In order that the Roads Infrastructure Manager can be kept advised of the road conditions throughout the City, reports on road conditions will be passed as follows.

The Road Operations Manager will arrange for the daily road condition report and the advice sheet to be completed not later than 0800 and 1600 hours on days of continued action to be recorded on the standard pro-forma and for the information to be forwarded to Roads Infrastructure Manager.

4. Plant

4.1 Availability and Maintenance of Vehicles, Plant etc

All specialist Winter Service vehicles, plant and footway snowploughs require to be maintained and overhauled prior to the commencement of Winter Service operations. All items of Winter Service equipment overhauled shall be on station not later than the end of September in order that calibration works can be carried out to all plant at the same time.

All footway snowploughs shall be on station by the second week in October. All dedicated gritting vehicles shall be calibrated by end of October and signed calibration sheets filed for future reference.

All vehicles, plant and equipment shall be checked to ensure they are fully operational on return to station.

A stand by mechanic will be available at all times during the winter period to carry out routine maintenance and minor repairs allocated to him. Where applicable the six week safety checks on vehicles should be carried out during early morning operations when no action is being carried out, any major defect found during this period will require the vehicle to be taken to Kittybrewster for repair. Fleet Services to provide the Road Operations Manager and the Superintendents with a rota of the mechanics.

4.2 Operation of Vehicles

While it is acknowledged that the drivers of vehicles engaged in Winter Service operations do not operate under normal circumstances, it is nevertheless the driver's duty to take every precaution to avoid accidents.

Once the vehicles are on station and Winter Service operations have begun, it will be the duty of the driver and/or operator for each vehicle and item of plant to check his vehicle daily before starting duty. The inspection shall cover the fuel, oil and water levels and the lights, brakes and tyres, together with all bolts and couplings fixing ploughs, spinners and safety rails.

Any fault revealed by the check shall be immediately reported to the Superintendent who will call out the stand by mechanic to determine whether or not the vehicle is in a fit state to continue with Winter Service operations or whether the vehicle should be withdrawn from service for immediate repair at the Depot or transported to Kittybrewster. In the latter case the Superintendent, in consultation with the Repair Depot Supervisor, shall decide whether or not, depending on the length of time that any repair is likely to take, an alternative vehicle should be made available as a replacement for the unserviceable vehicle.

The amber flashing lights fitted to each vehicle must be kept in operation during gritting and snow clearing operations. In poor visibility, the vehicle's horn should be sounded as necessary, but its use should be kept to a minimum consistent with safe driving and the need to cause as little inconvenience as is possible to residents, particularly during early morning and late night working. Any vehicle engaged in Winter Service operations must

not be driven at speeds in excess of 20 mph in urban areas or where traffic is heavy, the speed should be further reduced to ensure the flying grit/sand does not injure pedestrians or damage other vehicles on the road. A "SPREADING" sign is to be fitted and kept clean on rear of gritting and large snow plough vehicles.

Snow ploughs and scrapers must always be raised above the road surface when passing over sections of road which are clear of snow and ice and drivers should constantly be on the lookout for manhole covers, street tobies or other obstructions such as traffic calming measures which may be standing proud of the road surface.

It is the responsibility of the driver of any vehicle to ensure that the hopper or the platform of this vehicle is not left loaded with salt or salt/sand mixture for more than forty-eight hours. If the salt or salt/sand mixture has not been used for this period of time, the hopper and/or platform should be emptied and immediately refilled with fresh material.

If the vehicle has been driven during heavy rain, the driver should check the salt or salt/sand mixture to ensure that caking has not taken place. If it has, the vehicle should be emptied and immediately refilled with fresh material.

Where mobile phone communication is used the driver must not under any circumstance answer the phone until parked safely and the engine is turned off as per the Council's mobile phone policy. Drivers will be issued with a radio for communication purposes.

5. Materials and Equipment

5.1 Salt and Salt/Sand Stocks

Salt

Stocks of salt will be built up to the predetermined levels indicated in the contract requirements. It will be the responsibility of the salt supplier to maintain the agreed stock levels at all storage points as per the predetermined schedule. It will be the responsibility of the Duty Superintendent and Duty Officer to make a daily update on salt usage and a weekly return of salt receipts and issues to the Road Operation Manager.

Salt/Sand mixtures

Sand will be kept available to be mixed with salt in accordance with the instructions of the Superintendent for that area and will generally consist of one parts sand to one part salt by weight but this mixture may be varied at the discretion of the Superintendents depending upon road and weather conditions.

5.2 Use of Materials

In general, neat salt will be used on all roads. The use of neat salt or of the salt/sand mixture may be varied at the discretion of the Superintendent depending upon road and weather conditions.

It shall be the responsibility of the Superintendents to ensure that all salt stores are allocated a loading shovel and that the stores are manned continuously during periods of extreme weather or when general Winter Service operations are being carried out.

During the spreading of salt, especially in built-up areas, care must be taken to keep salt clear of trees, hedges, shrubs, lawns etc.

Should hard packed snow and ice occur, a trial will be carried out using Ecothaw de-icer and a comparison made with roads and footways treated with salt.

6. Assistance from Third Parties

6.1 Local Authority Services

Other Local Authority Services may undertake the gritting/salting, and/or snow clearing of footways and/or roads in designated areas, by arrangement agreed prior to the onset of winter.

6.2 Education

Winter Service within the City's educational establishments are dealt with under separate arrangements within the Council

6.3 Parks, Cemetery accesses, Crematoria access, Sheltered Housing accesses, Unadopted Footways through Council Housing Areas and Other Council Property accesses

Priority Roads and Footways in these areas will be treated under contract by other Council Services. Operations will normally be carried out during the standard working day and will be co-ordinated by Operations Roads they will be informed of the prevailing conditions and whether they are required to carry out winter service operations outside normal working hours. A standby rota will be produced to cover weekend operations. A list of priority locations are detailed in Appendix C (g).

7. Road Closures

7.1 Road Closures

The closure of a road under severe winter conditions can only be authorised by the Police but operationally the signs could equally well be put out by the Police or Roads Staff. It is absolutely essential that there is consultation and co-operation between the two bodies in the issue of the signs e.g. for a closure instigated by the Police during the night, the Duty be informed as soon as possible and where the closure initiative came from the Roads Staff that the Police be contacted immediately. Duty Officer will be informed by 08:00 of any road closures and openings. If a road is closed signing should be maintained until the road is reopened. Roads Operations Manager or a duty representative will be required to inform Roadworks Coordination and Communications of any road closures.

8 Road Treatment Logs

A "Road Treatment Log" will be kept by each gritter driver to show the times treatment is necessary. The log will also show the road conditions encountered and the approximate tonnage of the material used. These sheets are to be completed daily by the gritter drivers and returned to the Superintendents each day.

ABERDEEN CITY COUNCIL

OPERATIONAL PLAN APPENDICES

- A: EMERGENCY CONTACTS
- B: DUTIES OF PERSONNEL
- C: GRITTING/TREATMENT
ROUTES
- D: TREATMENT AND STOCK
GUIDANCE

**OPERATIONAL PLAN
APPENDIX A - EMERGENCY CONTACTS**

Office Hours

Call Centre Number 03000 200292

Out with Office Hours

Depots
West Tullos 01224 241500

FOR WINTER "CALL-OUTS" PLEASE NOTE

24 hours / 7 days	Call Centre Number	03000 200292
Duty Staff		
8:00 a.m. - 4:00 p.m.	West Tullos Depot Monday to Friday (inclusive)	01224 241500
<u>Other Emergency Contacts</u>		
Aberdeen City Council (8.30 am - 5.00 p.m.)	Public Transport Unit	03000 200292
	Building and Works Dept Trades Emergency Service	03000 200292
	Corporate Communications	03000 200291
	Roadworks Coordination	03000 200292
	Urban Traffic Control (Traffic Lights)	03000 200292
Ambulance Service	Duty Officer	01224812200
	Emergency Supervisor	01463 667595
Automobile Association	Break Down Service	0800 887766
	(From mobiles)	08457 87766
Roadwatch	09068884322	
(From mobiles)	84322	
BEAR Scotland	Freephone:	0800 5871107
	Control Room	0845 4130199
Balfour Beatty	Office hours (Ellon Depot)	TBC
	Winter Service Duty Officer	TBC
First Aberdeen	(7.00 am - midnight)Duty Controller	01224-219240
	(Midnight - 7.00 am)Night Foreman	01224-219156
Scottish Fire & Rescue		TBCHarbour
Board		01224 592571
Lighting Section	Call out/Contact Service Centre	03000 200292
Met Desk.	Forecasters	TBC
Police Scotland	Service Centre	101
Police Scotland	Regional Centre Emergencies	TBC
Network Rail Scottish Control		0141 3352020
Network Rail Scottish Control	Emergencies	03457 114141

Scottish Hydro Electric	Emergencies (North of Scotland)	0800 300999
Scottish Water		0845 6008855
Stagecoach Bluebird	Office Hours	01224 591381
	Outwith Office Hours	01224 587256
	Or	01224584677
Vaisala Help Desk		TBC.

OPERATIONAL PLAN
APPENDIX B - PERSONNEL
1 - DUTIES OF PERSONNEL

Duties of the Gritter Drivers

1. Duty Period: Monday - Saturday Start 04.45am
 Sunday and Public Holidays Start 06.00am

In addition, when on standby during period of duty, make himself available for call-out by request, during emergency.

Maximum duty period will be 11 hours (10 hours driving unless a declared emergency and driver fit to drive).

2. Location: At Depot detailed by Duty Superintendent
3. Communication Radio

4. Responsible to the Duty Superintendent

5. Responsibilities

- a) To carry out a First Use Vehicle Check.
- b) Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Superintendent/Night Attendant, ensuring that carriageways are adequately gritted for the conditions prevailing.
- c) Maintain communication with the Duty Superintendent/Night Attendant advising when treatment of a route/area is started and completed.
 - 1) Provide an update of road and footway conditions when requested
 - 2) Advise duty Superintendent/Night Attendant when required to deviate from programmed route.
- d) During actual gritting and snow clearing operations, the amber flashing beacon must be used. Speeds in excess of 20mph (32kph) are prohibited.
- e) In the event of a breakdown of his vehicle or any incident, which prevents him carrying out his allocated duty, he will advise the Duty Superintendent/Night Attendant by radio and await further instructions.
- f) Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Superintendent/Night Attendant by the end of the next working day
- g) To wash down gritter/spinner after use, clean and tidy the cab and top up fuel.

Duties of the Response Drivers

1. Duty period: 04:00 to 15:30 & 15:30 to 03:00
 2. Location: Tullos Depot and work locations detailed by Superintendent
 3. Communication Radio
 4. Responsible to the Duty Superintendent
 5. Responsibilities
 - a) Complete a First Use Vehicle Check before leaving the depot.
 - b) While he may be involved in routine maintenance work, he must be prepared to react immediately to a call-out request which will be initiated by a radio instruction from the Night Attendant/Duty Superintendent.
 - c) On receipt of a call-out he will proceed to location and deal with the condition, maintaining communication with the Night Attendant/Duty Superintendent advising him when the matter has been dealt with.
 - d) Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Superintendent, ensuring that carriageways are adequately gritted for the conditions prevailing.
 - e) Relay information back to the Night Attendant/Duty Superintendent on any action taken at the locations, the state of the roads and any action taken at any other locations.
 - f) Deal with all requests from the Night Attendant/Duty Superintendent until return to Depot when he will again resume his other allocated duties.
 - 1) Provide an update of road and footway conditions when requested.
 - 2) Advise Duty Superintendent/Night Attendant when required to deviate from programmed route.
 - g) In the event of a general call-out he will operate in the location advised by the Duty Superintendent/Night Attendant.
 - h) In the event of a breakdown of his vehicle or any incident, which prevents him, carrying out this allotted duty, he will advise the Night Attendant/Duty Superintendent by radio and await further instructions.
 - i) Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Superintendent/Night Attendant at the end of the shift.
 - j) To wash down gritter/spinner after use and clean and tidy the cab and top up of fluids also required.
- Duties of the Duty Superintendent/Standby Superintendent

1. Duty Period: Duty Superintendent 04:45 – 15:45
06:00 – 16:00 Sundays + Public Holidays
Standby Superintendent 15:45 – 04:45
15:45 – 06:00 Sundays + Public Holidays

2. Location: West Tullos Depot

3. Communication

The Superintendent will be equipped with a mobile phone and a radio for communication.

4. Responsible to the Roads Operations Manager, Operations, Roads.

5. Responsibilities

Overall responsibility for the day to day operations of the Winter Service function.

- a) On receipt of Winter Maintenance Advice Sheet, initiate appropriate action, utilising Night Attendant as necessary, including advising drivers on spread rates to be applied.
- b) Ensure that gritters, lorries, plant and ancillary equipment are maintained in operational condition and located at the appropriate Depots and that adequate supplies of salt and sand are available.
- c) Ensure that drivers and operators are conversant with operational details.
- d) In the event of severe conditions, which exhaust the capacity of his resources, advise the Road Operations Manager of the short fall in resources.
- e) To react to outside agency's requests and advise them, as necessary, when adverse conditions require their action and render support in plant and labour resources as necessary. Discuss with Roads Operations Manager or Duty Officer where this compromises treatment in the road network.
- f) In the event of the breakdown of a vehicle, report defect to the appropriate workshop.
- g) Complete a daily log of vehicles and plant breakdowns.
- h) To ensure all call-out requests are logged in Log Book indicating time received, time accident dealt with and by which vehicle.
- i) Ensure that drivers logs are maintained, and to ensure that the treatment and spread rates comply with his instruction on a daily or weekly basis.

- j) To advise the Road Operations Manager or the Duty Officer each day not later than 07:00 on the road conditions prevailing and the action taken and to compile a morning stat report each day no later than 07:00 (08:00 on Sundays and public holidays).
- k) If continuing action maintain and complete Continuing Action Form
- l) During all operations the Superintendent must keep either the Night Attendant or the Duty Officer advised when action is taken on each route/area and also when action ceases. Total resources deployed on each route/area must also be communicated. It is vital that this information is accurate and given timeously in order that the Council's website reflects exactly the action being undertaken on the ground.

Duties of the Duty Officer

1. Duty Period: 1 week commencing with issue of midday forecast on Monday morning to completion of morning treatment the following Monday midday

2. Location: Duty Officer's Office or Residence as necessary.

3. Communication

The Duty Officer will be equipped with a mobile phone and radio for communication.

4. Responsible to the Road Operations Manager, CHI

5. Responsibilities

Responsibility for interpreting the daily forecast to produce the daily Winter Maintenance Advice Sheet and ensuring that relevant parties are informed of the proposed action.

- a) On receipt of weather forecast, and telephone contact with Met Office if necessary, decide on appropriate winter treatment and spread rates for the coming afternoon, night shift and following morning. Check updated forecast at 18:00 and amend action plan as necessary with stand by superintendent.
- b) Complete Winter Maintenance Advice Sheet and issue to Duty Superintendent. Duty Superintendent to be contacted by telephone/radio if not available in West Tullos Depot.
- c) Issue Winter Maintenance Advice Sheet to night attendant.
- d) As necessary issue Winter Maintenance Advice Sheet to appropriate parties.
- e) Update Weather Conditions on Council Website on a daily basis.
- f) Update Council Website at the start of each treatment and on completion of each treatment.
- g) Complete the Winter Maintenance Advice Sheet after the following morning's treatment, detailing any change from the proposed action and recording actual temperatures and conditions from the previous 24 hours.
- h) Advise Roads Operations Manager of salt tonnage used on a daily basis.
- i) Consult Roads Operations Manager concerning current salt stock levels and the impact this may have on limiting proposed winter action.

Duties of the Night Attendant

1. Duty period: 8:30 pm to 8.00am
2. Location: West Tullos Depot
3. Communication Telephone and radio
4. Responsible to Duty Superintendent/Stand-by Superintendent/Superintendent
5. Responsibilities
 - a) To accept by telephone, all call-out requests from Police Scotland
 - b) To log all calls in Log Book indicating time received, time incident dealt with and by which vehicle.
 - c) To dispatch drivers, who are in attendance to the requested locations.
 - d) In the event of demand significantly exceeding capability, telephone Stand-by/Duty Superintendent who will assume control and instruct as necessary.
 - e) In the event of a report that a vehicle is out of commission,
 - 1) he will use alternative standby vehicle or driver if available
 - 2) if not available, advise Stand-by/Duty Superintendent who will assume responsibility.
 - f) Ensure that he receives information and immediately updates the Council's website to reflect the current position on the ground
 - g) Monitor weather forecast and graphs and recording actions taken
 - h) From 06:30 compile morning status report by 07:00 and distribute to Roads Operations Manager, Duty Superintendent and Duty Officer.

Duties of the Road Operations Manager

1. Duty period: Flexible.
2. Location: Office/Residence.
3. Communication: Telephone and radio
4. Responsible to Roads Infrastructure Manager, Operations, Roads.
5. Responsibilities
 - a) Wholly responsible for ensuring that the Superintendents and Operatives are conversant with Winter Maintenance Operations and shall provide the Superintendents with the physical resources to enable them to carry out the objectives and meet the standard set.
 - b) Shall have the authority to utilise all the resources of his area, however, deployed on normal works, in the event of extreme conditions.
 - c) During working hours, responsible for ensuring the Superintendents are advised of weather forecasts.
 - d) Ensuring that stocks of sand and salt are maintained at a sufficient level during the operation period.
 - e) Responsible for checking that all Winter Service equipment is overhauled and on station by the end of September each year and reporting omissions, if any.
 - f) Responsible for preparing a duty rota for Superintendent and Operatives to ensure that adequate supervision for day to day operations is provided.
 - g) Ensure compliance with the Specification Document.

**OPERATIONAL PLAN
APPENDIX C - GRITTING ROUTES**

(a) **NIGHT SHIFT ROUTES**

The following routes are made up of known local spots where icing problems can appear, even when general conditions would not indicate so. The city has been split into two - a north route and a south route.

North Route

STREET	TO	DIRECTION
Depot	Craigshaw Drive	Turn Right
Craigshaw Drive	Abbotswell Road	Turn Left
Abbotswell Road	West Tullos Road	Turn Right
West Tullos Road	King George VI Bridge	Turn Right
King George VI Bridge	Great Southern Road	Straight On
Great Southern Road	Holburn Street	Turn Left
Holburn Street	South Anderson Drive	Turn Right
<i>South Anderson Drive</i>	<i>Great Western Road</i>	Proceed
Great Western Road	North Deeside Road	Turn Left
North Deeside Road	Milltimber Brae	Complete & Return
North Deeside Road	Malcolm Road	Turn Right
Malcolm Road	Johnston Gardens	Turn Right & Turn at Bus Stop
Johnston Gardens	Malcolm Road	Turn Right
Malcolm Road	Carnie Roundabout	Turn Right
<i>Carnie Roundabout</i>	<i>Six Mile Roundabout</i>	Proceed
Six Mile Roundabout	Queen's Road Roundabout	Complete & Return
Six Mile Roundabout	Kingswells Road	Turn Left
Kingswells/ Newhills Road		Turn Left
Newhills Road	Forrit Brae	Turn Right
Forrit Brae	A96	Turn Left
<i>A96</i>	<i>Newhills Road</i>	Turn Left
Newhills Road	Kepplestone Road	Straight On
Kepplestone Road	Old/Inverurie Road	Turn Left
Inverurie Road	A96	Turn Left
<i>A96</i>	<i>Dyce Drive</i>	Turn Right
Dyce Drive	Airport Road	Turn Right
Airport Road	A96 Roundabout	Turn round and back to Dyce Drive
Dyce Drive	Pitmedden Road	Straight On
Pitmedden Road	Victoria Street	Turn Right
Victoria Street	Riverview Drive	Turn Left
Riverview Drive	Old Meldrum Road - Boundary	Turn Around
Boundary	Victoria Street	Straight On
Victoria Street	Stoneywood Road	Turn Right
Stoneywood Road	A96	Turn Around
A96	Stoneywood Road	Complete Dual Carriageway
<i>Stoneywood Road</i>	<i>Newhills/Kingswells Road</i>	Proceed

Newhills/Kingswells Road	Cults/Kingswells Road	Straight On
Cults/Kingswells Road	Kirk Brae	Turn Right
Kirk Brae	North Deeside Road	Turn Right
North Deeside Road	Baillieswells Road	Turn Right
Baillieswells Road	Blacktop	Turn Right
Blacktop Road	Countesswells Road	Turn Left
Countesswells Road	Seafield Road	Straight On
Seafield Road	Anderson Drive	Finish

South Route

STREET	TO	DIRECTION
Depot	Wellington Road	Turn Right
Wellington Road	Charleston Flyover	Turn Around
Charleston Flyover	Wellington Road	Straight On
Wellington Road	Queen Elizabeth Bridge	Turn Left
Queen Elizabeth Bridge	North Esplanade West	Turn Right
North Esplanade West	Market Street	Turn Left
Market Street	Union Street	Turn Right
Union Street	King Street	Straight On
King Street	Ellon Road	Straight On
Ellon Road	Parkway Roundabout	Straight On
Parkway Roundabout	Parkway Road East	Turn Right
Parkway Road East		Complete & Turn Around
Parkway Road East	Parkway	Straight On
<i>Parkway</i>	<i>Woodside Road</i>	Turn Right
Woodside Road	Denmore Road	Turn Right
Denmore Road	B999 Tarves Road	Turn Left
B999 Tarves Road	Gourdieburn	Turn Round
<i>B999 Tarves Road</i>	<i>Denmore Road</i>	<i>Turn Right</i>
<i>Denmore Road</i>	<i>Greenbrae Drive</i>	<i>Turn Right</i>
Greenbrae Drive	Dubford Road	Turn Left
Dubford Road	Jesmond Drive	Left & Right at Lights
Jesmond Drive	Bus Terminus & Return	
Jesmond Drive	Scotstown Road	Turn Left
Scotstown Road	Whitestripes Road	Turn Left
Whitestripes Road	Whitestripes Avenue	Turn Right
Whitestripes Avenue	Tillydrone Rd/Avenue	Straight On
Tillydrone Rd/Avenue	St Machar Road	Turn Right
St Machar Road	Great Northern Road	Turn Round
St Machar Road	Tillydrone Avenue	Turn Left
Tillydrone Rd/Avenue	Fairview Street	Turn Left
Fairview Street	Laurel Drive	Turn Right
Laurel Drive	Parkway	Turn Left
<i>Parkway</i>	<i>Muggiemoss Road</i>	Turn Right
Muggiemoss Road	Old Meldrum Road	Turn Right
Old Meldrum Road	Bankhead Road	Turn Left
Bankhead Road	Bankhead Avenue	Turn Left
Bankhead Avenue	Inverurie Road A96	Turn Left
<i>Inverurie Road A96</i>	<i>Great Northern Road</i>	Straight On
Great Northern Road	Powis Terrace	Straight On
Powis Terrace	Powis Place	Straight On
Powis Place	Causewayend	Turn Around
Causewayend	Powis Place	Straight On
Powis Place	Powis Terrace	Straight On
Powis Terrace	Great Northern Road	Straight On
Great Northern Road	Leslie Road	Turn Left

Leslie Road	Hilton Street	Straight On
Hilton Street	Rosehill Drive	Turn Right
Rosehill Drive	Provost Rust Drive	Straight On
Provost Rust Drive	Springhill Road	Turn left
Springhill Road	Provost Fraser Drive	Turn left
Provost Fraser Drive	Cairncry Road	Straight On
Cairncry Road	Westburn Drive	Turn Right
Westburn Drive	Westburn Road	Turn Left
Westburn Road	Mounthooly Roundabout	Turn Around
Mounthooly Roundabout	Westburn Road	Straight On
Westburn Road	Lang Stracht	Straight On
Lang Stracht	Westburn Road	Straight On
Westburn Road	Westburn Drive	Turn Left
Westburn Drive	Ashgrove Road West	Turn Left
Ashgrove Road West	North Anderson Drive	Turn Left
<i>North Anderson Drive</i>	<i>Midstocket</i>	Turn Left
Midstocket	Beechgrove Terrace	Turn Right
Beechgrove Terrace	Kings Gate	Straight On
Kings Gate	Anderson Drive	Straight On
<i>Anderson Drive</i>	<i>Queens Road</i>	Turn Left
Queens Road	Carden Place	Straight On
Carden Place	Skene Street	Straight On
Skene Street	Woolmanhill	Straight On
Woolmanhill	Skene Square	Turn Left
Skene Square	Denburn	Turn Around
Denburn	Guild Street	Straight On
Guild Street	Market Street	Turn Right
Market Street	North Esplanade West	Turn Right
North Esplanade West	Queen Elizabeth Bridge	Turn Left
Queen Elizabeth Bridge	Wellington Road	Turn Right
Wellington Road	Craigshaw Drive	Finish

(b) **GENERAL GRITTING ROUTES**

The following described routes (numbered 1 – 10) cover all priority routes within the City.

Route 10A is to be treated as a standby route.

Within these routes, priority 1 roads and priority 2 roads are identified separately.

Where elements of priority 2 roads are listed within the priority 1 section, this is to retain the efficiency of the run. In these instances, the priority 2 roads should be included as part of the overall route. However, where heavy treatment is required and snow clearing is being effected, the priority 2 element should be omitted to allow completion of priority 1 routes within the target times.

Throughout, roads, which are shown in bold type are roads to be treated. Roads, which are shown in italics type, are not to be treated (i.e. dead running between).

SUMMARY OF ROUTES

ROUTE	GENERAL LOCATION
Route 1	Mastrick / Northfield
Route 2	Kincorth / Garthdee / Ruthrieston / Mannofield / Holburn
Route 3	Ferryhill / Union Street / Harbour / Beach
Route 4	Torry / Cove
Route 5	City Centre / Tillydrone / Hilton
Route 6	Denburn / Ashgrove / Westburn / Rosemount / George Street Area
Route 7	Bucksburn / Dyce
Route 8	Danestone / Bridge of Don
Route 9	Bucksburn / Kingswells / Lang Stracht / Clinterty
Route 10	Cults / Culter
Route 10A	Cults / Culter Bus Routes

Route 1

= TRAFFIC CALMING

STREET	TO	DIRECTION
Lang Stracht Westbound	Springhill Rd	Turn Right
Springhill Rd	Provost Rust Dr	Turn Left
Bonnyview Dr Bus Terminus		Turn Round
Provost Rust Dr	Manor Ave	Turn Left
Manor Ave	North Anderson Dr	Turn Left
<i>North Anderson Dr</i>	<i>Auchmill Rd</i>	Turn Left
<i>Auchmill Rd</i>	<i>Manor Dr</i>	Turn Left
Manor Dr	Logie Pl	Turn Left
Logie Pl	Manor Ave (via Manor Ter)	Turn Right
Manor Ave	Provost Rust Dr	Turn Left
Provost Rust Dr	Smithfield Drive	Turn Left
	Fairlie Street	Turn Round
	Provost Rust Dr	Turn Left
Provost Rust Dr	North Anderson Dr	Turn Round
Provost Rust Dr	Granitehill Rd	Turn Left
Granitehill Rd	Quarry Rd	Turn Right
Quarry Rd	Byron Sq	Turn Left
Byron Sq	Complete	Turn Left
Byron Ave	Brebner Terr	Turn Right
Brebner Terr	Davidson Gdns	Straight On
Davidson Gdns	Terminus Howes Rd	Turn Round
Davidson Gdns	Brebner Terr	Straight On
Brebner Terr	Byron Ave	Turn Right
Byron Ave	Provost Fraser Dr	Turn Right
Provost Fraser Dr	Springhill Rd Bus Terminus	Turn Round
Provost Fraser Dr	North Anderson Dr	Turn Round
Provost Fraser Dr	Upper Mastrick Way	Turn Left
Upper Mastrick Way	Greenfern Rd	Turn Right
Greenfern Rd	Springhill Rd/+ Terminus	Turn Left
<i>Springhill Rd</i>	<i>Sheddocksley Dr</i>	Turn Right
Sheddocksley Dr	Sheddocksley Rd North End	Turn Right
Sheddocksley Rd	Sheddocksley Dr	Turn Left
<i>Sheddocksley Dr</i>	<i>Springhill Rd</i>	Turn Right
<i>Springhill Rd</i>	<i>Lang Stracht</i>	Turn Right
<i>Lang Stracht</i>	<i>Skye Rd</i>	Turn Right
Skye Rd	Arran Ave	Turn Right
Arran Ave	Lewis Rd	Turn Left
Lewis Rd	Arran Ave	Turn Left
<i>Arran Ave</i>	<i>Lewis Rd</i>	Turn Right
Lewis Rd	Lang Stracht	Turn Left

Route 1 Cont.

<i>Lang Stracht</i>	<i>Fernhill Dr</i>	Turn Left
Fernhill Dr	Greenfern Rd	Turn Right
<i>Greenfern Rd</i>	<i>Mastrick Rd</i>	Turn Right
Mastrick Rd	North Anderson Dr	Turn Left
<i>North Anderson Drive</i>	<i>Provost Fraser Drive</i>	Turn Left
<i>Provost Fraser Drive</i>	<i>Kettlehill Crescent</i>	Turn Right
Kettlehills Crescent	Deansloch Crescent	Turn Right
Deansloch Crescent	Quarry Road	Turn Right
<i>Quarry Road</i>	<i>Cummings Park Crescent</i>	Straight On
Cummings Park Crescent	Cummings Park Circle	Turn Right
Cummings Park Circle	Moir Crescent	Turn Left
Moir Crescent	Provost Rust Drive Slip Road	Turn Right
Provost Rust Drive Slip Road	Provost Rust Drive	Turn Left
Provost Rust Drive	Heathryfold Circle	Turn Right
Heathryfold Circle	Complete	
Heathryfold Circle	Provost Rust Drive	Turn Left
<i>Provost Rust Drive</i>	<i>Granitehill Road</i>	Turn Right
Granitehill Road	Marchburn Drive	Turn Right
Marchburn Drive	Complete	
Marchburn Crescent	Complete	
Marchburn Road	Complete	
Byron Crescent	Smithyhaugh Road	Turn Left
Smithyhaugh Road	Davidson Drive	Turn Left
Davidson Drive	Dickson Terrace	Turn Left
Dickson Terrace	Springhill Road	Turn Right
<i>Springhill Road</i>	<i>Davidson Drive</i>	Turn Right
Davidson Drive	Dickson Terrace	Turn Right
<i>Dickson Terrace</i>	<i>Springhill Road</i>	Turn Left
<i>Springhill Road</i>	<i>Byron Terrace</i>	Turn Right
Byron Terrace	Byron Avenue	Turn Right
<i>Byron Avenue</i>	<i>Provost Fraser Drive</i>	Turn Left
<i>Provost Fraser Drive</i>	<i>Upper Mastrick Way</i>	Turn Right
<i>Upper Mastrick Way</i>	<i>Greenfern Road</i>	Turn Right
<i>Greenfern Road</i>	<i>Fernhill Drive</i>	Turn Left
<i>Fernhill Drive</i>	<i>Arnage Drive</i>	Turn Left
Arnage Drive	Mastrick Drive	Turn Right
Mastrick Drive	Lang Stracht	Turn Right
<i>Lang Stracht</i>	<i>Whitemyres Place</i>	Turn Right
Whitemyres Place	Whitemyres Avenue	Turn Left
Whitemyres Avenue	Complete	Finish

Route 2

= TRAFFIC CALMING

STREET	TO	DIRECTION
<i>Craigshaw Drive</i>	<i>Wellington Road</i>	Turn Left
<i>Wellington Road</i>	<i>Abbotswell Road</i>	Turn Left
Abbotswell Road	West Tullos Road	Round R/about/Left
West Tullos Road	Wellington Road	Round Roundabout
West Tullos Road	Redmoss Road	Turn Left
Redmoss Road	To Lochside Academy	Turn Around
<i>Redmoss Road</i>	<i>West Tullos Road</i>	<i>Turn Left</i>
West Tullos Road	Great Southern Road	Round Roundabout
Great Southern Road	Leggart Terrace	Straight On
Leggart Terrace	City Boundary	Turn Left
Deeside Brae	Complete loop via number 31-43 and Return to Leggart Terrace	Turn Right.
<i>Leggart Terrace</i>	<i>A90</i>	Straight on
Great Southern Road	George VI Bridge	Turn Left
Great Southern Road	Riverside Drive	Turn Round
Great Southern Road	West Tullos Road	Turn Left
West Tullos Road	Abbotswell Road	Turn Round
<i>West Tullos Road</i>	<i>Great Southern Road</i>	Turn Left
Provost Watt Drive	Arbroath Way	Turn Around
Provost Watt Drive	Great Southern Road	Turn Around R/About
Provost Watt Drive	Abbotswell Crescent	Turn Left
Abbotswell Crescent	Redmoss Road	Turn at Redmoss
<i>Abbotswell Crescent</i>	<i>Arbroath Way</i>	Turn Left
Arbroath Way	Cairngorm Drive	Straight On
Cairngorm Drive	Cairngorm Road	Straight On
Cairngorm Road	A90	Turn Left
A90	Nigg Way	Turn Left
Nigg Way	Gardener Drive	Turn Left
Gardener Drive	Faulds Gate	Straight On
Faulds Gate	Provost Watt Drive	Turn Left
<i>Provost Watt Drive</i>	<i>Abbotswell Drive</i>	Turn Left
Abbotswell Drive	Great Southern Road	Turn Left
Bridge of Dee Roundabout	Asda Roundabout	Turn Left
Asda Roundabout/A90	Sainsbury Roundabout	Complete Roundabouts
Sainsbury Roundabout	Garthdee Road	Straight on
Garthdee Road	Pitfodels Station Road	Turn Right
Pitfodels Station Road	North Deeside Road	Turn Left
<i>North Deeside Road</i>	<i>Westerton Road</i>	Turn Left
Westerton Road	Inchgarth Road	Turn Left
Inchgarth Road	Auchinyell Road	Turn Left
Auchinyell Road	South Anderson Drive	Turn Round
Auchinyell Road	Garthdee Road	Turn Left
Garthdee Road	Scott Cassie Circle	Turn Right and complete
Scott Cassie Circle	Garthdee Road	Turn Right
Garthdee Road	South Anderson Drive	Turn Left
<i>South Anderson Drive</i>	Broomhill Road	Turn Right
Broomhill Road	Holburn Street	Straight On

Holburn Street	Great Southern Road	Turn Right
Great Southern Road	Riverside Drive	Turn Right
Riverside Drive	Riverside Place HGV	Turn Right
Riverside Place HGV	Holburn Street	Turn Left
Holburn Street	Bridge of Dee R/about	Turn Left
HGV Route	Riverside Place HGV	Turn Left
<i>Riverside Place HGV</i>	<i>Holburn Street</i>	Turn Right
Holburn Street	Great Western Road	Turn Left
Great Western Road	Deeside Drive	Turn Left
Deeside Drive Complete	Return to North Deeside Road	Turn Right
<i>North Deeside Road</i>	<i>Springfield Road</i>	Turn Left
Springfield Road	Craigton Road	Turn Left
Craigton Rd/Friarsfield Rd	Kirk Brae & return to top of hill	Turn Left
Past Hillhead	Countesswells Road	Turn Left
Countesswells Road	<i>Mains of Countesswells to Hillhead</i>	Turn Around
Countesswells Road	Countesswells Avenue	Turn Left
Countesswells Avenue	<i>return to Countesswells Rd</i>	Turn Left
Countesswells Road	Airyhall Avenue	Turn Right
Airyhall Avenue	Craigton Road	Turn
<i>Airyhall Avenue</i>	<i>Countesswells Road</i>	Turn Right
Countesswells Road	Gt Western Road	Turn Right
Craigton Road	Springfield Road	Turn Right
<i>Springfield Road</i>	<i>Seafield Road</i>	<i>Turn Right</i>
Seafield Road	Anderson Drive	Straight on
Cromwell Road	Forest Avenue	Turn Right at R/About
Forest Avenue	Gt Western Road	Turn Left
<i>Gt Western Road</i>	<i>Ashley Road</i>	Turn Left
Ashley Road	Union Grove	Turn Right
Union Grove	Holburn Street	Turn Right
<i>Holburn Street</i>	<i>Willowbank Road</i>	Turn Left
Willowbank Rd/Springbank Terr/Wellington PI	South College Street	Turn Left
South College Street	South College Street Via Wapping Street	Straight On
South College Street	QE11 Roundabout	Finish

Route 3

= TRAFFIC CALMING

STREET	TO	DIRECTION
<i>Craigshaw Drive</i>	<i>West Tullos Road</i>	Turn Left
<i>West Tullos Road</i>	<i>Great Southern Road</i>	Turn Right
<i>Great Southern Road</i>	<i>Riverside Drive</i>	Turn Right
Riverside Drive	South College Street	Turn Left
South College Street	Bridge Street	Straight On
Bridge Street	Union Street	Straight On
Union Terrace	Rosemount Viaduct	Turn Left
Rosemount Viaduct	Skene Street	Turn Left
Skene Street	Carden Place	Straight On
Carden Place	Queens Cross Roundabout	Complete, Turn Left
Albyn Place	Union Street	Straight On
Union Street	King Street	Turn Left
King Street	East North Street	Turn Right
East North Street	Boulevard R/About	Turn
East North Street	King Street	Turn Left
King Street	Union Street	Turn Right
Union Street	Holburn Street	Turn Left
Holburn Street	Union Grove Junction	Straight On
Holburn Street	<i>Fonthill Road</i>	Turn Left
Fonthill Road	Ferryhill Road/Polmuir Rd	Turn Right
Polmuir Road	Murray Terrace	Turn Right
Murray Terrace	Bright Street	Turn Right
Bright Street	Brunswick Place	Turn Right
Brunswick Place	Polmuir Road	Turn Left
Polmuir Road	Ferryhill Road	Straight On
Ferryhill Road	Crown Street	Turn Left
Crown Street	Springbank Terrace	Turn Left
Springbank Terrace	Bon Accord Street	Turn Right
Bon Accord Street	Union Street	Turn Right
Union Street	Crown Street	Turn Right
Crown Street	Springbank Terrace	Turn Right
<i>Springbank Terrace</i>	<i>Albury Road</i>	Turn Left
Albury Road	Caledonian Place	Turn Right
Caledonian Place	Bon Accord Street	Turn Right
Bon Accord Street	Whinhill Road	Straight On
Whinhill Road	Gt Southern Road	Turn Left
Gt Southern Road	Riverside Drive	Turn Around At R/about
Gt Southern Road	Holburn Street	Turn Around At R/about
Gt Southern Road	Murray Terrace	Turn Left
Murray Terrace	Polmuir Road Via Bright Street/Sycamore Place	Turn Right
Polmuir Road	Riverside Drive	Turn Left
Riverside Drive	QE II Roundabout	Straight On
North Esplanade West	Market Street	Turn Left
Market Street	Virginia Street	Turn Right

	Route 3Cont	
Virginia Street	Commerce Street	Turn Left
Commerce Street	Beach Boulevard R/Abt	Turn Round
Commerce Street	Virginia Street	Turn Right
Virginia Street	Market Street	Turn Left
Market Street	North Esplanade West	Turn Right
<i>North Esplanade West</i>	<i>QE II Roundabout</i>	Turn Around
<i>North Esplanade West</i>	<i>Market Street</i>	Turn Left
<i>Market Street</i>	<i>Virginia Street</i>	Turn Right
<i>Virginia Street</i>	<i>Commerce Street</i>	Straight On
Castle Terrace	Miller Street	Straight On
Miller Street/St. Clements Street	Wellington Street	Turn Left
Wellington Street	York Street	Turn Right
York Street	Esplanade	Turn Left
Esplanade	King Street	Turn Left
King Street	East North Street	Turn Left
East North Street	Commerce Street	Straight On
Commerce Street	Waterloo Quay	Turn Left
Waterloo Quay	Wellington Street	Turn Left
Wellington Street	Esplanade	Turn Round
Esplanade	Links Road	Turn Right
Links Road	Beach Boulevard	Turn Left
Beach Boulevard	East North Street R/about	Turn Round
Beach Boulevard	Esplanade	Turn Round
Beach Boulevard	Links Road	Turn Left
Links Road	Urquhart Road	Turn Left
Urquhart Road	King Street	Turn Right
<i>King Street</i>	<i>Seaforth Road</i>	Turn Right
Seaforth Road	Park Road	Turn Right
Park Road/Park Street	East North Street R/about	Turn Round
Park Street	Constitution Street	Turn Right
Constitution Street	Links Road	Turn Left
Links Road	Beach Ballroom R/A	Complete Roundabout
<i>Links Road</i>	<i>Urquhart Road</i>	Turn Right
<i>Urquhart Road</i>	<i>Park Road</i>	Turn Right
Park Road/ Golf Road	School Road	Turn Left
School Road	King Street	Turn Right
King Street	Don Street	Turn Left
Don Street	Hillhead Halls	Turn Round
<i>Hillhead Halls</i>	<i>King Street</i>	Turn Left
King Street/Ellon Road	North Donside Rd	Turn Round
Ellon Road	Esplanade	Turn Left
Esplanade	York Street	Turn Right
York Street	York Place	Turn Left
York Place	Waterloo Quay	Turn Right
Waterloo Quay	Regent Quay	Straight On
Regent Quay	Trinity Quay	Finish

**Route 4
= TRAFFIC CALMING**

STREET	TO	DIRECTION
Craigshaw Drive	Wellington Road	Turn Right
Wellington Road	Nigg Post Office	Complete R/About/Turn Around
Wellington Road	Queen Elizabeth South R/About	Complete R/About/Turn Left
Queen Elizabeth Bridge	South College St R/About	Turn Around
Queen Elizabeth Bridge	South Esplanade West	Turn Left
South Esplanade West	Victoria Road	Turn Right
Victoria Road	Menzies Road	Turn Right
Menzies Road	Wellington Road	Turn Left
Wellington Road	A90	Turn Left
A90	Marywell Roundabout	
Marywell Roundabout	Old Stonehaven Road	3 rd Exit
Old Stonehaven Road	Old Wellington Road	Turn Right
Old Wellington Road	Business Park	Complete r/aboutStraight on
Business Park	Wellington Road	Turn Left
Wellington Road	Old Stonehaven Rd before Charleston Flyover	Turn Round
Wellington Rd	Wellington Circle	Turn Left
Wellington Circle		Complete
Wellington Circle	Wellington Rd	Turn Left
Wellington Rd	Hareness Road	Turn Right
Hareness Road	Crawpeel Road	Turn Right
Crawpeel Road	Souterhead Road	Turn Right
Souterhead Road	Wellington Road	Turn
Souterhead Road	Blackness Road	Turn Left
Blackness Road	Hareness Road	Turn Left
Hareness Road	Crawpeel Road	Turn
Hareness Road	Hareness Circle East	Turn Right
Hareness Circle	Hareness Road	Turn Right
Hareness Road	Minto Road	Turn Left
Minto Road	Minto Drive	Turn Left
Minto Drive	Minto Avenue	Turn Right
Minto Avenue	Minto Drive	Turn Right
Minto Drive	Minto Avenue	Turn Left
Minto Avenue	Hareness Road	Turn Left
Hareness Road	Coast Road	Turn Left
Coast Road	St Fitticks Road	Turn Left
St Fitticks Road	Balnagask Road	Turn Left
Balnagask Road	Old Church Road	Turn Left
Old Church Road	Girdleness Road	Turn Right
Girdleness Road	Wellington Road	Turn Right
Wellington Road	Balnagask Road	Turn Right
Balnagask Road	Old Church Road	Turn Right
Old Church Road	Girdleness Road	Turn Left
Girdleness Road	Balnagask Road	Turn Right
Balnagask Road	Balnagask Circle	Turn Right
Balnagask Circle	Girdleness Road	Turn Right

Route 4 contd

<i>Girdleness Road</i>	<i>Balnagask Road</i>	Turn Right
<i>Balnagask Road</i>	<i>St Fitticks Road</i>	Turn Left
St Fitticks Road	Victoria Road	Turn Left
Victoria Road	Menzies Road	Turn Left
<i>Menzies Road</i>	<i>Wellington Road</i>	Turn Left
Wellington Road	Polwarth Road	Turn Left
Polwarth Road	Walker Road	Turn Left
<i>Walker Road</i>	<i>Grampian Place</i>	Turn Right
<i>Grampian Place</i>	<i>Grampian Road</i>	Turn Right
<i>Grampian Road</i>	<i>Polwarth Road</i>	Turn Right
Polwarth Road	Walker Road	Turn Right
Walker Road	Victoria Road	Turn Right
<i>Victoria Road</i>	<i>Grampian Road</i>	Turn Right
Grampian Road	Polwarth Road	Turn Left
Polwarth Road	Oscar Road	Turn Left
Oscar Road	Glenbervie Road	Turn Right
Glenbervie Road	Mansefield Road	Turn Right
Mansefield Road	Balnagask Road	Turn Right
Balnagask Road	Tullos Place	Turn Right
Tullos Place/Circle	Grampian Place	• Turn Left
Grampian Place	Grampian Road	Turn Right
Grampian Road	Glenbervie Road	Turn Right
Glenbervie Road	Oscar Road	Turn Right
Oscar Road	Grampian Place	Turn Right
Grampian Place	Wellington Road	Turn Left
<i>Wellington Road</i>	<i>Langdykes Road</i>	Turn Left
Langdykes Road	Earns Heugh Road	Turn Right
Earns Heugh Road	Loirston Avenue	Turn Left
Loirston Avenue	Loirston Road	Straight on
Loirston Road	Unnamed road	Turn Left
Unnamed road	Langdykes Rd	Turn Left
Langdykes Road	Loirston Road	Turn Left
Loirston Road	Cove Road	Turn Right
Cove Road	Cove Crescent 2nd Junction	Turn Left
Cove Crescent	Cove Road	Turn Left
Cove Road	Old Wellington Road	Straight On
Cove Road	Old Stonehaven Road	Turn Left
Old Stonehaven Road	Old Wellington Road	Turn Right
<i>Old Wellington Road</i>	<i>Cove Road</i>	Turn Right
<i>Cove Road</i>	<i>Charleston Road</i>	Turn Left
Charleston Road	End of Road	Turn Round
School Slip Road	Charleston Road	Turn Left
<i>Charelston Road</i>	<i>Cove Road</i>	Turn Left
<i>Cove Road</i>	<i>Earns Heugh Road</i>	Turn Left
Earns Heugh Road	Langdykes Road	Turn Right
Langdykes Road	Coast Road	Turn Left
Coast Road	Hareness Road	
East Tullos Ind. Estate		Finish

Route 5

= TRAFFIC CALMING

STREET	TO	DIRECTION
<i>Depot</i>	<i>South Esplanade West</i>	Turn Right
South Esplanade West	Victoria Road	Turn Left
Victoria Road	Victoria Bridge	Straight On
<i>Victoria Bridge</i>	<i>Guild Street</i>	Turn Left
Guild Street	Wapping Street	Turn Right
Wapping Street	Rennies Wynd	Turn Right
Rennies Wynd	Guild Street	Turn Left
Guild Street	Market Street	Turn Left
Market Street	Union Street	Turn Right
<i>Union Street</i>	<i>Broad Street</i>	Turn Left
Broad Street	Queens Street	Turn Right
Queens Street	Arts Centre	Turn Round
Queens Street	Broad Street	Turn Right
Broad Street	Little John Street	Turn Right
Little John Street	Mealmarket Street	Straight On
Mealmarket Street	King Street	Turn Left
King Street	Mounthooly Way	Turn Left
Mounthooly Way	Mounthooly R/about	Turn Left
Mounthooly R/about	Nelson Street	Turn Left
Nelson Street	King Street	Turn Right
King Street	St. Clair Street	Turn Right
St Clair Street	West North Street	Turn Right
West North Street	Mounthooly Roundabout	Turn Round
West North Street	King Street	Straight On
East North Street	Boulevard Roundabout	Turn Round
East North Street	King Street	Straight on
West North Street	Mounthooly R/about	Turn Right
<i>Mounthooly Way</i>	<i>King Street</i>	Turn Left
King Street	St. Machar Drive	Turn Left
St. Machar Drive	Great Northern Road	Turn Round
St. Machar Drive	King Street	Turn Round
<i>St. Machar Drive</i>	<i>Great Northern Road</i>	Turn Right
Great Northern Road	Haudigan Roundabout	Turn Around
Great Northern Road	Powis Terrace	Straight on
Powis Terrace	Powis Place	Turn Left
Powis Place	Mounthooly Roundabout	Turn Left
<i>Mounthooly Roundabout</i>	<i>Kings Crescent</i>	Turn Left
Kings Crescent	Spital	Straight On
Spital	College Bounds	Straight On
College Bounds/High Street	St Machar Drive	Turn Left
St Machar Drive	Tillydrone Avenue	Turn Right
Tillydrone Avenue/Road/ Third Don Crossing	A90 Roundabout	Turn Round
Third Don Crossing/ Tillydrone Road	Hayton Road	Turn Right
Hayton Road	Donbank Terrace	Turn Right
Donbank Terrace	Gordon Mills Road	Turn Right

Gordon Mills Road	Tillydrone Road	Turn Right
<i>Tillydrone Road</i>	<i>Papermill Drive</i>	<i>Turn Left</i>
Papermill Drive	Bus terminus and back to Tillydrone Road	Turn Left
Tillydrone Road/Avenue/Bedford Road	Powis Terrace	Turn Left
Powis Terrace/Place	<i>Mounthooly Roundabout</i>	Turn Round
Powis Place	Powis Terrace	Turn Right
Powis Terrace	Clifton Road	Turn Left
Clifton Road	North Anderson Drive	Turn Left
<i>North Anderson Drive</i>	<i>Hilton Drive</i>	Turn Left
Hilton Drive	Six Roads/ Cairncry Road	Turn Right
Cairncry Road	North Anderson Drive	Turn Left
<i>North Anderson Drive</i>	<i>Foresterhill Road</i>	Turn Left
Foresterhill Road	Ashgrove Road West	Turn Left
Ashgrove Road West	Westburn Drive	Turn Left
Westburn Drive	Six Roads/Rosehill Drive	2nd Left
Rosehill Drive	North Anderson Drive	Turn Around
Rosehill Drive	Hilton Avenue	Turn Left
Hilton Avenue	Hilton Drive	Turn Left
Hilton Drive	Manor Avenue	Through Bus Gate
Manor Avenue	Logie Terrace	Turn Right
Logie Terrace	Logie Place	Turn Right
Logie Place	Manor Terrace	Turn Right
Manor Terrace	Manor Avenue	Turn Left
Manor Avenue	Hilton Drive	Through Bus Gate
<i>Hilton Drive</i>	<i>Hilton Avenue</i>	Turn Left
Hilton Avenue	Clifton Road	Turn Left
<i>Clifton Road</i>	<i>Hilton Road</i>	Turn Left
Hilton Road	Hilton Drive	Turn Right
Hilton Drive	N. Anderson Drive	Turn Left
<i>N Anderson Drive</i>	<i>Hilton Road</i>	Turn Left
<i>Hilton Road</i>	<i>Hilton Drive</i>	Turn Right
<i>Hilton Drive</i>	<i>Six Roads/Hilton Street</i>	Turn Left
Hilton Street	Clifton Road	Straight on
Leslie Road	Great Northern Road	Turn Round
Leslie Road	Six Roads/ Back Hilton Road	Turn Left
Back Hilton Road	Belmont Road	Turn Left
<i>Belmont Road</i>	<i>Powis Terrace</i>	Turn Right
<i>Powis Terrace</i>	<i>George Street</i>	Straight on
George Street	St. Andrews Street(Bus Lane)	Turn Left
St. Andrews Street	Loch Street	Turn Right
Loch Street	Berry Street	Turn Left
Berry Street	Gallowgate	Turn Right
Gallowgate	Little John Street	Finish

**Route 6
= TRAFFIC CALMING**

STREET	TO	DIRECTION
Wapping Street	Denburn Dual Carriageway	Turn Left
Denburn Dual Carr	Woolmanhill Roundabout	Turn Round
Woolmanhill Roundabout	Giratory System	Complete
<i>Denburn Dual Carriageway</i>	<i>Woolmanhill Roundabout</i>	Straight Ahead
Woolmanhill Roundabout	Skene Square	Turn Round
Skene Square	Woolmanhill Roundabout	Turn Round
<i>Woolmanhill Roundabout</i>	<i>Skene Square</i>	Straight Ahead
Skene Square	Caroline Place	Straight On
Caroline Place	Berryden Road	Straight On
Berryden Road	Belmont Road	Straight on
Belmont Road	Powis Terrace	Turn Left
Powis Terrace	Ashgrove Road	Turn Left
AshGrove Road	Ashgrove Road West	Straight On
Ashgrove Road West	North Anderson Drive	Turn Left
<i>North Anderson Drive</i>	<i>Westburn Road</i>	Turn Left
Westburn Road	Westburn Drive	Turn Left
Westburn Drive	Ashgrove Road West	Turn Left
<i>Ashgrove Road West</i>	<i>Cornhill Road</i>	Turn Left
Cornhill Road	Westburn Drive	Turn Right
<i>Westburn Drive</i>	<i>Westburn Road</i>	Turn Left
Westburn Road	Mounthooly Roundabout	Turn Right
Mounthooly	Gallowgate	Turn Left
Gallowgate	Upperkirkgate	Turn Right
Upperkirkgate	Schoolhill	Straight on
Schoolhill	Rosemount Viaduct	Straight on
Rosemount Viaduct	South Mount Street	Straight on
South Mount Street	Rosemount Place	Turn Right
Rosemount Place	Maberley Street	Straight On
Maberley Street	Spring Garden	Straight On
Spring Garden	Gallowgate	Turn Left
Gallowgate	Hutcheon Street via Mounthooly	Turn Left
Hutcheon Street	Mount Street	Turn Left
Mount Street	Rosemount Place	Turn Right
Rosemount Place	Argyl Place	Turn Right
Argyl Place	Westburn Road	Turn Left
Westburn Road	Camperdown Road	Turn Left
Camperdown Road	Mid-Stocket Road	Turn Right
Mid-Stocket Road	Harcourt Road	Turn Right
Harcourt Road	Westburn Road	Turn Left
Westburn Road	Raeden Park Road	Turn Left
Raden Park Road	Midstocket Road	Turn Left
Mid-Stocket Road	Camperdown Road	Turn Left
Camperdown Road	Westburn Road	Turn Left
Westburn Road	North Anderson Drive	Turn Left

Route 6 Cont.

<i>North Anderson Drive</i>	<i>Mid-Stocket Road</i>	Turn Left
Mid-Stocket Road	Beechgrove Terrace	Turn Right
Beechgrove Terrace	Queens Road via Kings Gate	Turn Left
<i>Queens Road</i>	<i>Springfield Road</i>	<i>Turn Right</i>
<i>Springfield Road</i>	<i>Craigiebuckler Avenue</i>	Turn Right
Craigiebuckler Avenue	Hazledene Road via Bus Terminus	Turn Right
Hazledene Road	Queens Road	Turn Right
Queens Road	Forest Avenue	Turn Right
<i>Forest Avenue</i>	<i>Union Grove</i>	Turn Left
Union Grove	St.Swithin Street	Turn Left
St. Swithin Street	Queens Road	Straight On
Fountainhall Road	Kingsgate	Turn Left
<i>Kingsgate</i>	<i>Forest Road</i>	Turn Left
Forest Road	Queens Road	Turn Left
Queens Road	Fountainhall Road	Turn Left
<i>Fountainhall Road</i>	<i>Desswood Place</i>	Turn Right
Desswood Place	Albert Street via Whitehall Place	Turn Right
Albert Street	Victoria Street	Turn Right
Victoria Street	Alford Place	Turn Left
<i>Alford Place</i>	<i>Rose Street Via Union Street</i>	Turn Left
Rose Street	Esslemount Avenue	Straight On
Esslemount Avenue	Rosemount Place	Turn Left
<i>Rosemount Place</i>	<i>Craigie Loanings</i>	Turn Left
Craigie Loanings	Whitehall Place	Turn Left
Whitehall Place	Leadside Road	Straight On
Leadside Road	Rosemount Viaduct	Turn Right
Rosemount Viaduct	Skene Street	Turn Left
Skene Street	Woolmanhill Roundabout	2 nd Left
John Street	Loch Street	Turn Right
Loch Street	Berry Street Roundabout	Turn Round
Berry Street	St Andrews Street	Turn Left
St .Andrews Street	George Street	Straight On
St. Andrews Street	Charlotte Street	Turn Right
Charlotte Street	Maberley Street	Turn Right
<i>Maberley Street</i>	<i>George Street</i>	Turn Right
<i>George Street</i>	<i>St. Andrews Street</i>	Turn Right
<i>St. Andrews Street</i>	<i>Charlotte Street</i>	Straight On
St. Andrews Street	Blackfriars Street	Turn Left
Blackfriars Street	Rosemount Viaduct	Finish

ROUTE 7

= TRAFFIC CALMING

STREET	TO	DIRECTION
<i>Bucksburn Depot</i>	<i>Bankhead Ave</i>	Turn Right
Bankhead Ave	Bankhead Rd	Turn Left
Bankhead Rd	Greenburn Dr	Turn Left
Greenburn Dr	A96	Turn Left
A96	A947 via McDonalds	Turn Left
A947	Old Stoneywood Road	Turn Left
Old Stoneywood Road	Greenburn Dr	Turn Right
Greenburn Dr	Bankhead Road	Turn Left
Bankhead Road	Old Meldrum Road	Turn Left
Old Meldrum Road	A947	Turn Left
A947	A96 R/About	Turn Left
<i>A96</i>	<i>Old Meldrum Road</i>	Turn Left
Old Meldrum Rd	Gilbert Road	Turn Left
Gilbert Road	A96	Turn Left
<i>A96</i>	<i>Old Meldrum Road</i>	Turn Left
<i>Old Meldrum Rd</i>	<i>Malcolm Rd</i>	Turn Left
Malcolm Rd	A96	Turn Left
<i>A96</i>	<i>Oldmeldrum Rd</i>	Turn Left
Old Meldrum Rd	A947 Stoneywood Rd	Turn Left
<i>A947 Stoneywood Rd</i>	<i>A96/A947 R/About</i>	Turn Around
A947 Stoneywod Rd Etc	Parkhill Bridge	Turn Around
COMPLETE 3 ROUNDABOUTS ON ROUTE		
<i>A947 Parkhill Bridge</i>	<i>Riverview Dr - North R/A</i>	Turn Left
Riverview Drive	Netherview Avenue	Turn Right
Netherview Avenue	Dyce Academy	Turn Round
Dyce Academy	Netherview Avenue	Turn Right
Netherview Avenue	Asda Terminus	Turn Round
Asda Terminus	Netherview Avenue	Straight On
Netherview Avenue	Balloch Way	Turn Right
Balloch Way	Riverview Drive	Turn Right
Riverview Drive	Wellheads Road	Turn Left
Wellheads Road	Burnside Road	Turn Right
Burnside Road	Burnside Drive	
Burnside Drive	Wellheads Road	Turn Right
Wellheads Road	Burnside Road	Turn Left
Burnside Road	Wellheads Road	Turn Right
Wellheads Road	Riverview Drive	Turn Left
Riverview Drive	Stoneywood Road	Turn Left
Stoneywood Road	Old Stoneywood Road	Turn Around
Stoneywood Road	Farburn Terrace	Turn Left
Farburn Terrace	Cordyce View	Turn Left
Cordyce View	Foinavon Circle	Turn Around
Cordyce View	Farburn Terrace	Turn Right
Farburn Terrace	Wellheads Drive	
Wellheads Drive	Wellheads Cres South Jcn	Turn Left

Route 7 Cont.

Wellheads Cresc	Wellheads Drive	Turn Left
Wellheads Drive	Dyce Drive	Turn Left
Dyce Drive	A96 T Junction	Turn Left
<i>A96</i>	<i>Bankhead Avenue roundabout</i>	<i>Turn Round</i>
<i>A96</i>	<i>Dyce Drive</i>	<i>Turn Right</i>
Dyce Drive	Airport Road	Turn Left
Airport Road (Treat Main Lanes)	A96 Roundabout	Turn Round
Airport Road (Treat Main Lanes)	Dyce Drive	Turn Right
Dyce Drive (treat R turn lane)	A96 T Junction	Turn Right
<i>A96</i>	<i>Link Road</i>	Turn Right
Airport Road (Treat filter lanes)	Dyce Drive	Straight On
<i>Argyll Road</i>	<i>Turn at roundabout & back to Dyce Drive</i>	<i>Straight on</i>
Airport Road (Treat filter lanes)	A96 Roundabout	Turn Left
<i>A96</i>	<i>Dyce Drive</i>	<i>Turn Left</i>
Dyce Drive (Treat filter lane only)	Airport Road	Straight on
Dyce Drive (from link road)	A947	Turn Right
<i>A947/Victoria St</i>	<i>Pitmedden Rd</i>	Turn Right
Pitmedden Rd	Kirton Avenue North Jcn	Turn Right
Kirton Avenue	Pitmedden Road	Turn Right
Pitmedden Road	Dyce Drive	Straight on
<i>Dyce Drive</i>	<i>Bendauch Road</i>	Turn Right
Bendauch Rd/Caskieben Rd	A96	Turn Left
<i>A96 Inverurie Rd</i>	Airport Road	Turn Left
<i>Airport Road Road to Dyce Drive</i>	<i>Kirkhill Industrial Estate Roads</i>	<i>Turn Left</i>
Kirkhill Ind Estate Roads		Complete
Howe Moss		Complete

Route 8
= TRAFFIC CALMING

STREET	TO	DIRECTION
Bucksburn Depot	Greenburn Drive	Turn Right
Greenburn Drive	Stoneywood Road	Turn Right
Stoneywood Road	Oldmeldrum Road	Turn Left
Oldmeldrum Road	Mugiemoss Road	Turn Left
Mugiemoss Road	Parkway	Turn Left
<i>Parkway</i>	<i>Laurel Drive</i>	Turn Right
Laurel Drive	Gordon Brae	Turn Left
<i>Gordon Brae</i>	<i>Fairview Street</i>	<i>Turn Left</i>
Fairview Street	Laurel Drive	Turn Left
Laurel Drive	Fairview Brae	Turn Left
Fairview Brae	Fairview Street	Turn Right
<i>Fairview Street</i>	<i>Gordon Brae</i>	<i>Turn Right</i>
<i>Gordon Brae</i>	<i>Laurel Drive</i>	<i>Turn Left</i>
<i>Laurel Drive</i>	<i>Laurel Place</i>	<i>Turn Right</i>
Laurel Place	Laurel Braes	Turn Right
Laurel Braes/Laurel Wynd/Laurel Braes	Laurel Place	Turn Left
Laurel Place	Laurel Drive	Turn Right
<i>Laurel Drive</i>	<i>Gordon Brae</i>	<i>Turn Left</i>
<i>Gordon Brae</i>	Parkway R/about	Straight On
Whitestripes Avenue	Jesmond Drive	Turn Left
Jesmond Drive	Ashwood Terminus	Turn Round
Jesmond Drive	Lee Cres. North	Turn Right
	Jesmond Drive	Turn Right
Jesmond Drive	Newburgh Drive East	Turn Left
Newburgh Drive East	Jesmond Drive	Turn Left
Jesmond Drive	Scotstown Road	Turn Right
Scotstown Road	Ellon Road	Turn Left
Ellon Road	Parkway East	Turn Right
Parkway East	Park & Ride Terminus	Turn Round
Park & Ride Terminus	Parkway East Rabout	Straight On
Claymore Drive	Parkway East Rabout	Turn Right
Claymore Drive	Exploration Drive	Turn Right
Exploration Drive	Claymore Drive	Turn Right
Claymore Drive	Parkway East Rabout	Straight On
Parkway East	Ellon Road	Turn Left
Ellon Road	North Donside Road	Turn Right
North Donside Road	Scotstown Road	Turn Left
<i>Scotstown Road</i>	<i>Balgownie Road</i>	Turn Right
Balgownie Road	Balgownie Drive	Turn Left
Balgownie Drive	Bus Terminus	Turn around
<i>Balgownie Drive</i>	<i>Grandholm Drive</i>	<i>Turn Left</i>
Grandholm Drive (Crossing Gordon Brae)	Grandholm Crescent	Turn Left
Grandholm Crescent	Grandholm Drive	Turn Right
Grandholm Drive (Crossing Gordon Brae)	Balgownie Road via Balgawnie Drive	Turn Left
Balgownie Road	Braehead Way	Turn Right
Braehead Way	Scotstown Road	Turn Left

Route 8 Cont.

Scotstown Road	Parkway Roundabout	Turn Round
Scotstown Road	Braehead Way	Turn Right
Braehead Way	Bodachra Road	Turn Left
Bodachra Road	Balgownie Road	Turn Right
Balgownie Road	Parkway	Turn Left
<i>Parkway</i>	<i>Whitestripes Avenue</i>	<i>Turn Right</i>
Whitestripes Avenue	Whitestripes Road	Turn Left
Whitestripes Road	Scotstown Road	Turn Right
Scotstown Road	Parkway	Turn Round
<i>Scotstown Road</i>	<i>Dubford Road</i>	<i>Turn Right</i>
Dubford Road	Bus Terminus	Turn Round
<i>Dubford Road</i>	<i>Dubford Crescent</i>	<i>Turn Right</i>
Dubford Crescent	Dubford Road	Turn Left
<i>Dubford Road</i>	<i>Greenbrae Drive</i>	<i>Turn Right</i>
Green brae Drive	Denmore Road	Turn Right
Denmore Road	Woodside Road	Turn Right
Woodside Road	Parkway	Turn Right
<i>Parkway</i>	<i>Broadfold Road</i>	<i>Turn Left</i>
Broadfold Road	Ellon Road	Turn Left
Ellon Road	Parkway	Turn Left
<i>Parkway</i>	<i>Woodside Road</i>	<i>Turn Right</i>
Woodside Road	Denmore Road	Turn Right
<i>Denmore Road</i>	<i>Greenbrae Drive</i>	Straight On
Denmore Road	B999	Turn Right
B999	A90 R/about	Turn Round
B999	Potterton	Turn Round
<i>B999</i>	<i>Shielhill Road</i>	Turn Right
Shielhill Road	Scotstown Road	Turn Left
<i>Scotstown Road</i>	<i>Jesmond Drive</i>	Turn Right
<i>Jesmond Drive</i>	<i>Jesmond Avenue</i>	Turn Left
Jesmond Avenue	Whitestripes Avenue	Turn Left
<i>Whitestripes Avenue</i>	<i>Parkway</i>	Turn Round
<i>Whitestripes Avenue</i>	<i>Valentine Road</i>	Turn Right
Valentine Road	Jesmond Avenue North	Turn Left
Jesmond Avenue North	Whitestripes Avenue	Straight On
<i>Whitestripes Road</i>	<i>Upper Persley</i>	<i>Turn Left</i>
Upper Persley	Laurel Drive R/about	Finish

Route 9

= TRAFFIC CALMING

STREET	TO	DIRECTION
Depot	A96	Straight On
Sclattie Park	Kepplehills Road	Turn Right
Kepplehills Road	Newhills Avenue	Turn Left
Newhills Avenue	Netherhills Avenue	Turn Left
Netherhills Avenue	Kepplehills Road	Turn Right
Kepplehills Road	Inverurie Road	Turn Right
Inverurie Road	A96	Turn Left
A96	<i>Howes Road via roundabout</i>	Turn Right
Howes Road	Police Station	Turn Right
Police Station	Inverurie Road	Turn Left
Inverurie Road	A96	Turn Left
A96	<i>Sclattie Park</i>	Turn Left
Sclattie Park	Kepplehills Drive	Turn Right
	Kepplehills Road	Turn Right
Kepplehills Road/Newhills Road	Forrit Brae	Turn Right
Forrit Brae	A96	Turn Left
A96	<i>Chapel Brae</i>	Turn Left
Chapel Brae	End of the road, turn and return to A96	Turn Right
<i>A96 Inverurie Rd</i>	<i>Park and Choose slip road</i>	Turn Left
Treat Park and choose inc slip road and turning area	Exit Via Airport Road	Turn Right
<i>Airport Road</i>	A96	<i>Turn Left</i>
A96	<i>Forrit Brae</i>	<i>Turn Right</i>
<i>Forrit Brae</i>	Chapel of Stoneywood Road	<i>Turn Right</i>
Chapel of Stoneywood Road	Kirkwood Drive	Turn Right into Park and Ride at Prime Four
Park and Ride	Treat bus turning area, high level parking areas, high level access road and lower level access road return to upper level and exit onto C89C opposite Kirkwood Drive (Key needed for barrier)	Turn Right
C89C	A944 Roundabout	Turn Round
A944 Roundabout	Kingswood Drive	Turn Right
Kingswood Drive	Kingswells Avenue	Turn Right
Kingswell Avenue	Kingswells Crescent	Turn Left
Kingswells Crescent	Kingswood Drive	Turn Right
Kingswood Drive	Kingswells Drive	Turn Left
Kingswells Drive	Kingswood Drive	Turn Left
Kingswood Drive	Inset Road At Shops	Turn Right
Inset Road	Kingswell Avenue	Turn Left
Kingswell Avenue	Kingswood Drive	Turn Right
Kingswood Drive	Newhills Road	Turn Right
Newhills Road	Kingswells Crescent	Turn Right
Kingswells Crescent	Kingswood Drive	Turn Left
Kingswood Drive	Fairley Road	Turn Left

Fairley Road	A944	
<i>A944 Roundabout</i>	<i>Maidencraig Roundabout</i>	Turn Left
Maidencraig R/about	North Anderson Drive	Turn Right
<i>North Anderson Drive</i>	<i>Kingsgate</i>	Turn Right
<i>Kingsgate</i>	<i>Summerhill Road</i>	Turn Right
Summerhill Road	Lang Stracht	Turn Left
<i>Lang Stracht</i>	<i>Stronsay Drive</i>	Turn Left
Stronsay Drive	Kingsgate	Turn Left
<i>Kingsgate</i>	<i>Summerhill Road</i>	Turn Left
<i>Summerhill Road</i>	<i>Summerhill Terrace</i>	Turn Left
Summerhill Terrace	Eday Road	Straight On
Eday Road	Bressay Brae	Turn Round
<i>Bressay Brae</i>	<i>Rousay Drive</i>	Turn Left
Rousay Drive	Lang Stracht	Turn Left
Lang Stracht	Maidencraig Roundabout	Turn Round
Maidencraig R/about	Cockers Farm Entrance	Turn Round
Cockers Farm Entrance	Kingswells via Bus Gate	Turn Left
<i>Fairley Road</i>	<i>A944 Roundabout</i>	Turn Right
A944 Roundabout	Borrowstone Turning	Turn Right
Borrowstone Turning	Accommodation Road	Turn Right
Accommodation Road/B979	A96	Turn Left
<i>A96</i>	<i>Blackburn R/about</i>	Turn Left
Blackburn R/about		
Tulloch Road	Forrit Brae	Finish

Route 10

= TRAFFIC CALMING

STREET	TO	DIRECTION
Culter Depot	Malcolm Rd	Turn Right
Malcolm Rd	Johnston Gdns	Turn Right
Johnston Gdns	Bus Terminus return Malcolm Rd	Turn
Malcolm Rd	North Deeside Rd	Turn Left
North Deeside Rd	Milltimber Brae	Turn Right
Milltimber Brae	South Deeside Rd	Turn Around
<i>Milltimber Brae</i>	<i>North Deeside Rd</i>	Turn Right
North Deeside Rd	Springfield Rd	Turn Left
Springfield Rd	Queen's Rd	Turn Left
Queen's Rd	Hazlehead R/About	Straight On
Queen's Rd/Skene Rd (inc Bus Terminus)	Crematorium Rd	Turn Left
Crematorium Rd	Car Park and Return to A944	Turn Left
Skene Rd	Six Mile Junction via top slip road	Turn Around
Six Mile Junction	Jessiefield	Turn Right
Jessiefield	Maidencraig R/About via low slip road	Straight on
Cults-Kingswells Rd	Loanhead	Turn Left
Blacktop Rd	Baillieswells Rd	Turn Left
Baillieswells Rd	North Deeside Rd	Turn Left
<i>North Deeside Rd</i>	<i>Kirk Brae</i>	Turn Left
Kirk Brae	Back to Loanhead/Blacktop	
Blacktop Rd	Mill of Brotherfield	Turn Right
Bishopdams Rd	Six Mile junction	Turn Left
<i>Six Mile Junction</i>	<i>Cairnie Roundabout</i>	Turn Left
Cairnie R/About	North Deeside Rd	
<i>North Deeside Rd</i>	<i>Contlaw Rd</i>	Turn Left
Contlaw Rd/Culterhouse Rd	End of cut section of Culterhouse Road	Turn Round
<i>End of cut section of Culterhouse Road</i>	<i>North Deeside Rd</i>	<i>Turn Right</i>
<i>North Deeside Rd</i>	<i>New junction at B979</i>	<i>Turn Right</i>
New junction at B979	Malcolm Rd	Turn Left
<i>Malcolm Rd</i>	<i>North Deeside Rd</i>	Turn Right
North Deeside Rd	Easter Anguston Rd	Turn Right
TO BE TREATED IF REQUIRED		
Easter Anguston Rd	Aberdeen Boundary	Turn Around
<i>Return to Linn Moor Rd</i>		
Linn Moor Road	School and return	Finish

Route 10A

= TRAFFIC CALMING

STREET	TO	DIRECTION
CULTER		
<i>Culter Depot</i>	<i>School Rd</i>	
School Rd	Bucklerburn Wynd	Turn Round
<i>School Rd</i>	<i>Coronation Rd</i>	Turn Left
Coronation Rd	North Deeside Rd	Complete Health Centre Turn Left
PROCEED TO MILLTIMBER		
MILLTIMBER		
Contlaw Brae	Monearn Gardens	Turn Right
Monearns Gardens	Milltimber School	Turn Round
<i>Monearn Gardens</i>	<i>Contlaw Brae</i>	<i>Turn Right</i>
Contlaw Brae	Colthill Circle	Turn Right
Colthill Circle	Binghill Crescent	Turn Left
Binghill Crescent	Binghill Drive	Turn Right
Binghill Drive	The Meadows	
The Meadows	Binghill Road	
Binghill Road	North Deeside Road	Turn Left
PROCEED TO CULTS		
CULTS		
<i>North Deeside Rd</i>	<i>Quarry Rd</i>	Turn Left
Quarry Rd	Earlswell Rd complete entrance to Cults Primary	Turn Left
Earlswell Rd	Hillview Cres	Turn Left
Hillview Cres	Cults Avenue	Turn Right
Cults Avenue	North Deeside Road	Turn Left
<i>North Deeside Road</i>	<i>St Devenick's Place</i>	<i>Turn Right</i>
St Devenick's Place	Deeview Road South	Turn Left
Deeview Road South	Inchgarth Road	Turn Left
Inchgarth Road	Primrosehill Road	Turn Left
Primrosehill Road	Primrosehill Avenue	Turn Right
Primrosehill Avenue	Inchgarth Road	Turn Left
Inchgarth Road	Westerton Road	Turn Left
<i>Westerton Road</i>	<i>North Deeside Road</i>	<i>Turn Left</i>
<i>North Deeside Road</i>	<i>Abbotshall Road</i>	Turn Right
Abbotshall Road	Friarsfield Road	
PROCEED TO NETHERBY ROAD		
Netherby Road	Hillview Road	Turn Right
Hillview Road	Hillview Drive	Turn Left
Hillview Drive	Hillview Crescent	Turn Left
<i>Hillview Crescent</i>	<i>Cairnlee Avenue East/Terrace</i>	<i>Straight on</i>
Cairnlee Avenue East/Terrace	Baillieswells Road	Turn Left
<i>Baillieswells Road</i>	<i>Cairn Road</i>	<i>Turn Left</i>
Cairn Road	North Deeside Road	Turn Left
<i>North Deeside Road</i>	<i>Quarry Road</i>	<i>Turn Left</i>
<i>Quarry Road</i>	<i>Manse Road</i>	<i>Turn Left</i>
Manse Road	Cairn Road	Finish

(c) **TRACTOR ROUTE**

In order to cover car parks, steep hills and other specific locations/pedestrian areas, the following route will be operated by tractor from Tullos Depot.

Farquhar Road / Farquhar Avenue
Abbey Road / Baxter Street/ Mansfield Road / Glenbervie Road
St Nicholas Street / Correction Wynd / St Nicholas Lane
Summer Street Car Park
Jack's Brae
Summer Street from Skene Road to Skene Terrace
Gallowgate Car Park
Kittybrewster Car Park
AECC (Park and Ride)
Castlegate / Market Stance
Virginia Street / Mearns Street Car Park

(d) **SNOW CLEARANCE AREAS**

After priority routes have been cleared, when lying snow persists this will be tackled on an area basis in accordance with the following areas.

1.	BUCKSBURN	West of Auchmill Rd Dual Carriageway Section South of Bankhead Road Railway Bridge and Greenburn Drive
2.	DYCE	North of Bankhead Road Railway Bridge and Greenburn Drive
3.	BRIDGE OF DON	North of Bridge of Don, and North of Brig o' Balgownie
4.	KINGSWELLS	
		<u>AREAS BOUNDED BY</u>
5.	NORTHFIELD	NORTH Heathryfold Housing Scheme SOUTH Provost Fraser Drive EAST North Anderson Drive WEST Howes Road
6.	WOODSIDE	NORTH River Don SOUTH Rosehill Drive / Back Hilton Road EAST Great Northern Road / Powis Terrace WEST North Anderson Drive
7.	SEATON / TILLYDRONE	NORTH River Don SOUTH St Machar Drive - School Road EAST Beach Esplanade WEST Donbank Terrace, Don Street / Great Northern Road
8.	MASTRICK	NORTH Provost Fraser Drive SOUTH Lang Stracht EAST North Anderson Drive WEST Sheddocksley Housing Scheme
9.	CORNHILL / CAIRNCRY	NORTH Rosehill Drive / Back Hilton Road SOUTH Westburn Road / Hutcheon Street

		EAST	George Street / Powis Terrace
		WEST	North Anderson Drive
10.	OLD ABERDEEN	NORTH	St Machar Drive / School Road
		SOUTH	Hutcheon Street / Nelson Street / Urquhart Road
		EAST	Beach Esplanade
		WEST	Powis Terrace/George Street
11.	ST. CLEMENTS	NORTH	Nelson Street / Urquhart Road / Hutcheon Street
		SOUTH	Regent Quay / Waterloo Quay
		EAST	Beach Esplanade
		WEST	Mount Street / South Mount Street / Rosemount Viaduct / Schoolhill / St Lang Stracht
12.	WOODEND / SUMMERHILL	NORTH	Lang Stracht
		SOUTH	Skene Road/Queen's Road
		EAST	Anderson Drive
		WEST	A944 Lang Stracht
13.	MIDSTOCKET / KINS GATE	NORTH	Westburn Road
		SOUTH	Queen's Road / Carden Place / Skene Street
		EAST	Mount Street / South Mount Street
		WEST	Anderson Drive
14.	CENTRAL AREA	NORTH	Skene Street/Schoolhill
		SOUTH	Willowbank Road / Springbank Terrace/Guild Street
		EAST	St Nicholas Street/Market Street
		WEST	Rose Street/Holburn Street
15.	HAZLEHEAD / BRAESIDE	NORTH	Skene Road / Queen's Road
		SOUTH	North Deeside Road / Great Western Road
		EAST	Anderson Drive
		WEST	Woodlands / Craigton Road
16.	HOLBURN / BROOMHILL	NORTH	Queen's Road / Carden Place
		SOUTH	Holburn Street
		EAST	Rose Street
		WEST	South Anderson Drive
17.	FERRYHILL	NORTH	Willowbank Road / Springbank Terrace / Guild Street
		SOUTH	Riverside Drive / North Esplanade West
		EAST	Market Street
		WEST	Holburn Street
18.	TORRY	NORTH	South Esplanade West / East / Greyhope Road
		SOUTH	Tullos Industrial Estate

		EAST	Greyhope Road / Coast Road
		WEST	Wellington Road
19.	MANNOFIELD / GARTHDEE	NORTH	North Deeside Road/Great Western Road
		SOUTH	Garthdee Road
		EAST	South Anderson Drive
		WEST	Pitfodels Station Road
20.	KINCORTH	NORTH	South Deeside Road / Great Southern Road
		SOUTH	Wellington Road (Charleston)
		EAST	Wellington Road
		WEST	City Boundary
21.	COVE	NORTH	Tullos Industrial Estate
		SOUTH	City Boundary
		EAST	Sea
		WEST	Wellington Road
22.	CULTS/BIELDSIDE	NORTH	Countesswells Road
		SOUTH	River Dee
		EAST	Craigton Road / Pitfodels Station Road
		WEST	Hillhead Road
23.	MILLTIMBER	NORTH	A944
		SOUTH	River Dee
		EAST	Hillhead Road
		WEST	Contlaw Road
24.	CULTER	NORTH	City Boundary
		SOUTH	River Dee
		EAST	Contlaw Road
		WEST	Anguston Road

(e) **FOOTWAY ROUTES**

Location of Plant and Resources (Footways)

<u>Area</u>	<u>Plant</u>	<u>Depot</u>
1. Bucksburn	1 Kubota	Bucksburn
2. Dyce	Shared area 1	
3. Bridge of Don	3 Kubota	Bucksburn
4. Kingswells	1 Kubota	Bucksburn
5. Northfield	2 Kubota	Mastrick
6. Woodside	Shared area 13	
7. Seaton / Tillydrone	1 Kubota	Bucksburn
8. Mastrick	2 Kubota	Mastrick
9. Cornhill / Cairncry	1 Kubota	Tullos
10. Old Aberdeen	Shared Area 7	
11. St Clements	Shared Area 14	
12. Woodend / Summerhill	1 Kubota	Tullos
13. Midstocket / Kings Gate	1 Kubota	Tullos
14. Central Area	2 Kubota	Tullos
15. Hazelhead / Braeside	Shared area 19	
16. Holburn / Broomhill	Shared Area 14	
17. Ferryhill	Shared Area 20	
18. Torry	Shared Area 21	
19. Mannofield / Garthdee	1 Kubota	Tullos
20. Kincorth	1 Kubota	Tullos
21. Cove	1 Kubota	Tullos
22. Cults / Bielside	1 Kubota	Culter
23. Milltimber	1 Kubota	Culter
24. Culter	1 Kubota	Culter

Priorities in Treatment

When working in above locations, priority to be given to those areas, as part of an area response steep gradients, and to City Centre Routes 1 and 2, in particular.

The footways within Areas 1 to 24 will be treated on an area by area basis. However, within each specific area, the footways indicated in the following footway sections will be given priority within that area.

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 1

Commence Bridge of Dee Roundabout at Holburn Street
Holburn Street East F/P to Riverside Terrace
Drive to Holburn Street at Fonthill Road
Holburn Street East F/P to Union Street
Union Street South F/P to Bridge Street
Bridge Street West F/P to Guild Street
Bridge Street East F/P to Union Street
Union Street South F/P to Market Street
Market Street West F/P to North Esplanade West
Market Street East F/P to Union Street
Union Street South F/P to Castle Street
Castle Street South F/P to King Street
King Street East F/P to Nelson Street
King Street West F/P to Castle Street
Castle Street North F/P to Broad Street
Broad Street East F/P to Schoolhill
Schoolhill North F/P to Rosemount Viaduct
Rosemount Viaduct North F/P to South Mount Street
South Mount Street East F/P to Rosemount Place
Rosemount Place North F/P to Argyll Place
Rosemount Place South F/P to South Mount Street
South Mount Street West F/P to Rosemount Viaduct
Rosemount Viaduct South F/P to Union Terrace
Union Terrace West F/P to Union Street
Union Terrace East F/P to Schoolhill
Schoolhill South F/P to Broad Street
Broad Street West F/P to Union Street
Union Street North F/P to Holburn Street
Holburn Street West F/P to Union Grove
Union Grove North F/P to Forest Avenue
Union Grove South F/P to Holburn Street
Holburn Street West F/P to Nellfield Place
Drive to Holburn Street/Riverside Terrace
Holburn Street West F/P to Bridge of Dee Roundabout

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 2

Drive Rose Street
Rose Street West F/P to Thistle Street
Thistle Street South F/P to Albert Street
Thistle Street North F/P to Rose Street
Rose Street West F/P to Esslemont Avenue
Esslemont Avenue West F/P to Rosemount Place
Esslemont Avenue East F/P to Rose Street
Rose Street East F/P to Union Street
Drive to Chapel Street/Union Street Junction
Chapel Street West F/P to Huntly Street
Huntly Street South F/P to Rose Street
Drive to Huntly Street/Chapel Street Junction
Chapel Street East F/P to Union Street
Drive to Union Street/Bon Accord Street Junction
Bon Accord Street West F/P to Fonthill Road
Bon Accord East F/P to Union Street
Drive to Union Street/Crown Street Junction
Crown Street West F/P to Ferryhill Road
Ferryhill Road North F/P to Bon Accord Street
Ferryhill Road South F/P to Crown Street
Crown Street East F/P to Union Street
Drive to Windmill Brae North F/P to Bath Street
Windmill Brae South F/P to Crown Street
Drive to Bridge Street/Link Brae Junction
Link Brae South F/P
Drive to Guild Street/Bridge Street Junction
Guild Street North F/P to Market Street
Trinity Quay North F/P to Marischal Street
Drive to West North Street Littlejohn Street Junction
Littlejohn Street South F/P
Drive to Gallowgate Upper Kirkgate Junction
Gallowgate West F/P to Berry Street
Berry Street South F/P to Loch Street
Loch Street South F/P to George Street
George Street West F/P to John Street
John Street South F/P to North St Andrew Street
John Street North F/P to George Street
George Street West F/P to Hutcheon Street
George Street East F/P to Loch Street
Loch Street North F/P to Berry Street
Berry Street North F/P to Gallowgate
Gallowgate East F/P to Littlejohn Street
Littlejohn Street North F/P

AREA	PRIORITY FOOTWAYS
1. BUCKSBURN	Kepplehills Road Sclattie Park Sclattie Circle Hopetoun Grange Howes View Bankhead Road Oldmeldrum Road
2. DYCE	Victoria Street (Riverview Dr to Gladstone Pl.) Dyce Shopping Centre
3. BRIDGE OF DON	Newburgh Road Jesmond Drive (Middleton Rd to Whitestripes Way) Braehead Way Bodachra Road Harehill Road Cairnfold Road Danestone Terrace Scotstown Gardens Ellon Road (Bridge of Don to Broadfold Road)
5. NORTHFIELD	Lintmill Terrace Quarry Road (at shops) Byron Avenue (at shops) Moir Green (at shops)
7. SEATON / TILLYDRONE	King Street (School Road to High Flats) School Road Tillydrone Avenue Tillydrone Terrace Wingate Road Dempsey Terrace Conningham Gardens
8. MASTRICK	Greenfern Road (at shops)
9. CORNHILL / CAIRNCRY	Cornhill Road (Ashgrove Rd to Westburn Rd) Berryden Road Rosehill Drive (at shops)
11. ST. CLEMENTS	Boulevard (Roundabout to Railway Bridge)
12. WOODEND / SUMMERHILL	Eday Drive Eday Road (Eday Dr to Stronsay Dr)

	Summerhill Shopping Centre
15. HAZLEHEAD / BRAESIDE	Countesswells Road (at shops) Springfield Road (Countesswells to Airyhall) Great Western Road (Morningside Rd to South Anderson Drive)
17. FERRYHILL	South Crown Street Albury Place
18. TORRY	Menzies Road (at shops corner of Grampian Place and Victoria Rd end) Grampian Place (Menzies Rd to Walker Rd) Victoria Road (Menzies Rd to Mansfield Rd) Mansfield Road Glenbervie Road Abbey Place Rockall Road Ladywell Place Brimmond Place Battock Place Oscar Place
19. MANNOFIELD / GARTHDEE	Morrison Drive Ivanhoe Walk Talisman Walk Deeside Gardens Deeside Drive Deeside Crescent
22. CULTS / BIELDSIDE	Abbotshall Road Kirk Brae North Deeside Road (South Avenue to Cults Hotel) Cults Avenue Hillview Crescent Quarry Road Cairn Road Baillieswells Road North Deeside Road (at Bielside Shops)
23. MILLTIMBER	Contlaw Brae Monearn Gardens

24. CULTER	Malcolm Road North Deeside Road (Malcolm Rd to Cairn Rd) School Road Towerview Road Coronation Road Cairn Road
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(f) **STEPS/RAMPS FOR SPECIAL ATTENTION**

Priority One

Commerce Street to Castlehill	Steps/Ramp
Crown Terrace to Bridge Street	Steps
Green to Union Street	Steps
Mounthooly	Steps
Skene Terrace to North Silver Street	Steps
Virginia Street to Castle Terrace	Steps
Virginia Street to Marischal Street	Steps
Union Street - Correction Wynd	Steps

Priority Two

Auchmill Road	Steps
Bankhead Road to A947	Steps/Ramp
Beach Boulevard to Castlehill Terrace	Steps
Beach Boulevard to Hanover Street	Steps
Belmont Street – Denburn Road (Patagonian Court)	Steps
Gilbert Road Underpass (both sides)	Ramps
Great Northern Road to Deer Road	Steps / Ramps
Greenburn Underpass (both sides)	Steps/Ramps
Ivanhoe Walk	Steps
Kepplehills Road	Steps at Shops
Mansfield Road	Steps
Morningside Road to Deeside Gardens	Steps
St Johns Road to A947	Steps/Ramp
Sclattie Park	3 Sets Steps
Talisman Walk	Steps

(g) **CYCLEWAYS**

The Westhill path (from City boundary to Hazlehead Roundabout)

The Shell path

Cycle paths along Stoneywood Road (section of National Cycle Network)

Cove Road to Duthie Park where cycleway is part of a shared footpath

Wellheads Drive cycle path where cycleway is part of a shared footpath

Cycle paths along Wellington Road where cycleway is part of a shared footpath

(h) **PARKS, CEMETERY ACCESSES, CREMATORIA ACCESS, SHELTERED HOUSING ACCESSES, UNADOPTED FOOTWAYS THROUGH COUNCIL HOUSING AREAS AND ACCESS TO OTHER COUNCIL PROPERTY**

The following are lists from the above categories which should be given priority treatment.

1. Accesses to all sheltered housing complexes:

Multi Storey Sheltered:		
Area 5 & 8	Area 6,7 & 9	Area 16, 18 & 20
Granitehill House Regensburg Court Smithfield Court	Ashgrove Court/Gillespie Castleton Court Clifton Court Donview House Fullerton Court Hilton Court Lord Hays Court Meadow Court Murray Court Seaton House Seaview House St Clements Court Stewart Park Court Woodhill Court	Balmoral Court Brimmond Court Gairn Court

Low Rise Sheltered Complexes:

Area 5 & 8	Area 6,7,9 & 11	Area 16, 18, 19 & 20
Berrymoss Court Charlie Devine Court Clashieknowe Denmore Court/V.S. Fairley Den Gray Court Hamewith Kingswood Court Lewis Court Merrivale Parkhill Court Quarryhill Court Taransay Court	Aberdon Court Bede House Court Constitution Court Dominies Court Loch Court Short Loanings South Constitution Street Stocket Grange	Balnagask Cottages(1) Balnagask Cottages(2) Craigton Park Densseat Court Janesfield Manor Margaret Clyne Court Mark Bush Court Provost Hogg Court Rorie Court Thorngrove Court

2. Accesses to following Social Work Properties

Area 5 & 8	Area 6,7 & 9	Area 15, 18, & 20
Quarry Centre, Cumming's Park Crescent		Kincorth Social Work Office, Fauld's Row
Mastrick Social Work Office, Greenfern Road	Rosehill Centre, 202 Ashgrove Road West	Pitfodels House, North Deeside Road, Cults
Williamson Family Centre, Mastrick Close	Croft House, Oldcroft Place	Craigton Road Day Centre, Craigielea Gardens
Community Special Needs Group, 2 Croft Road	Aberdon House, Coningham Road, Tillydrone	Deeside Family Centre, Girdleness Road
Burnside Day Centre, Mastrick Drive		

3. Accesses to the following Cemeteries and Crematoria:

Area 2 & 6		Area 12,18,19,& 24
Dyce Grove Cemetery		Hazlehead Crematorium Culter Church Cemetery Springbank Cemetery Nigg Church Cemetery Hazlehead Cemetery

4. Accesses to the following Shopping Centres

Area 5 & 8	Area 7 & 9	Area 20
Byron Square	Hayton Road	Provost Watt Drive
Greenfern	Tillydrone	Kincorth
Cummingspark	Foresterhill Road, Cornhill	

5. Accesses to restaurants, where open, toilets, steps and ramps within the City Council's parks and garden

	Area 13	Area 17
	Westburn Park	Duthie Park (From Polmuir Road Entrance)

With the exception of the specific locations detailed above, all other areas in the above categories will receive priority 2 treatment.

The following Multi Storey Blocks are part of the list which will receive priority 2 treatment:

MULTI-STOREY BLOCKS		
Area 8	Area 7,9,10 & 11	Area 15 & 20
Mastrick Land	Aulton Court Balgownie Court Bayview Court Beachview Court Beechwood Court Cairncry Court Cornhill Court Denburn Court Donside Court Elphinstone Court Gilcomstoun Land Grandholm Court Greig Court Hutcheon Court Inverdon Court Kings Court Linksfield Court Marischal Court Northsea Court Oldcroft Court Porthill Court Promenade Court Regent Court Rosehill Court Seamount Court St Machar Court St Ninian Court Stockethill Court Thistle Court Tillydrone Court Virginia Court	Bruce House Davidson House Grampian Court Kincorth Land Morven Court Rose House Wallace House

OPERATIONAL PLAN
APPENDIX D – STOCK AND TREATMENT GUIDANCE

(a) Community Grit Bins.

Small quantities of salt (for use on the public roads and footpaths) are available free of charge to members of the public, subject to them supplying a suitable container and shovel, from the community grit bins sited at the following location. **Some locations to be finalised.**

Community	Address of Community Bin Location.	Detailed location
Dyce	Riverview Drive, Dyce, Aberdeen, AB217NG	Asda Car Park – Next to recycling facilities
Bridge of Don	Laurel Drive, Bridge Of Don, AB228HB	Tesco Car Park – Next to recycling facilities
Springhill Road	Springfield Rd, Aberdeen AB15 7RF	Airyhall Library – Next to recycling facilities
Garthdee	Garthdee Rd, Aberdeen AB10 7QA	Asda Car Park – Next to recycling facilities
Torry	Girdleness Road	Layby opposite 223 Girdleness Road
Kidd Street	Frontage of flats	
Crown Terrace	Near St John's Place, junction.	
Justice Street	Near Recycling point	
Seaton Drive	Near King Street Junction	
Golf Road	Near Aulton Pavilion.	
Cove	TBC	
Tillydrone	TBC	
Northfield	TBC	
Matrick	TBC	
Hilton	TBC	
Rosemount	TBC	
Peterculter	TBC	
Kingswells	Park and Ride	
Craibstone	Park and Ride	
Bridge of Don	Park and Ride	

(b) – Decision Making Treatment Matrix – Precautionary Treatments

WINTER TREATMENT SPREAD RATE MATRIX SCOTS WINTER SERVICE SUBGROUP ADVICE

Salt Type	Precautionary Treatment for frost / ice	Variation of Well Maintained Highways Appendix H - September 2013					
		Column C	Column D	Column G	Column H	Column K	Column L
		Poor Cover medium Traffic Normal Loss	Poor Cover medium Traffic High Loss	Fair Cover medium Traffic Normal Loss	Fair Cover medium Traffic High Loss	Good Cover medium Traffic Normal Loss	Good Cover medium Traffic High Loss
Dry Salt	RST at or above -2 Degrees and damp road conditions <i>Table H9 of Code - where the road surface is dry no action is needed even when conditions are below zero</i>	10(8)	10(8)	10(8)	10(8)	10(8)	10(8)
Pre-wet Salt		10(8)	10(8)	10(8)	10(8)	10(8)	10(8)
Treated Salt		10(7)	10(7)	10(7)	10(7)	10(7)	10(7)
Dry Salt	RST at or above -2 Degrees and wet road conditions	15(13)	20(16)	10 or 15(11)	15(13)	10(8)	10
Pre-wet Salt		15(12)	15(14)	10(10)	15(12)	10(8)	10(9)
Treated Salt		10(10)	10 or 15(11)	10(8)	10(10)	10(7)	10(7)
Dry Salt	RST below -2 deg C and above -5 deg C and damp road conditions	15 or 20(17)	20	10 or 15(14)	20(17)	10 or 15(11)	15(13)
Pre-wet Salt		15 or 20(16)	20(18)	15(14)	15(16)	15(11)	15(12)
Treated Salt		15(12)	15(14)	10 or 15 (11)	15(12)	10(8)	10(10)
Dry Salt	RST below -2 deg C and above -5 deg C and wet road conditions	1 x 20 then monitor & treat as required(2x17)	1 x 20 then monitor & treat as requ'ed(2x20)	1 x 20 then monitor & treat as requ'ed(2x28)	1 x 20 then monitor&treatas requ'ed(2x17)	20(20)	1 x 20 then monitor & treat as required(25)

Pre-wet Salt		1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x18)	1 x 20 then monitor & treat as requ'ed (27)	1 x 20 then monitor & treat as requ'ed(31)	1 x 20 then monitor & treat as requ'ed(21)	1 x 20 then monitor & treat as required(24)
Treated Salt		1 x 20 then monitor & treat as required(24)	1 x 20 then monitor & treat as requ'ed(28)	1 x 20 then monitor & treat as requ'ed (21)	1 x 20 then monitor & treat as requ'ed(24)	1 x 20 then monitor & treat as requ'ed(16)	1 x 20 then monitor & treat as required(19)
Dry Salt	RST at or below -5 deg C and above -10 deg C and damp road conditions	1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x19)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor&treatas requ'ed(2x16)	20	1 x 20 then monitor & treat as required(24)
Pre-wet Salt		1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x18)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor & treat as requ'ed(31)	1 x 20 then monitor & treat as requ'ed(21)	1 x 20 then monitor & treat as required(24)
Treated Salt		1 x 20 then monitor & treat as required(23)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor & treat as requ'ed (20)	1 x 20 then monitor & treat as requ'ed(23)	1 x 20 then monitor & treat as requ'ed(15)	1 x 20 then monitor & treat as required(18)
Dry Salt	RST below -5 deg C and above -10 deg C and wet road conditions	1 x 20 then monitor & treat as required(32)	1 x 20 then monitor & treat as requ'ed(2x39)	1 x 20 then monitor & treat as requ'ed(2x27)	1 x 20 then monitor&treatas requ'ed(2x32)	1 x 20 then monitor & treat as requ'ed(2x20)	1 x 20 then monitor & treat as required(2x24)
Pre-wet Salt		1 x 20* then monitor & treat as required(2x31)	1 x 20 then monitor & treat as requ'ed(2x36)	1 x 20 then monitor & treat as requ'ed2x(27)	1 x 20 then monitor & treat as requ'ed(2x31)	1 x 20 then monitor & treat as requ'ed(2x21)	1 x 20 then monitor & treat as requ'ed(2x24)
Treated Salt		1 x 20 then monitor & treat as req're'd(2x23)	1 x 20 then monitor & treat as requ'ed(2x27)	1 x 20 then monitor & treat as requ'ed(2x20)	1 x 20 then monitor & treat as requ'ed(2x23)	1 x 20 then monitor & treat as requ'ed(30)	1 x 20 then monitor & treat as required(2x18)

Key:

() = Appendix H recommendations

- The treatment matrix assumes no residual de-icing material on the carriageway. The presence of residual de-icing material will be taken into account and spread rates adjusted in preparing proposed action plans. Evidence of residual salt should be based on IPS sensor/camera feedback or visual inspection.
- Particular attention should be given to possibility of water running across carriageways and other surfaces e.g., off adjacent fields after heavy rains, washing off previously deposited salt. Such locations should be closely monitored and may require further treatments
- If rain is forecast to fall on frozen surfaces then treatment should take place on the dry roads prior to the commencement of the rain and again during the rainfall until temperatures are above 0°C, subject to being completed within the council's hours of cover.

- d. Salt is less effective when road temperatures are below -5°C . However salt and grit may be used on sheet ice or hard-packed snow when temperatures are exceptionally low. Where hard packed snow and ice have formed and cannot be removed by ploughing, a salt sand mix can be used in successive treatments at a spread rate of 20 – 40 g/sqm. This aids vehicle traction and acts to break up the snow and ice.

(c) Precautionary Treatment Matrix for Snow Conditions

Salt Type	Precautionary Treatments Before Snow or Freezing rain	Light or Medium Traffic	Heavy Traffic
Dry Salt	Light Snow Forecast <10mm	20g/m ²	20g/m ²
Pre-wet Salt		20g/m ²	20g/m ²
Treated Salt		15g/m ²	15g/m ²
Dry Salt	Moderate/Heavy Snow Forecast >10mm	20g/m ²	40g/m ²
Pre-wet Salt		20g/m ²	40g/m ²
Treated Salt		15g/m ²	30g/m ²
Dry Salt	Freezing rain Forecast	1 x20g/m ² then monitor	
Pre-wet Salt		1 x20g/m ² then monitor	
Treated Salt		1 x15g/m ² then monitor	

(d) Reactive Treatment Matrix for Ice and Compacted Snow Conditions

Non – Precautionary/Reactive Treatments of Snow/Ice		
During snowfall	Salt - 20g/m ²	
Thin layers of Ice < 1mm RST above -5C	Salt - 20g/m ²	
Thin layers of Ice < 1mm RST below -5C	Salt - 20g/m ²	Consider using Mixtures – 20-40g of Sand/Salt
Thin layers of compacted snow/ice up to 5mm thickness.	Mixtures – 20-40g of sand/salt	
Layer of compacted snow/ice greater than 5mm thickness.	Mixtures – 20-40g of sand/salt	Consider using sand only.

(e) Appropriate Salt and Grit Stock Levels

Salt stocks

Winter Period	1st October to 30th March
Core Winter Period	1st November to 1 March
Days Resilience (Overall Winter Period)	9 days
Days resilience (Core Winter Period)	15 days

Depot Tonnage	Non-Winter stock		Non-Core Winter Period		Core Winter Period	
	Min	Max	Min	Max	Min	Max
Bucksburn	2000	4000	3000	10000	3500	10000
Tullos	0	250	400	1000	500	1000
Culter	0	100	250	500	250	750
Total	2000	4350	3650	11500	4250	11750

Application of resilience measures to be considered at the following stock levels.

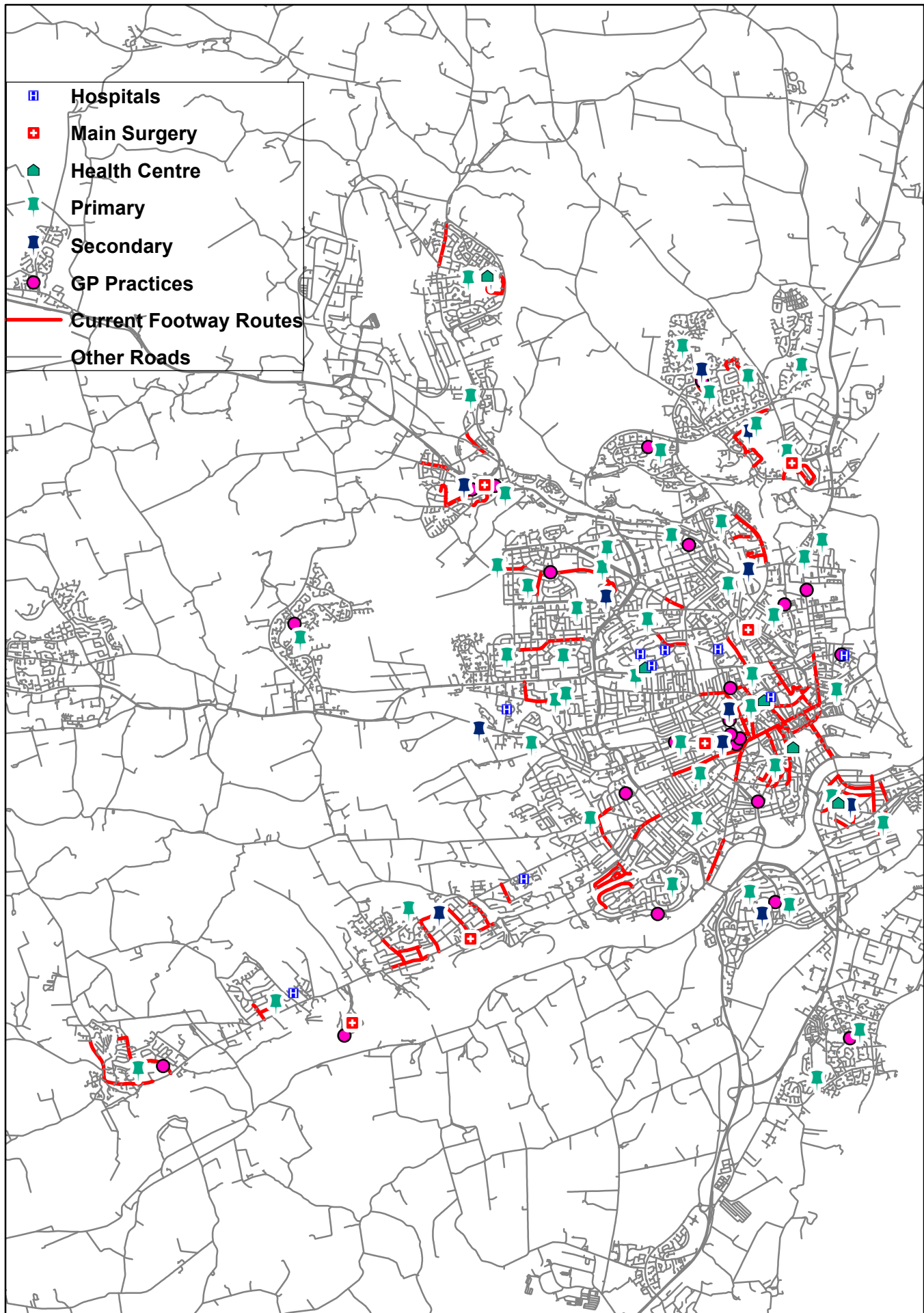
All depots	Non-Winter stock	Non-Core Winter Period	Core Winter Period
Tonnes	N/A	2690	4485

The service is to have access to 200 tonnes of grit during the core winter period.

Mutual aid in salt supply and other aspects of winter service and contingency arrangements in advance, are in place through the Salt Cell Group. The 32 Scottish Councils are represented on this group through SCOTS, SOLACE and COSLA. Salt Cell is monitoring salt restock for winter 2018/19.

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PRIORITY 1 FOOTWAYS AND ESSENTIAL FACILITIES



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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee Audit, Risk and Scrutiny Committee
DATE	Operational Delivery Committee 06 September 2018 Audit, Risk and Scrutiny Committee 25 September 2018
REPORT TITLE	Fleet and Transport MOT Issues – FTA Audit
REPORT NUMBER	OPE/18/127
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	William Whyte
TERMS OF REFERENCE	Terms of Ref Committee 1 (1) Terms of Ref Committee 2 (6.2)

1. PURPOSE OF REPORT

The report provides members with information as requested from a previous report OPE/18/024 8th May 2018 MOT issues, where the Chief Operating Officer was to report back to members on the results from a Freight Transport Association (FTA) Audit and the associated Corporate Investigation enquiry.

2. RECOMMENDATION(S)

That the Committee: 1 Operational Delivery

- 2.1 Acknowledge the update to address the matters raised in the FTA Audit report and endorse forwarding the report to Audit Risk and Scrutiny Committee and be advised of the continuing Corporate Investigation enquiry.

That the Committee: 2 Audit Risk and Scrutiny

- 2.1 Acknowledged the steps taken to address the matters raised in the FTA Audit report and be advised of the continuing Corporate Investigation enquiry.

3. BACKGROUND

- 3.1 A report to Audit Risk and Scrutiny Committee OPE/18/024 8th May 2018 regarding MOT issues was presented to Members and referred to an independent report commissioned and to be undertaken by the FTA.
- 3.2 The FTA report is based on an audit format known to the Traffic Commissioner and the terms of reference are detailed in the report, see Appendix 1 page 5. An on-site audit was undertaken at the Aberdeen City Council Fleet Services Kittybrewster site, on 30th April 2018, details are contained within this report.

The audit made **21** recommendations which are categorised by priority ratings and completion target date.

Of these 21 points of issue, 4 were essential, 11 Important, 6 desirable with recommended time scales for completion - 10 within 1 month and 11 items that should be reviewed every 3 months.

Priority Rating	Completion Target Date		
	1 Month	1-2 Months	Review every 3 Months
Essential	3	0	1
Important	6	0	5
Desirable	1	0	5
TOTAL	10	0	11

The audit findings are itemised in the relevant section with accompanying comments and, where applicable, recommendations for action. All action items have been further summarised in an action plan, for use as a working document (see Appendix 2 attached).

It was pleasing to note that on page 1 of the report it was stated Aberdeen City Council takes its compliance with its Operator Licence very seriously and the Fleet Services department is committed to ensuring that the Council is fulfilling its legal obligations and operating to best practice standards.

Much of the current practice within the Fleet Services department reflects a professional, conscientious and largely compliant approach, including some elements that certainly incorporate 'best practice'.

The report also raised that the planning of future inspections and visibility to such essential elements as MOT 'due dates' is significantly hampered by the performance of the Tranman system. The report made a recommendation in respect of the current situation regarding the Tranman system. During the audit, vehicle records were checked and no concerns raised.

4. FINANCIAL IMPLICATIONS

4.1 Additional training for 4 mechanics in vehicle inspection technique £1810 which was completed in June 2018 and funded from within training budget.

4.2 Additional report made by Tacho-data for Working Time Directive £1200 per year which was implemented in June 2018 and funded via historical special measures direction.

5. LEGAL IMPLICATIONS

5.1 This may impact on Fleet should the Traffic Commissioner decide to carry out an unannounced fleet and spot checks at numerous locations resulting in potential sanctions to the Council's Operator Licence. Where required vehicle's must operate with a valid MOT, completion of the action plan will assist to ensure the council complies with its legal obligations.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Potential legal costs and fines.	(M)	Situation rectified immediately.
Legal	Failure to comply with statutory duties.	(H)	Situation rectified immediately.
Employee	Vehicles operated without a valid mot certificate.	(M)	Situation rectified immediately. And regular safety checks continued.
Customer	Could impact on services to deliver their duties on behalf of the Council.	(L)	Situation rectified immediately. And regular safety checks continued.
Environment	No significant risk.		
Technology	Continued lack of confidence and fitness for purpose with existing Fleet Management System. Excessive cost and resource to render	(H)	Provision of more suitable Fleet Management System.

	product more suitable for use.		
Reputational	Council failing to operate vehicles without MOT.	(M)	Matter rectified immediately, and steps taken to ensure lessons learned and improvements to process identified.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Enabling Technology	Endorse the recommendation made by the FTA regarding the current Fleet Management system.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	No Impact.
Organisational Design	No Impact.
Governance	No Impact.
Workforce	No Impact.
Process Design	No Impact.
Technology	Endorse the recommendation made by the FTA regarding the current Fleet Management system.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not Necessary

Privacy Impact Assessment	No
Duty of Due Regard / Fairer Scotland Duty	Not applicable.

9. BACKGROUND PAPERS

Report OPE/18/024

10. APPENDICES (if applicable)

Appendix 1 FTA Audit Report

Appendix 2 FTA Action Plan

11. REPORT AUTHOR CONTACT DETAILS

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FTA Consultancy Report

Private and confidential



Be Connected • Be Compliant • Be Confident

PRIVATE AND CONFIDENTIAL

FTA Consultancy

Operator Licence Compliance Audit Report

For

Aberdeen City Council

April 2018

Report prepared by:
Alan Granger
Associate Consultant
Freight Transport Association

**FTA CONSULTANCY – OPERATOR LICENCE COMPLIANCE AUDIT REPORT
Aberdeen City Council, Aberdeen, AB25 3RF – April 2018**

1.0 EXECUTIVE SUMMARY

This report is based on the agreed audit requirements as detailed in the proposal dated March 2018 and subsequent agreement for FTA to undertake an audit in respect of Operator Licence Compliance. An on-site audit was undertaken at the Aberdeen City Council Fleet Services Kittybrewster site, on 30th April 2018, with details contained within this report.

1.1 Audit Summary

The audit has resulted in a total of **21** recommendations categorised by Priority Ratings and Completion Target Date as follows:

Priority Rating	Completion Target Date		
	A	B	C
1	3	0	1
2	6	0	5
3	1	0	5
TOTAL	10	0	11

1.2 General Comments

Aberdeen City Council (*hereafter referred to as ‘the Council’*) takes its compliance with its Operator Licence very seriously and it is clear that the Fleet Services department is committed to ensuring that the Council is fulfilling its legal obligations and operating to best practice standards.

Much of the current practice within the Fleet Services department reflects a professional, conscientious and largely compliant approach, including some elements that certainly incorporate ‘best practice’.

However, it is apparent that whilst the Fleet Services department has clearly defined responsibility for the administration, maintenance and operational standards of the vehicle fleet, together with the administration of LGV driving activity, other Departments within the Council have direct responsibility for the management of their staff involved in driving activity, including those driving Council operated LGV vehicles.

The risk (from a compliance perspective) is that this results in a ‘disconnect’ between the Fleet Services department and LGV Drivers employed by the other Council Departments.

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This disconnect places a greater than normal onus on both transport management and the other Departments to mutually support one another's compliance regime, so as to be confident that the Council can demonstrate the integrity and completeness of both its operational mechanisms and associated record keeping systems. It should be noted that the Council must be able to demonstrate that its named Transport Managers have 'effective and continuous control' of its LGV transport activities.

The Council has undoubtedly taken steps to increase the training and consequent professional transport compliance standards within the Council, by such actions as delivering 'Operator Licence Awareness Training' and 'Train the Trainer' training to responsible Department Supervisors. The challenge is to maintain the momentum of these actions and ensure that raised awareness of the need to achieve compliance is understood by all LGV driving staff employed by the Council.

The planning of future inspections and visibility to such essential elements as MOT 'due dates' is significantly hampered by the lack of confidence that Fleet management have in the performance of the Tranman system. The multi layered 'belt and braces' solution that has been developed is cumbersome, time consuming and requires additional resource to support it. A recommendation has been made in respect of the current situation.

The Auditor concluded that a largely compliant and suitably robust transport management regime is currently in place, albeit that it is still being let down by spasmodic occurrences of non-compliance, which given recent history have the potential to lead to adverse consequences for both the Council and its staff.

A number of compliance areas require further attention and the most significant items ("1A" items) are listed below in the order arising within the report (further detail within the main body of the report):

- The Council should satisfy itself that the Tacho-Data system is providing accurate WTD reports, by driver, of average and maximum weekly hours worked during relevant reference periods, to ensure that effective analysis and reporting of working time is facilitated.
- Inspection frequencies must be adhered to at all times. DVSA is now putting emphasis on ensuring that inspections are undertaken at the required frequency. Good practice requires that inspections are undertaken by the due date and it is an absolute requirement that they are undertaken within the relevant ISO week (Monday to Sunday).
- The Council should ensure that 'No Smoking' signs are fitted in all vehicles and that staff do not smoke in the vehicles.

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Application of the recommendations in this audit will enable the Council to be confident about its compliance standards. Essential recommendations are listed earlier in this section. It should not be assumed, however, that the other recommendations are unimportant. Operator compliance is based on a framework of management controls and actions and the recommendations within this report should be seen in this light.

FTA wishes to thank Mr Mark Reilly (Head of Service), Mr Willie Whyte (Fleet Services Manager), and Mr Martin Watt (Acting Fleet Compliance Manager), who assisted the consultant during the audit process and who provided all the relevant transport documentation necessary to complete the audit. Additional supporting information was sourced by Mr Watt from the Roads and Waste Departments and this has been utilised within the preparation of this report. The time constraints surrounding the Audit are such that the Council should take account of any variations within processes applying to transport operations within other Departments, when considering this report and its recommendations.

NOTES - The audit findings are itemised by audit section with accompanying comments and, where applicable, recommendations for action. All action items are further summarised in an action plan, for use as a working document (see Appendix 1 attached).

FTA provides a detailed recommended action programme. These are given priority ratings as follows:

1 = Essential	2 = Important	3 = Desirable
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In addition, each recommendation has been given a timetable date for completion as follows which reflects a combination of the practicality of completion and the urgency of the recommendation.

A = Action within 1 month
B = Action within 1 - 2 months
C = Ongoing, but with review at least every 3 months

The ratings assessments are the recommendations of the FTA Consultant and these are subject to confirmation by the client's management. In the absence of any specific comment(s) to a particular section, then the current arrangements in place can be deemed to be satisfactory.

For the sake of brevity it should be noted that all assertions contained within this report are accepted and reported as fact based upon information viewed by, or statements made to the Auditor by employees of the Council. The constraints of the Audit process are such that not all assertions can be corroborated.

2.0 BACKGROUND TO THE AUDIT

FTA is advised that Aberdeen City Council operates a fleet of vehicles serving the needs of the residents and businesses of Aberdeen. The Council has recently re-structured and the management team are keen to understand their current position in relation to compliance with their Operator Licence.

Following a Public Inquiry held before the Scottish Traffic Commissioner in December 2014, the Council's Operator Licence (serial number OM0021187) currently authorises the operation of 111 vehicles and 4 trailers from 7 operating centres within the Aberdeen City area.

Vehicle inspection and maintenance is undertaken by both internal and external workshops.

Major features of the LGV driving activities are that:

- Dependant on the nature of the Department (Waste, Roads, Grounds, etc) drivers will either be employed specifically to drive, or alternatively undertake spasmodic driving duties during each working day, where driving may be incidental to their main tasks
- The reporting structure is such that Fleet Services management is separated from the direct day to day front line superTacho-Data of staff involved in driving LGV's
- All LGV driving (whether covered by EU or GB Domestic rules) is recorded by use of tachographs
- All Council staff (approximately 165) involved in driving LGV vehicles are DCPC qualified, whatever their activity and irrespective of whether they may qualify as being exempt from DCPC qualification

The Council requested that FTA undertake a full Operator Licence Compliance Audit to identify any shortcomings in respect of transport compliance and to recommend best practice where appropriate, the subject of this report.

It was noted that the Council is not currently the subject of any instruction from the Office of the Traffic Commissioner to undertake an audit, nor has it been called to attend a Public Inquiry since that which took place in December 2014. Please note that this report primarily focuses on current practice, therefore taking account of the changes in management, processes and controls that have occurred since the Public Inquiry.

3.0 TERMS OF REFERENCE

Audit scope – Using the FTA audit format known to the Traffic Commissioners, to undertake a compliance and management control audit and procedures review at the site resulting in a report and action programme for the site detailing any steps required to ensure legal compliance with the requirements of ‘O’ Licence operation.

The compliance and management control audit will involve the following:

- Establish whether the areas at present covered by the procedures fully reflect current legislation
- Identify any aspects of the present procedures that need updating
- Conduct an audit of the Council’s compliance with these procedures
- Produce a report and action plan as a result of the audit.

The areas to be covered in the audit are:

Management of Compliance

- Investigation as to the extent to which the Operator Licence responsibilities are managed at the various Council locations by the relevant managers
- Is the manager or senior person able to demonstrate “Continuous and Effective Control” of Operator Licence legal compliance?
- Systems for reporting and monitoring compliance

Management controls of the Operator License including:

- Operator Licence procedures:
 - Arrangements for ensuring compliance with Operator Licence requirements
 - Arrangements for complying with any special undertakings that may apply
 - Applying for variations or additions to licences
- Keeping records for Operator Licence purposes

Management and enforcement of drivers' hours and records

- Compliance with the requirements of the Working Time and Agency Workers Directives
- Arrangements for EU tachograph and/or GB Domestic worksheet records analysis including:
 - Procedures for following up driver infringements
 - Action taken to avoid recurrences of infringements
- Compliance with activity timescales – e.g. Downloading/Return of Tachographs
- Record keeping

Vehicle maintenance and inspection arrangements

- Routine Service inspections, planning and execution
- MOT Checks
- Drivers' daily walk round checks
- Driver defect reporting arrangements including rectification of defects reported
- Record keeping

Procedures in the Event of a Collision

- Driver and management procedures including:
 - Action at the scene of an accident
 - Reporting procedures
 - Accident repairs
- Accident records including:
 - Insurance Council details
 - Investigations and follow up action in respect of poor driver performance

- Claims against the Council/council/organisation
- Prosecutions and summons

Arrangements for Hiring of Vehicles

- Management and control including:
 - Arranging hire of a vehicle
 - Checks and documentation on taking delivery of a hired vehicle
 - Returning a hired vehicle

Driver Training

- Arrangements for training new drivers
- Refresher training for existing drivers
- Driver CPC training and DQC card management

Goods Vehicles Management

- Driving licences
- Loading/unloading and overloading of vehicles
- Offences, investigations and follow up action in respect of:
 - Prohibition notices
 - Road traffic offences
 - Fixed penalties
- General items including:
 - Authorised use of vehicles
 - Vehicle taxation
 - Vehicle notices

4.0 ITEMISED AUDIT FEEDBACK

In this section of the report the summary comment in the box marked “**Arrangements**” refers to the system that is in place for enabling the Council to comply with its legal obligations. The box marked “**Compliance with Arrangements**” indicates the extent to which the arrangements that the Council has put in place are being observed.

4.1 Management of Compliance

The extent to which the Operator’s Licence responsibilities of the management of the location are understood, how continuous and effective control is maintained and systems for reporting and monitoring compliance

Arrangements	Satisfactory
Compliance with arrangements	Satisfactory

As the Council is operating under the scope of a Standard National Operator Licence, it is required to employ at least one Management CPC qualified Transport Manager, who is named on the Operator Licence. In the case of Aberdeen City Council there are two named Transport Managers, these being Mr Mark Reilly (Head of Service) and Mr Willie Whyte (Fleet Services Manager).

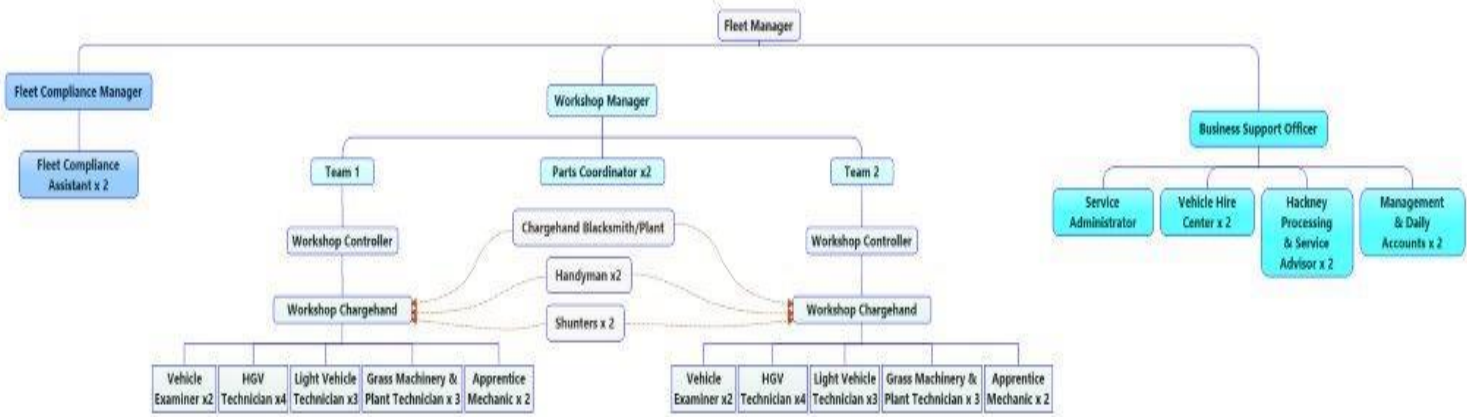
Mr Reilly has in excess of 30 years transport management experience within the waste sector, within both the public and private sector. He advised that he has held a Management CPC qualification since 1981 and has been in his current post since September 2014. He is a Fellow of the Chartered Institute of Logistics and Transport.

Mr Whyte (who reports to Mr Reilly) has been in post since March 2016 and has in excess of 40 years relevant transport industry experience, including periods as a vehicle engineer with the FTA, work within the bus sector, the industrial crane sector and working within the local authority sector within Scotland, this culminating in his current appointment with the Council. He is the holder of a Management CPC qualification, the Auditor viewing his CPC Certificate, issued by the RSA in 1982.

Mr Reilly reports to Mr Rob Polkinghome, who is Director of Operations for the Council, thus demonstrating a clear link between the professional management of transport and senior management of the organisation.

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The structure reporting to Mr Reilly (Head of Service), in respect of his Fleet and transport responsibilities, is set out below. Please note this is the 2016 structure, which is currently under review.



From an administration and compliance perspective Mr Whyte is supported by Mr Martin Watt (Acting Fleet Compliance Manager), who has been in post since August 2015. He has a background within the RAF and the oil industry, is a DCPC qualified LGV Driver and a RoSPA qualified Driver Assessor (one of four employed by the Council).

It was noted that Mr Watt is scheduled to attend an FTA Transport Manager’s course in May 2018, this demonstrating continuous professional development (CPD) of key staff within the Fleet department.

Mr Watt’s primary responsibilities are the monitoring of driver records, driving data, reviewing analysis and infringements generated via the Tacho-Data system, and liaising with Supervisors within the various Council Departments to ensure that driving records and outputs are dealt with appropriately. This has recently included (process just commenced) an internal audit of transport compliance issues within each Department, this intended to be undertaken at 6 monthly intervals in the future.

A feature of Council activities is that the named Transport Managers and their team do not directly allocate or authorise work to drivers (this is scheduled and managed by other Departmental Management and Supervisors) and therefore it could be argued that there is an operational disconnect between the Transport Manager’s ability to exercise ‘effective and continuous control’ over the driving activity undertaken by Council staff, at the time of issuing work instructions to driving staff.

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However, the use in all LGV vehicles of tachographs to collect driving data, allied to the comprehensive analysis of records undertaken via the Tacho-Data system (in use since 2015) does demonstrate that effective management review of driver activity is subsequently taking place, provided that Departmental Supervisors follow through with an effective progression and conclusion of any driver infringements identified.

The Auditor was advised that the Fleet Manager and his team keep up to date with compliance issues through the Council membership of the FTA, associated weekly updates, review of FTA Vision, attendance at FTA regional meetings, use of the FTA MAC, together with updates from DVSA, viewing the GOV.UK Traffic Commissioners website and the reading of Trade Press. The Transport Management team are also contributors to and participants within the APSE (Association of Public Service Excellence) benchmarking scheme.

The Auditor was advised that a monthly meeting is held between senior Fleet Service Management and the Heads of Department of each department 'customer' (Roads, Waste and Grounds) to review performance and compliance issues.

Additionally, a 'Performance and Compliance – Update' report is submitted quarterly to the Council Health and Safety Committee, the Auditor viewing a copy of the report dated 06/02/18. The content of this report includes data relating to:

- Training and Development
- Recruitment
- Infrastructure
- Driver Licence Checks
- Internal Audits
- Gatehouse Checks - audit of first use (FUVC) checks
- Accidents and Incidents

All the above are relevant to reporting and more importantly progressing a compliant Transport Management regime, together with providing evidence of upward reporting to senior Council Managers.

As advised to the Auditor, the Council are to be commended for initiating and recently delivering a course in Operator Licence Awareness Training, "OLAT" to approximately "5 to 7" Department Supervisors, this further demonstrating continuous professional development (CPD) of key staff involved in supervising front line transport activity. It was additionally reported that one to one training of Department Supervisors had been provided by Fleet Services in how to undertake Drivers Daily Walk Around Checks ("FUVC" checks).

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The Auditor viewed an OCRS Score Report for March 2018.

The OCRS score for March 2018:

Roadworthiness	Green
Traffic	Green

The Auditor also viewed a copy of a Vehicle Test History (VT010 document) Report for the period 01/04/17 to 31/03/18 (details being shown within section 4.4 of this report), and a Vehicle Encounter Report (RTE005), both dated 11/04/18.

No Roadside Encounters were recorded during the above date range.

The Auditor was advised that the OCRS report and other reports detailed above are reviewed every month by the Fleet Manager.

The Council primarily communicates its requirements to its drivers by the issue of a 'Guidance Handbook for Drivers of Light and Heavy Goods Vehicles' which does specify specific elements applying to LGV Drivers. This is backed up by LGV driver focused training such as DCPC modules and Toolbox Talks.

On the basis of the intended organisational structure chart the Auditor was satisfied that there would be enough resource to effectively manage the Transport Management Service, relative to its scale. However, it is understood that there are a number of vacancies yet to be filled.

Recommendations:

The Council may wish to consider inviting selected Supervisory Management of the departments to attend the monthly Fleet Department Meeting. This would assist in raising awareness of the importance of compliance issues amongst a wider audience and also assist the Council in demonstrating that it has a professionally trained operational structure that is effectively and continuously in control of all its LGV driving operations.

Priority Rating: 3C

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4.2 Management Controls of the Operator Licence

Operator Licence procedures including arrangements for ensuring compliance with Operator Licence requirements, for complying with any special undertakings that may apply and for applying for variations or additions to licences.

Arrangements	Minor Improvement Required
Compliance with arrangements	Satisfactory

The Auditor was readily provided with relevant paperwork relating to the Council's Operator Licence (Standard National, OM0021187), copy dated 13/04/17, which has been in force since 11/10/95.

The Auditor also viewed the Operator Licence summary document (public excerpt shown below).

OM0021187

ABERDEEN CITY COUNCIL

Licence details (OM0021187)

Business type	Other (e.g. public authority, charity, trust, university)
Trading names	
Responsible people	
Licence type	Standard National
Licence status	Valid
Continuation date	31 Mar 2021
Traffic area	Scotland

Contact details

Address	CONTRACTING SERVICES DEPARTMENT, 38 POWIS TERRACE, KITTYBREWSTER, ABERDEEN, AB25 3RF, GB
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Operating centres

Operating centre	Vehicles	Trailers
CRAIGSHAW DRIVE, WEST TULLOS INDUSTRIAL ESTATE, ABERDEEN, AB12 3AL, GB	25	2
BANKHEAD AVENUE, BUCKSBURN, ABERDEEN, AB21 9ET, GB	8	1
THE BUSH ROADS DEPOT, PETERCULTER, AB14 0UX, GB	5	0
38 POWIS TERRACE, KITTYBREWSTER, ABERDEEN, AB25 3RF, GB	48	1
ALTENS EAST RECYCLING AND RESOURCE FACIL, HARENESS PLACE, ALTENS INDUSTRIAL ESTATE, ABERDEEN, AB12 3GX, GB	60	0
S I T A, GREENBANK CRESCENT, EAST TULLOS INDUSTRIAL ESTATE, ABERDEEN, AB12 3BG, GB	2	0
FORMER NOWSA WORKS YARD, GREAT NORTHERN ROAD, Aberdeen, AB24 3LJ, GB	22	0

Transport Managers

Name	
MARK ADRIAN REILLY	
WILLIAM WHYTE	

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The Licence authorises a total of 111 vehicles and 4 trailers across 7 Operating Centres throughout the area covered by the Council.

The Auditor viewed a 'Vehicle details' document taken from the Vehicle Operator Licensing Self Service system (this was produced whilst the Auditor was on site), which listed a total of 91 specified vehicles and 1 specified trailer.

The Auditor also viewed an internal 'Register to ensure that the Operator Licence quota is not exceeded' control sheet document, together with internal documents for both the Roads and Waste Departments summarising vehicles at operating locations.

Whilst the Auditor could not exactly reconcile the above internal documents with the Vehicle details document (this potentially due to slight date variations), it is clear that Fleet management have taken steps to ensure control of the process of specifying LGV vehicles via the Vehicle Operator Licensing self service system, together with ensuring that authorised limits are not exceeded at individual Operating centres. It was noted that Mr Watt undertakes a weekly depot check which includes the number of vehicles at each site.

Therefore, the Council currently appears to have a margin of 20 vehicles and 3 trailers on its Operator's Licence (based on the 'Vehicle details' entry).

The audit visit was undertaken at the Kittybrewster maintenance facility site which was satisfactory for the operations undertaken. It was not possible to comment as to the suitability of the other authorised Operating centres listed on the Operator Licence.

The Auditor was advised that Council LGV vehicles are always parked overnight at the authorised Operating centre locations.

There are no operating restrictions or special undertakings detailed within the Operator Licence.

The Auditor was advised that Mr Whyte and Mr Watt are authorised to access the DVSA Vehicle Operator Licensing / OCRS systems.

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In respect of vehicle maintenance arrangements, the Auditor viewed the entry on the Vehicle Operator Licensing system detailing the following Safety inspectors:

- Aberdeen City Council (Kittybrewster workshop)
- Volvo Truck & Bus (Aberdeen) – external workshop
- Norscot Truck & Van (Aberdeen) – external workshop
- Mercedes Benz Commercial Vehicles Aberdeen – external workshop;

together with an appropriate signed and dated GV79 format ‘Maintenance contract’ with each of the external providers.

There was no accompanying Schedule, detailing vehicles included within each of the Maintenance contract documents, however it was indicated that the external workshop providers were only used as an overflow resource when the Council workshop did not have the necessary capacity to fulfil scheduled inspections. The exception to this is that Norscot are utilised to prepare and process all LGV MOT’s for the Council, together with inspecting the single trailer.

Recommendations:

Maintenance contracts – each agreement should include a Schedule detailing the vehicles and trailers covered by the agreement. A copy of each Agreement should be submitted to the Office of the Traffic Commissioner and any subsequent changes advised in writing, so that it is clear at any given time that inspection arrangements are in force for all vehicles specified on the Operator’s Licence.

Priority Rating: 2A

4.3 Management of drivers’ hours and records

Compliance with the requirements of the Working Time and Agency Workers Directives

Arrangements	Improvement Required
Compliance with arrangements	Improvement Required

Due to the nature of its operations the Council currently conducts its LGV transport activities under GB Domestic Hours rules, as explained below.

In respect of the provisions of the WTD/RTD, LGV Drivers work as per the standard reference periods and there is therefore no requirement for a Workplace Collective Agreement.

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The Auditor viewed evidence of individual 'opt outs' from the 48 hour weekly average working hours limit, signed by Drivers.

The Auditor was advised that there is very little night work, other than 'Response Squads' and gritting crews who are generally rostered on a 10 hour shift pattern of 5pm to 3am and 5am to 3pm.

The Council is exempt from the need to operate as per the EU Drivers Hours regulations for most of its operations (primarily, with the exception of 'commercial' activity) by virtue of a number of derogations which are listed below and can be found in the FTA Yearbook of Road Transport Law (pages 50 – 53 of the 2018 issue): -

- 10 (*Social Services functions*)
- 15 (*Mobile Libraries, being 'mobile project vehicles'*)
- 16 (*carrying materials, equipment or machinery for the driver's use in the course of the drivers work, within a 50km radius of the vehicles base*)
- 20 (*for vehicles being used in connection with ... road maintenance or control, door to door household refuse collection or disposal ...*)

The common themes that support the above derogations include:

- A direct and close involvement in the exempted activity
- The principle of a Service in the general public interest
- The limited and secondary nature of the transport activity

Discussion did not suggest that driving activities subject to EU Drivers Hours regulations are currently taking place.

The Council's policy is that they record all LGV driving by use of tachographs, with subsequent analysis being undertaken via use of the Tacho-Data system. It was confirmed that Tacho-Data are contracted to undertake their analysis as per GB Domestic Hours Rules and that Drivers set their tachographs to 'out of scope'.

As previously stated, the role of LGV Drivers within the Council varies dependant on which Service they are employed by. Some are specifically employed to drive (e.g. Refuse Department), others undertake driving which can be incidental to their main tasks (e.g. Roads and Grounds). The latter can also be spasmodic, with some staff not undertaking driving duties for several days, or even during a full week.

The Auditor was advised that it is the responsibility of each Department to monitor the activities of its drivers, as described below.

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It is understood that the Tacho-Data system analysis and reporting is configured to include WTD analysis, this based on a combination of data generated via downloading of Driver data from digital tachograph cards, together with manual data (Weekly Timesheets) being separately forwarded by e-mail to Tacho-Data, who then manually input the latter into their system to complete each Drivers record.

All drivers complete the Weekly Timesheet referred to above, these being submitted on a Friday, then reviewed and signed off by Supervisors.

It is understood that there is no requirement for drivers to 'clock in and out'.

Holiday and sickness absence is input at the deemed 8 hours per day, as per the RTD.

Therefore there are records of total hours worked, which it is understood have been maintained on the Tacho-Data system for well in excess of the minimum 2 years required by the regulations.

However, there does not currently appear within the Tacho-Data system to be a mechanism to accurately report, by driver, average and maximum hours worked during relevant reference periods.

The Auditor was advised that the Waste Department occasionally utilise Agency driving staff, records being maintained via the Tacho-Data system as per permanent driving staff. The audit host had no knowledge of any checks being undertaken as to the 'hours capacity' of Agency Drivers prior to utilisation, but did confirm that Driving Licence and DQC Card checks are undertaken.

Recommendations:

The Council should satisfy itself that the Tacho-Data system is providing accurate WTD reports, by driver, of average and maximum weekly hours worked during relevant reference periods, to ensure that effective analysis and reporting of working time is facilitated.

Priority Rating: 1A

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Arrangements for EU Tachograph and/or GB Domestic records analysis including activity timescales, procedures for following up driver infringements and action taken to avoid recurrences of infringements

Arrangements	Improvement Required
Compliance with arrangements	Minor Improvement Required

As stated earlier the Council conducts its LGV transport activities under GB Domestic Hours rules.

Additionally, they record all LGV driving by use of digital tachographs (or in the case of 3 older vehicles, analogue tachographs), with subsequent analysis being undertaken via the Tacho-Data system which has been utilised since 2015, thus providing in excess of the 12 months records required. It was not clear how the process worked in respect of the analogue tachograph charts.

As stated earlier, Tacho-Data are contracted to undertake their analysis as per GB Domestic Hours Rules and drivers set their tachographs to 'out of scope'.

In addition to the digital data downloaded to Tacho-data, their analysis also includes inputting relevant data from the manually completed 'Weekly Timesheets', particularly relating to days (or weeks) where Drivers have not undertaken any driving activity, which in some cases are frequent.

There are three databases maintained by Tacho-Data, one for each Department, being Workshop / Waste / Roads.

Mr Watt maintains a continuous overview of the Tacho-Data system, supporting the Department Supervisors by identifying and assisting them in addressing identified infringements. This overview includes monitoring timely download of Driver and vehicle data, together with reviewing and assisting in the reconciliation of 'missing mileages / instances of driving without card'.

It was noted that success in reconciling the above is patchy, with missing mileage associated with the Roads Department operations rarely being reconciled, whilst in the case of the Waste Department approximately 95% is successfully reconciled.

An important point was noted in that Infringement events are identified centrally (by the Fleet Department) but actioned locally (by Department Supervisors). It was acknowledged that at present there is no reconciliation between infringement reports identified and those completed (i.e. 'closed out' by Driver counselling and management signature).

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The Auditor viewed infringement reports for the activities of Waste Department drivers from January 2017, together with further example overview reports from January to March 2018. The infringement reports reviewed were correctly completed in a timely fashion, including appropriate comment, dated and signature of both the driver and Department Supervisor.

The Auditor also viewed KPI reports for 2017 and YTD 2018 for the Council, created by Tacho-Data, which summarise by month, the total number of infringements, by type, by Department (Workshop / Waste / Roads).

The general level of identified infringements is minimal, the most common being breaching the daily duty limit (11 hours under GB Domestic Rules), and failing to record time taken to undertake first use daily vehicle checks (FUVC) before commencing driving. It was reported that there is a continuing requirement for training to reduce the instances of infringements due to incorrect mode selection.

It was noted that the Fleet management team are in possession of 6 digital 'Company Cards'.

Driver and vehicle data is regularly downloaded (weekly by drivers, at inspection for vehicles), as evidenced to the Auditor by viewing relevant 'traffic light' reports within the Tacho-Data system.

The Council policy in respect of employees undertaking additional work for external employers is that any employee (driver) must apply for consent, which can only be granted by the Head of Human Resources. Any LGV driving undertaken by use of a Digital Tachograph Card would in any event appear within any subsequent analysis of driving activity, albeit retrospectively.

A small number of Council LGV's are equipped with vehicle tracking systems but these do not monitor Driver behaviour or speed. There is currently no detailed examination of overspeed events identified by Tacho-Data, although speeding is not perceived by management to be a major issue.

As previously noted, there is a driver 'Guidance Handbook' which includes advice specific to LGV driving, together with evidence of the provision of relevant DCPC modules such as 'Drivers Hours, Working Time, Analogue and Digital Tachographs' (09/16) and 'Drivers Hours' (11/17), together with Toolbox Talks being delivered to drivers (eg: relating to the correct use of Drivers Card in August 2016, which included signature confirmation of attendance).

Recommendations:

Data analysis of the analogue tachograph charts - it was not clear how the process works in respect of the analogue tachograph charts and it is recommended that Council Transport Management review this with Tacho-Data to ensure that a robust process is in place to ensure that driving data recorded via this mechanism is being collated and reported.

Priority Rating: 2A

Infringements - it is extremely important that the Council can demonstrate that management are continually reviewing the outcomes from Driver's Hours analysis (which they are), but additionally taking effective management action when infringements are identified. Within this it is recommended to establish a reporting mechanism to identify specific outstanding infringements, together with the current percentage of infringements issued to Departments, but not 'closed out', so that it can be sure that all infringements have been processed accordingly.

Priority Rating: 2A

Council Transport Management should ensure compliance to Drivers' Hours Regulations is maintained through a combination of continuing driver training (at least an annual refresher, for all drivers) and if necessary, focus on disciplinary procedures. Evidence of such training should continue to be retained by the Council.

Priority Rating: 2A

It is recommended that management initiates a simple monthly random audit system of over speeding events identified via the Tacho-Data system, so that company management can demonstrate they are aware of, and take action, relating to this important compliance issue. Any specific infringements should be the subject of driver counselling and drivers should be made aware that identified repeat infringements could be the subject of disciplinary action.

Priority Rating: 2A

4.4 Vehicle maintenance and inspection arrangements

Routine Service inspections, planning, execution and records

Arrangements	Improvement Required
Compliance with arrangements	Improvement Required

LGV Vehicle Inspection and Servicing is undertaken primarily by the Council workshop, although supplemented by the use of selected pre-assessed external workshops, as detailed below:

- Volvo Truck & Bus (Aberdeen)
- Norscot Truck & Van (Aberdeen)
- Mercedes Benz Commercial Vehicles Aberdeen

These are used to undertake any scheduled inspections that cannot be catered for within the Council workshop. Norscot is specifically used to undertake pre-MOT inspections of all LGV vehicles, together with inspections of the single LGV trailer operated by the Council.

The position in respect of Maintenance Contracts between the Council and the aforementioned external workshops is previously referred to within section 4.2 of this report.

The Auditor was advised that inspection intervals of 8 weeks for vehicles and 12 weeks for trailers have been confirmed with the Traffic Commissioner, which was evidenced by viewing the Council entry on the Vehicle Operator Licensing website entry.

The Council primarily utilise the electronic ‘Tranman’ fleet management system to administer fleet maintenance, supported by various manual systems (including physical vehicle files). Most notably, Fleet management have identified that due to various ‘glitches’ in the Tranman system (primarily the cancellation of the ‘next scheduled event’, which it has not been possible to eliminate) the system cannot be relied upon to accurately provide visibility to the next scheduled future inspection date.

Therefore, management have developed two back-up systems (a ‘T Card’ manual system and an Outlook PC based system involving manual intervention and data input) to overcome the shortcomings in the Tranman system.

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The former is used to control inspection dates, MOT dates and Tachograph Calibration dates. The latter is used as a cross reference between the former and the Tranman system, in order to plan future inspection dates for the forthcoming 12 months. However, the latter does not provide physical visibility to future scheduled inspections and cannot be printed out.

In itself, this approach has introduced considerable complexity and duplicated effort in controlling what should be a relatively straightforward task.

If the number of vehicles was relatively modest, a simple solution would be to utilise a generic vehicle scheduling wallchart (such as the FTA VC100), which would simply and clearly enable inspection scheduling and easy visual reference to the status of key maintenance events. However, the Auditor recognises that with a total of approximately 1100 Vehicles (both LGV and non-LGV) and Plant the Council require a more sophisticated solution.

The Tranman system (as understood by the Auditor) should normally calculate pre-planned inspection dates for an advance 12-month period together with generating system reports, such as:

- Services Completed
- All Archived Jobs
- Multiple screen reports relating to specific vehicles, including
 - Procurement/Delivery
 - Vehicle Details
 - Operating Details
 - Financial Details
 - Technical Data and Dimensions
 - Tachograph Calibration Dates
 - Disposal Details
 - Notes and Mobile/Tracker details

The Auditor was advised that the Fleet Services department is responsible for advising Departments operating LGV vehicles when inspections are due, and arranging the inspection with the appropriate workshop, Department Supervisors are responsible for submitting the vehicle on the agreed date.

The Auditor selected at random four vehicles and one trailer and then undertook a detailed examination of the vehicle and trailer files, which were neatly presented, comprehensive and included Inspection/Service sheets, MOT records (current MOT Certificates being available for all vehicles reviewed), Plating Certificates, V5 registration documents and Tachograph Calibration Certificates, where appropriate.

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Positive Defect Report (“Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles”) documents are also filed within vehicle files, these identifying defects which had been identified and actioned between inspections, together with internal audit ‘Job Cards’ which include management signatures to indicate that each inspection had been satisfactorily completed, all paperwork checked and cost elements referenced.

It was noted that the Aberdeen City Council Inspection Sheets are only signed by the Fitter (twice, initially to confirm identification of faults, then secondly, to confirm that faults have been satisfactorily rectified). However, as indicated above, each inspection sheet is accompanied by a ‘Job Card’ which is signed by the Workshop Manager.

The Auditor was also shown a ‘Missed Inspection Sheet’ document which would be placed within a vehicle file to indicate if a vehicle had been declared VOR, which also included reference to the date of inspection prior to going back into service. The Auditor viewed a VOR vehicle in the yard, which had a VOR sticker in the windscreen and also a cover placed over the steering wheel.

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The detail relating to each vehicle/trailer file examined (including the analysis of inspection frequency) is set out below:

SV61DXT		SV09BUW		SW12CPX		SV16HDU		Trailer C345061	
Inspection dates	Interval (days)	Inspection dates	Interval (days)	Inspection dates	Interval (days)	Inspection dates	Interval (days)	Inspection dates	Interval (days)
09-04-18	55	20-02-18	7	06-03-18	50	13-03-18	63	29-03-18	52
13-02-18	60	13-02-18	48	15-01-18	10	09-01-18	36	05-02-18	61
15-12-17	16	27-12-17	55	05-01-18	53	04-12-17	20	06-12-17	56
29-11-17	2	02-11-17	55	13-11-17	41	14-11-17	47	11-10-17	56
27-11-17	33	08-09-17	57	03-10-17	56	28-09-17	64	16-08-17	49
25-10-17	N/A	13-07-17	N/A	08-08-17	N/A	26-07-17	N/A	28-06-17	N/A
Notes		Notes		Notes		Notes		Notes	
8 week interval, Refuse vehicle, mix of Internal and external workshops, Roller brake test at every inspection, all inspection paperwork ultimately signed by Fitter & Manager (please see note below)*, 3 defects recorded during inspections apparently not identified by Driver, positive defects within vehicle file. 13 months records on file, prior records held within same filing location and easily accessible.		8 week interval, 7.5t Tipper vehicle, mix of Internal and external workshops, Roller brake test at every inspection, all inspection paperwork ultimately signed by Fitter & Manager (please see note below)*, 0 defects recorded during inspections apparently not identified by Driver, positive defects within vehicle file. 14 months records on file, prior records held within same filing location and easily accessible.		8 week interval, Refuse vehicle, mix of Internal and external workshops, Roller brake test at every inspection, all inspection paperwork ultimately signed by Fitter & Manager (please see note below)*, except one inspection by Volvo not signed by Manager, 1 defect recorded during inspections apparently not identified by Driver, positive defects within vehicle file. 14 months records on file, prior records held within same filing location and easily accessible.		8 week interval, Gully emptier vehicle, mix of Internal and external workshops, Roller brake test at every inspection, all inspection paperwork ultimately signed by Fitter & Manager (please see note below)*, 0 defects recorded during inspections apparently not identified by Driver, positive defects within vehicle file. 14 months records on file, prior records held within same filing location and easily accessible.		12 week interval agreed with OTC, Roads Trailer, all external workshops (Norscot), Roller brake test at every inspection, all inspection paperwork signed by Fitter & Manager (please see note below)*, 0 defects recorded during inspections apparently not identified by Driver, positive defects within vehicle file. 15 months records on file, prior records held within same filing location and easily accessible.	
MOT	Yes	MOT	Yes	MOT	Yes	MOT	Yes	MOT	Yes
V5	Yes	V5	Yes	V5	Yes	V5	Yes	V5	N/A
VTG7	Yes	VTG7	Yes	VTG7	Yes	VTG7	Yes	VTG7	Yes
Tacho cal	Yes	Tacho cal	Yes	Tacho cal	Yes	Tacho cal	Yes	Tacho cal	N/A
RPC	N/A	RPC	N/A	RPC	N/A	RPC	N/A	RPC	N/A
Interval dates planned		Interval dates planned		Interval dates planned		Interval dates planned		Interval dates planned	
NB: *Aberdeen City Council inspection sheet document is only signed by Fitter, but accompanying Job Card documentation is signed by Management.									

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The Council are to be commended for pursuing a beyond best practice approach for vehicles in respect of roller brake testing, with all vehicles (and the trailer) being tested at every inspection.

The red cells shown in the table above highlight where in 2 instances (out of 30) inspections were undertaken beyond the scheduled ISO week, which is deemed by DVSA to be a serious non-compliance.

The amber cells shown above highlight where in 2 instances inspections were undertaken beyond the exact declared inspection frequency. However, these were each within the appropriate ISO week (any inspection carrying over into the following ISO week is non-compliant).

In respect of tyre changes and wheel nut torquing, the Council utilise external contractor Redpath for on the road repairs and the Auditor viewed one Tyre Tag within a vehicle file, utilised as a control measure to ensure that wheel nuts are re-torqued within the required parameters.

This is backed up by a comprehensive 'Wheel Fitting and Re-Torque' Workshop Control Sheet which details all the key information required to effectively record the satisfactory completion of this important safety event. The sheet is readily available (at the main workshop counter) to all workshop fitters, who enter both initial and re-torque events for every occasion that such action takes place. The sheet provides an immediate visual reminder, should any gaps in completion arise. Each sheet is reviewed and signed by the workshop Foreman/Supervisor.

Wheel nut indicators were fitted to the vehicles viewed within the yard.

Recommendations:

Pre-planning of key maintenance tasks – the current utilisation of three separate systems to undertake key elements of maintenance planning involves considerable complexity and duplicated effort in controlling what should be a relatively straightforward task. The Council are recommended to explore options to either ensure the future reliability of the Tranman system, or replace it with a robust alternative, to include the essential pre-planning of MOT's referred to in the following section. DVSA expect holders of Operator Licenses to be in control of their essential maintenance planning and that they can demonstrate a robust method of achieving this at all times.

Priority Rating: 1C

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Inspection frequencies must be adhered to at all times. DVSA is now putting emphasis on ensuring that inspections are undertaken at the required frequency. Good practice requires that inspections are undertaken by the due date and it is an absolute requirement that they are undertaken within the relevant ISO week (Monday to Sunday).

Priority Rating: 1A

A best practice recommendation would be for the Council to take a copy of each vehicle O Licence disc to retain within the vehicle file.

Priority Rating: 3C

Annual MOT Checks

Arrangements	Satisfactory
Compliance with arrangements	Satisfactory

The Vehicle Test History Report (VT010) for the period 01.04.17 to 31.03.18 confirms the following:

Table of Information	Traffic Area
Total number of tests	88
Passes	86
PRS (initial fail)	1
Failures	1
% Initial Pass rate (excludes PRS)	97.73%
Final Pass rate (includes PRS)	98.86%

The National Initial Pass rate for the period was 85.99% and the National Final Pass rate was 90.57%, indicating that the Council is performing well above the national standard.

The Fleet Service Manager indicated that he examines the above Report on a monthly basis.

Following recent events where it was identified that a number of (non-LGV) vehicles had become overdue for MOT, Fleet management have introduced the use of the DVLA Fleet scheme as a further physical check (complementing the T-Card and Outlook database systems referred to earlier) to ensure that vehicles do not miss their due date for MOT examination.

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Recommendations:

None

Drivers’ daily walk around checks and defect reporting arrangements including rectification of defects reported and records kept

Arrangements	Minor Improvement Required
Compliance with arrangements	Satisfactory

The Council utilise their own ‘Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles’ document (these being in duplicate books) to record daily checks and to initiate remedial action arising from the reporting of defects.

Drivers are requested to record ‘Nil Defect’ or record details of any defect identified and hand in the report to their Department Supervisor, who countersigns the document to acknowledge receipt / review. It was also noted that drivers are recording the position in respect of their vehicle at both the beginning and end of each shift (i.e. 07.00hrs and 15.00hrs), which is additionally thorough.

Where a defect is identified the defect is categorised as ‘urgent’ or ‘non-urgent’ by Fleet Services, who also advise what action the driver should take.

Whilst the above document is not signed off to confirm remedial action has been completed, a workshop ‘Job Card’ is raised to cover any work required, once the work is completed it is signed off by workshop management and the ‘Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles’ document and the completed ‘Job Card’ are filed within the vehicle file.

Department Supervisors maintain a ‘Vehicle Audit Check Register’ which acts as a control sheet to record all First Use Vehicle Checks (‘FUVC’), by vehicle Fleet Number, date, and ‘Yes/No’ defects reported. Additionally, completed ‘Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles’ duplicate books are retained by Department Supervisors.

Positive Defect Reports were included within the vehicle files reviewed, indicating that these are retained for the required 15-month period (older files are archived in an accessible area within the Kittybrewster site).

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There were just 4 defects apparently not reported prior to inspection, identified during the examination of the 30 inspections referred to earlier. It is emphasised that the analysis of this number only took account of those defects that could reasonably be expected to be identified by drivers during the course of their daily checks. These related to failed or unserviceable lights and tyre issues.

It was not clear if there is a formal cross check between defects identified during inspections, with the 'Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles' reports for the days preceding an inspection, or a workshop / compliance control sheet to ensure that no defect slips through the potential gap between the departmental 'Vehicle Audit Check Register' and the Fleet workshop.

However, the Auditor viewed evidence of a robust system of random 'Gatehouse Checks' of Driver Daily Checks, these being undertaken either by Department Supervisors or the Fleet Compliance Manager. The output from this process is reported within the 'Performance and Compliance – Update' report referred to within section 4.1. The requirement is for a minimum of 10% of daily checks to be audited through this process, and it is being reported that this is being achieved.

Recommendations:

It is recommended that continuing refresher training is provided to drivers to ensure that they are fully aware of their responsibilities relating to conscientious and accurate Daily Checks and Defect Reporting.

Priority Rating: 2C

Fleet management may wish to satisfy themselves that a robust process is in place to ensure that rectification of defects cannot be overlooked, between the Departmental reporting systems and the Fleet workshop.

Priority Rating: 2A

Fleet management are recommended to initiate sample comparison of completed Inspection Reports with 'Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles' reports for the days leading up to the actual vehicle inspection in order to highlight any driver inconsistencies in reporting of defects. It should be made clear to drivers (in writing) the importance of accurately undertaking the daily check process and that repeated instances of failure to identify defects may lead to disciplinary action.

Priority Rating: 3C

4.5 Procedures in the Event of a Collision

Driver and management procedures including action at the scene of a collision, reporting procedures and repairs

Incident records including investigations and follow up action in respect of poor driver performance, claims against the Council, prosecutions and summons and insurance Council details

Arrangements	Satisfactory
Compliance with arrangements	Satisfactory

Discussion revealed that approximately 90 accidents / incidents involving Council LGV vehicles have been logged during the past 12-month period, this equating to an average of one incident per vehicle per annum.

The Auditor viewed an ‘Accident and Insurance Procedure’ which describes the process for administering the aftermath of an accident and progressing any necessary repairs, this involving liaison with the insurers (Zurich), the National Accident Repair Group and use of the Tranman system.

It is understood that there is currently no detailed trend analysis, although incidents are fully investigated, the Auditor viewing an example ‘Incident – Investigation Report’, which received contributions from the driver, the Department Supervisor and the Fleet Compliance Manager.

Drivers are provided with written instructions within the ‘Guidance Handbook’ referred to earlier.

Any disciplinary action arising from an accident or incident is the responsibility of Departmental Management. The Fleet Service can provide support as required (e.g. Driver assessment, or identification of appropriate training).

At present a small number of Roads Department vehicles are equipped with forward facing cameras. The latest Refuse vehicles are equipped with 360 degree all round cameras, with all Refuse vehicles being equipped with rear facing cameras.

The Council is insured with Zurich Municipal for Motor risks, under Policy Number QLA-14U003-0013-52, the policy expiry date being 31.03.19.

Recommendations:

None

4.6 Arrangements for Hiring of Vehicles

Management and control including arranging hire of a vehicle, checks and documentation on taking delivery of a hired vehicle, returning a hired vehicle

Arrangements	Satisfactory
Compliance with arrangements	Satisfactory

On those occasions that the Council does hire LGV vehicles, copies of the current Test Certificate, the most recent Inspection Report and a copy of the V5 registration document are requested.

The Council workshop will inspect the vehicle prior to use and will ensure that future inspections are undertaken to match the interval declared on the Council’s Operator Licence.

Fleet Services will allocate a Fleet Number (with ‘H’ prefix) and create a new vehicle file, for the period that the vehicle is on hire.

It is understood that a hired LGV vehicle will always be specified on the O Licence.

A ‘Company Card’ is used to lock data ‘in and out’.

Recommendations:

None

4.7 Driver Training

Arrangements for training new drivers, refresher training for existing drivers and the Driver CPC/DQC Qualification

Arrangements	Minor Improvement Required
Compliance with arrangements	Minor Improvement Required

The Auditor was advised that new LGV drivers are subject to a formal driving assessment, this being undertaken by one of 4 qualified Driver Assessors (Mr Watt being one of these). The Auditor viewed an example ‘Driver Assessment Report’ completed by Mr Watt, together with an ‘Overview of Driving Assessment Reports’ document, summarising the outcome of a substantial number of drivers, during the second quarter of 2015.

It is understood that this programme has continued since, with a total of 133 Grounds Department drivers (both LGV and non-LGV) being reported as having been assessed in the ‘Performance and Compliance – Update’ report referred to within section 4.1.

Should an apparent problem be identified with an existing driver, the driver could be subject to a formal driving assessment by one of the Council Driving Assessor’s.

It is understood that each service has its own generic induction process which would apply to any new starters, whatever their role. Through discussion, it was not clear about the extent to which there is commonality in the content and approach to LGV driver specific induction training between the various Departments.

As stated earlier, the Council primarily communicates its requirements to its drivers by the issue of a ‘Guidance Handbook for drivers of Light and Heavy Goods Vehicles’ which does specify specific elements applying to LGV drivers. This is backed up by LGV driver focused training such as DCPC modules and Toolbox Talks.

The Auditor viewed a copy of the Guidance Handbook, it was noted that this is not dated or subject to an issue number, although it was believed this had been in circulation in its present form for approximately 2 years. Evidence was provided of drivers signing to acknowledge receipt (but not understanding of content). However, further evidence was separately supplied relating to Toolbox Talks being given to drivers to introduce the Guidance Handbook.

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All LGV qualified drivers (and workshop fitters) employed by the Council are DCPC qualified, whether exempt or not. DCPC training is arranged and funded by the Council, being facilitated by the Fleet management team, who offer a timetable of modules that are selected by Department Supervisors (in conjunction with their departmental Health and Safety Manager) for the drivers who report into them. DCPC modules have historically been provided by external training providers Pooles Training Courses Ltd, of Dundee.

The Auditor viewed evidence of forward planning for the delivery of DCPC modules for example drivers, via a planning spreadsheet covering 2018.

The Fleet Service also provide direct training support to the Department Supervisors, so that they in turn can deliver Toolbox Talks to their drivers in such subjects as Daily vehicle checks (FUVC's).

The Auditor viewed evidence of various 'Toolbox Talks' given to Roads Department LGV drivers, including example subjects such as:

<i>Subject</i>	<i>Date given</i>
Vehicle & Equipment refuelling & Manual handling	March 2016
Fleet Handbook & supporting presentation	05/02/16
Fleet Compliance, use of Drivers Card & Highway Code	22/08/16
Fleet Compliance	05/01/15
Fleet Handbook & First Use training	Various during 2016

It was noted that it is intended to develop a Training Centre within the Fleet Services site, to provide central support to Department LGV drivers in such areas as HGV driving, DCPC courses and other relevant training elements.

The Auditor was advised that each Department's Health and Safety Manager maintains their own spreadsheet records of details of drivers Digital Tachograph Cards and DQC Cards (some but not all are also retained by the Fleet Services Department), together with records of training provided. All Driver Licence details are maintained centrally by the Fleet Services Department.

Spot checks are undertaken by Supervisors to establish if drivers are in possession of their DQC cards, this in conjunction with the 'Gatehouse Checks' referred to earlier. However, it was acknowledged that this element of the 'Gatehouse Checks' is inconsistently applied.

Recommendations:

DVSA expect LGV drivers to have refresher training on Drivers’ Hours and Records and Drivers Daily Walk Around Checks annually (whether through DCPC training or not). The Council should ensure that this training is delivered annually and that evidence is retained.

Priority Rating: 2C

It is recommended that LGV drivers are given readily accessible guidance specifically relating to the duties and responsibilities of LGV drivers (including Drivers Hours, WTD compliance and Drivers Daily Walk Around Checks). This could be provided by issue of a recognised Drivers Handbook such as produced by the FTA. Evidence of such issue should be retained by the Council.

Priority Rating: 3A

It is recommended that the scope of ‘Gatehouse Checks’ be expanded to ensure that all random spot checks carried out by Supervisors ensure that LGV drivers are carrying their DQC cards, and that such checks are noted.

Priority Rating: 2C

4.8 Goods Vehicle Management

Driving Licenses

Arrangements	Satisfactory
Compliance with arrangements	Satisfactory

The Auditor was advised that the Council undertakes Driver Licence checks on a 6-monthly basis via the ‘Driver Hire’ system, which also provides immediate alerts if a Driver’s Licence status changes. The Fleet Services Department is authorised to undertake these checks by each driver, via a mandate signed at 3 yearly intervals.

Licence checks are undertaken as part of the driver recruitment process.

The Auditor viewed both a Driver Licence database and also a spreadsheet report of latest Licence Checks, together with a separate record of endorsements.

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Whilst reference is made to regular eyesight assessments within the Guidance Handbook, it is understood that there are currently no regular eyesight checks of ability to read a number plate at 20.5 metres (other than undertaken at recruitment / induction).

The Guidance Handbook sets out the responsibility of drivers in relation to keeping their Licence details up to date and reporting of driving offences, medical conditions and any roadside inspection or police stops.

It is understood the Council do not currently utilise any EU (on non- UK Licences) or non-EU drivers.

Recommendations:

The Council should consider as a ‘best practice’ undertaking simple eyesight checks of drivers (check ability to read a standard Number Plate at 20.5 metres) at recommended 6 monthly intervals, and retaining records of such checks.

Priority Rating: 3C

Loading/unloading and overloading of vehicles

Arrangements	Improvement Required
Compliance with arrangements	Improvement Required

The Auditor was advised that Council vehicles carry varied loads, dependent on Service and activity.

The Guidance Handbook sets out the responsibility of drivers relating to overloading and load security, including taking their vehicle for a weighbridge check if they have any concerns.

The Auditor viewed spreadsheet evidence of load weighing being undertaken in respect of Waste activities,

The Auditor was provided with a copy of a PG170 Prohibition Notice for overloading, in connection with vehicle KN17BHA, on 18/01/18.

This was subject to removal after 2 hours.

It was not clear if any further action had been taken by the Police in connection with this incident.

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The Auditor was also provided with a copy of prosecution correspondence in connection with alleged overloading, this relating to vehicle ST64XXG, on 29/02/16.

It was noted that both of the above vehicles were plated at 3,500kgs and therefore do not fall under the scope of the Operator Licensing regime.

Recommendations:

The Council should provide continued regular training to its drivers so they understand the importance of safe and compliant loading practices.

Priority Rating: 2C

Offences, investigations and follow up action in respect of prohibition notices and road traffic offences

Arrangements	Improvement Required
Compliance with arrangements	Improvement Required

The Auditor was provided with details of the following Prohibition Notices in respect of LGV vehicles received since the Public Inquiry in December 2014.

Drivers Hours Prohibitions (TE160DH)	2
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The Drivers Hours Prohibitions (in May and November 2015) were in respect of exceeding 4.5 hours driving, within the band 0-15 minutes (the former) and failure to record ‘other work’ (the latter).

It was not clear if the Council had submitted any explanation of either circumstance to the Office of the Traffic Commissioner.

The Auditor was advised that LGV drivers have not been the subject of any speeding penalties whilst on Council duties in the period since the Fleet Compliance Manager took up his post in August 2015.

The Auditor was advised that to the knowledge of the Fleet Compliance Manager no LGV drivers have incurred any Graduated Fixed Penalties in the period since he took up his post in August 2015, albeit that there was uncertainty about the outcome of the two TE160DH Prohibitions detailed above.

As previously mentioned the Auditor was advised that the Council was called to Public Inquiry in December 2014.

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Recommendations:

Transport Management are reminded that the Office of the Traffic Commissioner must be advised in writing within 28 days of any enforcement action upon the Council or its drivers. Any offence involving a Council commercial vehicle must be advised in writing to the Office of the Traffic Commissioner. It is recommended that the Council retain and regularly review the document:

<https://www.gov.uk/government/publications/goods-vehicle-operator-licensing-guide-gv74> [see Annex 7: Relevant Convictions],

to aid in ensuring that relevant enforcement actions are identified and reported to the Office of the Traffic Commissioner.

Priority Rating: 2C

General items including authorised use of vehicles, vehicle taxation and cab notices

Arrangements	Satisfactory
Compliance with arrangements	Improvement Required

The Council utilises the DVLA Fleet scheme to administer the VED for their fleet.

The Auditor undertook a physical audit of three vehicles available at the operating centre and the following results were noted:

Registration No.	SV12XTT	SV16HDU	SW66OVV
Height Indicator	Yes	Yes	Yes
Plating Certificate	Yes	Yes	Yes
'O'Licence Disc	Yes	Yes	Yes
No Smoking sign	Yes	Yes	No
Use Seatbelts sign	No	No	No
Wheel Nut Indicators	Yes	Yes	Yes

Recommendations:

The Council should ensure that 'No Smoking' signs are fitted in all vehicles and that staff do not smoke in the vehicles. - **Priority Rating: 1A**

It is recommended as best practice that 'Use Seatbelt' signs are fitted in all vehicles. - **Priority Rating: 3C**

Tel: 01892 526171*
Fax: 01892 534989

www.fta.co.uk   

Freight Transport Association Limited
Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ • Registered in England Number 391957

*Calls may be recorded for training purposes
10.16/KP

**FREIGHT TRANSPORT ASSOCIATION OPERATOR LICENCE COMPLIANCE AUDIT
Aberdeen City Council - Aberdeen - May 2018**

Audit Ref.	Action Item – Issued	Priority Rating	Target Date	Comment
4.1	The Council may wish to consider inviting selected Supervisory management of the Departments to attend the monthly Fleet Department Meeting. This would assist in raising awareness of the importance of compliance issues amongst a wider audience and also assist the Council in demonstrating that it has a professionally trained operational structure that is effectively and continuously in control of all its LGV driving operations.	3C	31/08/2018	Monthly meetings with all Services are and have been ongoing over the last 2 years and any Compliance issues raised are discussed and resolved. The content of this report will be shared. Completed May 2016
4.2	Maintenance contracts – each agreement should include a Schedule detailing the vehicles and trailers covered by the agreement. A copy of each Agreement should be submitted to the Office of the Traffic Commissioner and any subsequent changes advised in writing, so that it is clear at any given time that inspection arrangements are in force for all vehicles specified on the Operator’s Licence.	2A	30/06/2018	Maintenance contracts / agreements are in place for the 3 main providers of external maintenance for LGV vehicles, copies were sent to the Traffic Commissioner as and when required. Completed August 2016
4.3	The Council should satisfy itself that the Tacho-Data system is providing accurate WTD reports, by Driver, of average and maximum weekly hours worked during relevant reference periods, to ensure that effective analysis and reporting of working time is facilitated.	1A	30/06/2018	External supplier Tacho-data is now providing the reports in the format expected by DVSA and these reports are being sent to the relevant services for review. The reference period is 17 weeks for all staff. Completed June 2018
4.3	Data analysis of the analogue tachograph charts - it was not clear how the process works in respect of the analogue tachograph charts and it is recommended that Council transport management review this with Tacho-Data to ensure that a robust process is in place to ensure that driving data recorded via this mechanism is being collated and reported.	2A	31/08/2018	There are only 6 vehicles left in the Fleet with Analogue Tacho units, a more robust system is being put into place with Tacho-Data until such time these vehicles are replaced. In progress
4.3	Infringements - it is extremely important that the Council can demonstrate that management are continually reviewing the outcomes from Driver’s Hours analysis (which they are), but additionally taking effective management action when infringements are identified. Within this it is recommended to establish a reporting mechanism to identify specific outstanding infringements, together with the current percentage of infringements issued to Departments, but not ‘closed out’, so that it can be sure that all infringements have been processed accordingly.	2A	31/08/2018	A system is implemented but as yet the process is not fully completed due to a shortage of staff in Compliance, this is being addressed with one position filled and the Compliance Managers role filled and in position early August 2018. In progress
4.3	Council Transport Management should ensure compliance to Drivers’ Hours Regulations is maintained through a combination of continuing driver training (at least an annual refresher, for all Drivers) and if necessary, focus on disciplinary procedures. Evidence of such training should continue to be retained by the Council.	2A	30/06/2018	This will be addressed in conjunction with Drivers CPC Training. Completed June 2018

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Aberdeen City Council - Aberdeen - May 2018**

Audit Ref.	Action Item – Issued	Priority Rating	Target Date	Comment
4.3	It is recommended that management initiates a simple monthly random audit system of overspeeding events identified via the Tacho-Data system, so that Company management can demonstrate they are aware of, and take action, relating to this important compliance issue. Any specific infringements should be the subject of Driver counselling and Drivers should be made aware that identified repeat infringements could be the subject of disciplinary action.	2A	30/06/2018	There has been a system in place to carryout routine audits on Services, part of the audit is to see what action has been taken by the Service in the event of any infringements that have been highlighted. Completed April 2016
4.4	Pre-planning of key maintenance tasks – the current utilisation of three separate systems to undertake key elements of maintenance planning involves considerable complexity and duplicated effort in controlling what should be a relatively straightforward task. The Council are recommended to explore options to either ensure the future reliability of the Tranman system, or replace it with a robust alternative, to include the essential pre-planning of MOT's referred to in the following section. DVSA expect holders of Operator's Licenses to be in control of their essential maintenance planning and that they can demonstrate a robust method of achieving this at all times.	1C	30/09/2018	The Fleet Management system has been under review for more than 2 years through the Fleet Improvement Programme, PWC Business case, Fleet Business Case and currently under Service Redesign. In progress
4.4	Inspection frequencies must be adhered to at all times. DVSA is now putting emphasis on ensuring that inspections are undertaken at the required frequency. Good practice requires that inspections are undertaken by the due date and it is an absolute requirement that they are undertaken within the relevant ISO week (Monday to Sunday).	1A	30/06/2018	The report highlighted 3 vehicles were overdue their safety check date, these dates were misinterpreted by the FTA Consultant on the Fleet Management system, the dates were the date work started when the vehicles were actually in the workshop waiting to be started. The ISO week will be adhered to. No action required complete.
4.4	A best practice recommendation would be for the Council to take a copy of each vehicle O Licence disc to retain within the vehicle file.	3C	31/08/2018	This process will be put in place. To progress
4.4	It is recommended that continuing refresher training is provided to Drivers to ensure that they are fully aware of their responsibilities relating to conscientious and accurate Daily Checks and Defect Reporting.	2C	30/09/2018	These subjects are covered in the periodic drivers CPC training, Fleet are to look at setting up online training for these subjects where there will be a test element involved. To Progress
4.4	Fleet management may wish to satisfy themselves that a robust process is in place to ensure that rectification of defects cannot be overlooked, between the Departmental reporting systems and the Fleet workshop.	2C	31/08/2018	Vehicles presented for safety inspections that have defects that should have been picked up at the drivers first use check are highlighted and an investigation is initiated to the service and appropriate action taken where necessary. Completed June 2016

**FREIGHT TRANSPORT ASSOCIATION OPERATOR LICENCE COMPLIANCE AUDIT
Aberdeen City Council - Aberdeen - May 2018**

Audit Ref.	Action Item – Issued	Priority Rating	Target Date	Comment
4.4	Fleet management are recommended to initiate sample comparison of completed Inspection reports with 'Daily Vehicle Check and Drivers Defect Report – Large Goods Vehicles' reports for the days leading up to the actual vehicle inspection in order to highlight any driver inconsistencies in reporting of defects. It should be made clear to Drivers (in writing) the importance of accurately undertaking the daily check process and that repeated instances of failure to identify defects may lead to disciplinary action.	3C	31/08/2018	This will be discussed and implemented by all Services and Fleet. The drivers defect report is currently being reviewed and when finished samples of how to complete will be issued to all services and drivers. To Progress
4.7	DVSA expect LGV drivers to have refresher training on Drivers' Hours and Records and Drivers Daily Walk Around Checks annually (whether through DCPC training or not). The Council should ensure that this training is delivered annually and that evidence is retained.	2C	30/09/2018	These subjects are covered in the periodic drivers CPC training, Fleet are to look at setting up online training for these subjects where there will be a test element involved.. To Progress
4.7	It is recommended that LGV Drivers are given readily accessible guidance specifically relating to the duties and responsibilities of LGV drivers (including Drivers Hours, WTD compliance and Drivers Daily Walk Around Checks). This could be provided by issue of a recognised Drivers Handbook such as produced by the FTA. Evidence of such issue should be retained by the Council.	3A	31/09/2018	Fleet to look at cost to purchase booklet information or also set up online training for drivers. . To Progress
4.7	It is recommended that the scope of 'Gatehouse Checks' be expanded to ensure that all random spot check carried out by Supervisors ensures that LGV Drivers are carrying their DQC cards, and that such checks are noted.	2C	31/08/2018	This is already a part of the Gatehouse check list. Completed June 2016
4.8	The Council should consider as a 'best practice' undertaking simple eyesight checks of Drivers (check ability to read a standard Number Plate at 20.5 metres) at recommended 6 monthly intervals, and retaining records of such checks.	3C	31/08/2018	This will be discussed and considered by all Services and Fleet. To Progress
4.8	The Council should provide continued regular training to its Drivers so they understand the importance of safe and compliant carrying of load practices.	2C	31/09/2018	Fleet to look at cost to purchase booklet information or also set up online training for drivers. . To Progress
4.8	Transport management are reminded that the Office of the Traffic Commissioner must be advised in writing within 28 days of any enforcement action upon the Council or its Drivers. Any offence involving a Council commercial vehicle must be advised in writing to the TC.	2C	31/08/2018	This is the current practice and process, Fleet were advised to set up a shared drive / folder to save all letters to the Traffic Commissioner. Completed June 2018
4.8	The Council should ensure that 'No Smoking' signs are fitted in all vehicles and that staff do not smoke in the vehicles.	1A	30/06/2018	Signs for no smoking as required under Scottish Legislation are applied to all vehicles and missing signs are being replaced when a vehicle comes into the workshop. The Environmental Health Officer has been advised on this observation. Completed June 2018

FREIGHT TRANSPORT ASSOCIATION OPERATOR LICENCE COMPLIANCE AUDIT
Aberdeen City Council - Aberdeen - May 2018

Audit Ref.	Action Item – Issued	Priority Rating	Target Date	Comment
4.8	It is recommended as best practice that 'Use Seatbelts' signs are fitted in all vehicles.	3C	31/08/2018	This is a recommendation but not mandatory, Fleet will enquire as to the cost to implement this sign or may link it in with other signage. To progress



Road Safety Inspection Policy

June 2018



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1 Introduction

1.1 The Roads (Scotland) Act 1984

The Roads (Scotland) Act 1984, Section 1, states that "...a local roads authority shall manage and maintain all such roads in their area as are for the time being entered in a list (in this Act referred to as their "list of public roads") prepared and kept by them under this section."

1.2 Code of Practice

The 'Well-managed Highway Infrastructure' Code of Practice is designed to promote national adoption of an integrated asset management approach to highway infrastructure based on the establishment of local levels of service through risk-based assessment.

1.3 The Society of Chief Officers of Transportation in Scotland (SCOTS)

SCOTS developed their guidance document for Road Safety Inspections and Defect Categorisation in partnership with Scottish Roads Authorities to achieve a common standard for their network based on The Roads (Scotland) Act 1984, Section 1, and the Well-managed Highway Infrastructure Code of Practice.

The SCOTS recognise that Councils are currently faced with delivering services within an environment of increasing fiscal austerity and are aware of the benefits that can be achieved by adopting a common approach and minimum standards.

This consistent approach will also assist Councils when defending any public liability claims that may be intimidated against them.

2 Policy Statement

Aberdeen City Council recognises the importance of a consistent approach to inspection standards of its public roads network. It furthermore seeks to achieve best value in the management and maintenance of its road network through the use of risk-based asset-management principles.

Aberdeen City Council will:

- Carry out road inspections and repairs which comply with the guidance contained within Aberdeen City Council's "Road Safety Inspection Manual"
- Inspect carriageways and footways in accordance with Aberdeen City Council's "Road Safety Inspection Manual" to facilitate prioritisation of carriageways and footways for inclusion in future Maintenance Programmes
- Maintain a current inventory of road carriageways, footways and significant associated assets to be maintained.

3 Scope

This policy shall apply to:

- All carriageways on Aberdeen City Council's existing road network and associated assets
- All footways on Aberdeen City Council's existing road network and associated assets
- Duty of Care to record and notify third party defects
- Duty of Care to notify statutory undertakers defect

4 Implementation and Compliance

Aberdeen City Council's "Road Safety Inspection Manual" contains detailed guidance on carrying out road safety inspections and for the records maintained in the inventory.

The Chief Operating Officer, or delegated officers, will be responsible for updating the Road Safety Inspection Manual to reflect changes in legislation, advances in material technology and any other improvements or amendments considered to be needed.

The Roads Operations Manager shall be responsible for Inspection compliance, ensuring that guidance in the procedure is complied with, inspections are undertaken, and the inventory is maintained.



Road Safety Inspection Manual

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Revision	Purpose	Date	Approved By
CMT Final	For Approval by CMT Committee	June 18	

1.0 CONTROL OF DOCUMENT

1.1 The Roads Operations Manager will hold the signed original copy of each revision of the Aberdeen City Council (ACC), Roads Safety Inspection Manual.

2.0 INTRODUCTION TO THE POLICY

2.1 As required by Section 1 Roads (Scotland) Act 1984, “a local authority shall manage and maintain all such roads in their area as are for the time being entered in a list prepared and kept by them”. ACC is bound to comply with this legislation and manage its roads accordingly.

2.2 The establishment of an effective regime of inspection, assessment and recording is the most crucial component of road maintenance. The safety inspection regime provides the basic information for addressing the first core objective of roads maintenance, network safety.

2.3 In line with the principles of ‘Well-managed Highway Infrastructure: A Code of Practice (CoP)(October 2016)’, guidance for safety inspections has been established with consideration given to specific local circumstances and the relative risks and consequences associated with these. The characteristics of the regime, including the frequency of inspection, items to be recorded, and the nature of response are defined by this Road Safety Inspection Manual, which is set in the context of ACC’s overall policy and maintenance strategy.

3.0 PURPOSE OF SAFETY INSPECTIONS

3.1 Safety inspections are designed to identify all defects likely to cause danger or serious inconvenience to users of the network or the wider community. Such defects include those that require urgent attention as well as those where the locations and sizes are such that longer periods of response are appropriate.

3.2 The Safety inspection regime forms a key aspect of ACC’s strategy for managing liability and risk. The computerised inspection system, used by ACC, effectively manages the inspection patterns and frequency. Built in safeguards minimize the chance of inspections being missed or duplicated.

3.3 ACC uses its safety inspection process, monitoring information and a regime of proactive maintenance to reduce risk and provide the public with a safer roads network.

3.4 When a repair is made to correct a safety defect, the only consideration made will be to eliminate the risk associated with that defect as quickly and safely as reasonably possible. Repairs made may be temporary or permanent and may not necessarily be made using the same materials as those surrounding the defect, especially in areas of non-standard road or footpath construction material.

4.0 DEFINITIONS

4.1 Unless otherwise stated, terms used in this manual are as defined in CoP.

4.2 Defects are classed in:

- Category 1 - Immediate action: Those that require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short-term structural deterioration. Category 1 defects shall be corrected or made safe at the time of the inspection and cannot be left without intervention.
- Category 2a - Repair within 2 working days: Defects which, following a risk assessment, are deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Defects that represent a medium risk to road users but are liable to deteriorate at a rate, or in a manner, to move them to a category 1 defect if not addressed promptly.
- Category 2b - Repair within 7 working days: Defects which, following a risk assessment, are deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Defects that represent a medium risk to road users or have a risk of short term deterioration.
- Category 3 - Repair within 28 working days: Defects which, following a risk assessment, are deemed not to represent an immediate or imminent hazard or risk of short term structural deterioration. Defects that represent a low risk to road users.
- Category 4 - Defects that do not present a safety risk at the time of inspection and are not likely to become safety issues before the time of the next scheduled inspection.

4.3 Further guidance about the level of response to defects is contained in Section 5.0 and Appendix A of this document.

5.0 FREQUENCY AND METHODOLOGY OF INSPECTIONS

5.1 The CoP sets out advice for authorities regarding safety inspections frequencies based upon categories within the network hierarchy (Table 1). These have been linked to ACC's network to determine the frequency of safety inspections on the ACC network. Where appropriate the following considerations have been taken into account:

- The hierarchy of the network
- Traffic use
- Incident or insurance history
- Characteristics of adjoining network elements
- Wider policy and operational considerations

Where two categories of the network intersect, the category with the higher intervention levels shall be applied to both at that location.

Table 1 – ACC Roads Hierarchy

The below table is an adaption of the one found in the CoP and explains how roads are categorised within ACC’s network.

Carriageway category	Hierarchy description	Type of road general description	description
1	Motorway	N/A	N/A
2	Strategic Route	Principal A Roads between Primary Destinations	Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits generally in excess of 40mph with few junctions.
3a	Main Distributor	Major Urban Network and Inter-Primary Links. Short to medium distance traffic.	Routes between strategic routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40mph or less.
3b	Secondary Distributor	Classified Roads (B and C Class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions.	In rural areas these roads link the larger villages and HGV generators to the Strategic and Main Distributor Network. In built up areas these roads have 30mph speed limits and high pedestrian activity.
4a	Link Road	Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions.	In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always suitable of carrying two-way traffic. In urban roads they are residential or industrial inter connecting roads with 30mph speed limit.
4b	Local Access Road	Roads serving limited numbers of properties carrying only local access traffic.	In rural areas these roads serve small settlements and provide access to individual properties and land. They are often single lane and unsuitable for HGV and in residential areas they are generally residential loop roads or cul-de-sacs.

Table 2 – ACC Footway Hierarchy

The below table is an adaption of the one found in the CoP and explains how footways are categorised within ACC's network.

Category	Category name	Description
1a	Prestige Walking Zones	Very busy areas of town centres with high public space and street scene contribution.
1	Primary Walking Routes	Busy urban shopping and business areas and main pedestrian routes.
2	Secondary Walking Routes	Medium usage routes through local areas feeding into primary routes, local shopping centres etc.
3	Link Footways/Footpaths	Linking local access footways through urban areas and busy rural footways.
4	Local Access Footways/Footpaths	Footways associated with low usage, short estate roads to the main routes and cul-de-sacs.

5.2 Planned Safety Inspections shall be carried out at the frequencies shown in Table 3 and within the tolerances shown in Table 4.

Table 3 – ACC Roads Inspection Frequencies

Feature	Description (as per CoP)	Category (as per CoP)	Inspection frequency
Roads	Strategic Routes	2	Monthly (Min 10/year)
	Main Distributor	3a	Monthly (Min 10/year)
	Secondary Distributor	3b	Monthly (Min 10/year)
	Link Road	4a	Every 3 months
	Local Access	4b	Annually
	All other locations (Carparks)	4b	Annually
Footways	Prestige Walking Zones	1a	Monthly (Min 10/year)
	Primary Walking Routes	1	Monthly (Min 10/year)
	Secondary Walking Routes	2	Every 3 months
	Link Footway	3	Every 6 months
	Local Access Footways	4	Annually
Cycle Route	Part of Carriageway		As per associated road
	Remote From Carriageway		Every 6 Months
	Cycle Trails		Annually

Table 4 - Safety Inspection Tolerances

For each inspection frequency listed in table 3, the below table outlines the maximum time there will be between each inspection.

Frequency of inspection	1 month	3 months	6 months	1 year
Tolerance	+/- 5 days	+/- 7 days	+/-20 days	+/- 27days
Max period between inspection	36 days	100 days	200 days	392 days

Note: all time periods are in calendar days NOT working days.

5.3 The inspection frequencies found in table 3 will be the minimum number of inspections (Excepting that other factors may preclude some inspections, e.g. weather, sickness etc).

5.4 Safety inspections are designed to identify all defects likely to create danger or serious inconvenience to the users of the network or the wider community. The risk of danger is assessed on site and the defect is categorised as either Category 1, 2a, 2b, 3 or 4 and the appropriate response time is then allocated based on the guidelines in Appendix A.

5.5 Safety inspections are undertaken in a slow-moving vehicle by a single person driving and inspecting. Consideration must be given to the safety of the inspection personnel and other road users during the driven inspections. The inspection covers all areas within the City boundary along that road. In urban areas, particularly when inspecting footways, it may be difficult to ensure that the inspection is carried out correctly by vehicle and it may be necessary to carry out these inspections by foot. Walked inspections will be the normal method for town centre inspections. Cycle ways may also be inspected by visual inspection from a vehicle or by bicycle.

5.6 Defects that are reported by the public will be inspected within 5 working days and the appropriate level of response will be determined using the guidelines set out within this document.

5.7 Section 140 of the New Roads and Street Works Act 1991 (NRSWA) places a duty on undertakers (utilities) to maintain their apparatus to the reasonable satisfaction of the Roads Authority. However recent case law has shown that Roads Authorities have a joint liability with the undertakers.

5.8 When an inspection identifies a particular piece of defective apparatus that is deemed to be unsafe and requiring attention, notification will be sent to the appropriate party requiring them to carry out remedial action under Section 140 of the Act. This notification should detail the apparatus and its location complete with maps, postcode and grid reference.

5.9 If remedial action is not carried out within a reasonable timescale, the Roads Authority may carry out repairs themselves and recharge their reasonable costs (as per Section 140 of the NRSWA 1991).

6.0 ADDITIONAL INSPECTIONS AND EXCEPTIONAL CIRCUMSTANCES

Additional inspections may be necessary in response to user or community concern, as a result of incidents, extreme weather conditions or monitoring information. These have been identified through the risk management process and have been summarised below. The occurrence of any such inspection and its outcome is recorded in the same format as a programmed safety inspection but is recorded as being an additional inspection.

6.1 Reactive inspections -

An appropriate person with the relevant experience and knowledge responds to user or community concerns and requests for service. Based upon the severity of the situation, a site visit may be required to make a more thorough assessment of the safety or service request. The defects are assessed with the same criteria and intervention levels as those within the programmed Safety Inspection process.

6.2 Find and Fix -

This type of operation can be beneficial when dealing with multiple defects in a particular area. Response gangs are allocated to routes on a prioritized basis for initial assessment and making safe where possible. Defects that cannot be made safe immediately are referred to an appropriate person for prioritisation and additional resources.

6.3 Historic Features -

Many roads have been adopted with historic features that would not be acceptable in a current road design. This might include steps, cellar openings or drainage arrangements that present potential trip situations worse than the intervention levels suggested in this document. These should not be recorded as defects, as in law the road has been adopted with these encumbrances and the public must take appropriate care.

6.4 Monitoring of protection -

Where defects with potentially serious consequences for network safety are made safe by means of temporary signing or other protection, arrangements may be made for a special inspection regime to ensure the continued integrity of the protection is maintained until a repair can be made. This should be recorded by the work operative.

6.5 Exceptional circumstances -

In exceptional circumstances, inspections may not be able to be carried out. For instance, where road defects are hidden by static objects such as bins, parked vehicles, skips etc.

6. 6 During periods of extreme weather, the safety inspection policy may be suspended. The authority for such action lies with ACC's Roads Operations Manager. Suitable records of these instances are kept.

7.0 ITEMS FOR INSPECTION

7.1 Items included in safety inspections are outlined in Appendix A. The roads inspectors also record any other defects not included on this list that they consider are likely to create danger or serious inconvenience to the community.

7.2 Additional inspections relating to centre and edge line road markings, road studs and road signs may be carried out in the hours of darkness to assess reflectivity. The occurrence of any such inspection and its outcome is recorded in the same format as a programmed Safety Inspection but is recorded as being an additional inspection. Any work resulting is carried out as programmed work.

7.3 All trees within the adopted road network are required to be inspected during the routine safety inspections. Any defect or feature likely to cause an obvious danger by encroachment, visibility obstruction, damage, ill health or trip hazard is recorded and the appropriate action taken. Under Section 83, or 91, of the Roads (Scotland) Act 1984, ACC deals, by consultation with the owners and if required a Notice, with hedges, trees and shrubs growing on adjacent land which overhang the road. ACC carries out additional tree inspections with qualified arboriculturalists.

7.4 All Safety Inspectors receive some basic arboricultural guidance but a qualified arboricultural advisor carries out an inspection when specialist knowledge is required. Their advice is also sought before any work is carried out on tree roots causing a problem to a footway surface. Qualified tree surgeons will be used when conducting tree maintenance work for ACC.

8.0 DEGREE OF DEFICIENCY AND NATURE OF RESPONSE

8.1 The risk-based approach to defect categorisation provided within this document takes consideration of the roads hierarchy on which a defect lies. An assessment, based upon a number of risk factors (outlined below and in Appendix A) will consider the context of the defect as well as its nature, is used to determine an appropriate response time.

8.2 Defects that represent an immediate or imminent hazard shall be corrected or made safe at the time of the inspection.

8.3 Other significant defects which, following a risk assessment, are deemed not to represent an immediate or imminent hazard, or when there is not deemed to be a risk of rapid structural deterioration, shall be repaired within the timescales shown in Table 5.

8.4 Using a risk-based approach to defect categorisation, Inspectors will use on-site judgement when determining the required response to any defect. In determining the correct response time and intervention they will consider all relevant factors that determine the potential safety implications of a defect. These include, but are not limited to:

- The size - width, length and depth and general extent of the defect (see intervention categories in Appendix A)
- The road class and hierarchy

- The location of the defect relative to the probable positioning of road users, especially vulnerable road users – e.g. is a defect in a normal wheel track or on a crossing
- The volume of traffic at the defect location
- Local knowledge of the road and how it is utilised by road users
- The speed limit of the road
- The nature of the defect and its interaction with other defects
- The weather conditions and potential results thereof e.g. potential of freezing surface water in low temperatures.

8.5 The intervention levels, the making safe, and the permanent repair times for each item listed for inspection have been determined for each category of the network by evaluating the likely impact (should the risk occur) and the probability of it actually occurring. The resulting risk factor determines the category and timescale to rectify the defect. The subsequent intervention levels apply as a minimum (unless the feature is by design) and are set out in Table 6 and Appendix A.

8.6 Where a permanent repair will necessitate obtaining details of equipment from statutory undertakers before work can be safely carried out, a timescale of 3 months will apply. This will generally only apply where excavations are required.

8.7 ACC has a varied road and footway network. From high volume dual-carriageway in congested urban environments to single lane rural roads connecting the outlying areas. Road and footway users should expect to find a condition which is safe and consistent with the type of and location of that particular infrastructure. A road user could reasonably expect the condition of a principal class A road, carrying high volumes of traffic at speed, to be in a higher state of repair to an unclassified road in a very rural environment. This concept of fit for purpose roads is captured in the Code of Practice by dividing road types up into classes and maintenance hierarchies. As such, Aberdeen's approach to Local Access Roads will be to consider safety defects as those having a lower intervention level, or longer response time, than those on other parts of the network. Table 5, below, and Appendix A outline the detailed requirements for each defect type.

Table 5 - Safety Defect Repair Times

The following table outlines the timescales within which ACC aim to repair defects in each category.

Defect Category	Timescale for the repair of safety defects
Category 4	No action – review condition of defect at next inspection
Category 3	Repair within 28 working days
Category 2b	Repair or make safe within 7 working days
Category 2a	Repair or make safe within 2 working days
Category 1	Repair or make safe within 4 hours
	Other – pass to Technical and Traffic Management Team

Table 6 – General Defect Matrix

The table below demonstrates the possible response options depending on the road hierarchy and defect severity. Table 5, above, acts as a key for response times.

Hierarchy \ Impact	4b	4a	3b	3a	2
Negligible – Minor defects that are not considered a danger/hazard	Green	Green	Green	Green	Green
Low – some defects present but unlikely to create danger/hazard	Green	Green	Green	Green	Green
Noticeable – Significant defects that could be a danger/hazard	Yellow	Yellow	Yellow	Yellow	Yellow
High – Major defects that could result in a serious danger/hazard	Red	Red	Red	Red	Red
Non Safety Related Defects – Defects worthy of note/Potential future work programme	Black	Black	Black	Black	Black

Where two intervention levels are shown for a given impact category, the inspector has discretion to determine which level of response is appropriate. E.g., a high impact, major defect could have a 4 hour or 2 day response time.

9.0 RECORDING AND MONITORING OF INFORMATION

9.1 All information obtained from safety inspections, together with the nature of response, including nil returns, shall be recorded consistently. The data obtained shall be able to be reviewed independently and in conjunction with other survey information. It shall be stored electronically on a server which is backed-up on a daily basis. Service requests, complaints, reports or information from

users and other third parties shall also be recorded, along with the nature of response, including nil returns.

9.2 All inspection records automatically store the date and the name of the person conducting the inspection.

9.3 The network and its hierarchy are fluid and as a minimum the network shall be reviewed for changes with regard to hierarchy annually. Changes in safety inspection frequency shall subject to the approval by ACC's relevant committee and may be altered in response to the factors listed below:

- Traffic growth or reduction
- Accident rates
- Pedestrian/cyclist growth or reduction
- Sections of network being promoted as safer routes to school or for leisure use
- Recurring defects of the same nature being identified at a location where non-routine maintenance work is required to resolve the issue
- Non-routine maintenance work carried out to resolve recurring defects identified at a specific location

10.0 HEALTH, SAFETY AND TRAINING

10.1 Highway safety inspections require concentration on the identification and recording of defects, but not at the expense of the safety of the inspector or road user.

10.2 Health and safety risk assessments and safe systems of work must cover all inspection activities identifying potential hazards to inspectors and road users and appropriate control measures. These risk assessments and safe systems of work must be reviewed regularly to consider newly identified risks, new or amended legislation, new or revised inspection methods and new or revised defect repair methods. Reference should be made to the Corporate Health and Safety Policy and the Roads Operations Risk Assessments.

10.3 All personnel involved in managing or carrying out road safety inspections must be fully familiar and compliant with the safe systems of work set out. Should a roads inspector feel that a safe system of work does not provide sufficient protection at a specific location on the network, he/she must stop work immediately and inform their Line Manager. It may then be necessary to amend or develop a new risk assessment and safe system of work for that particular location or inspection before the inspection is continued.

10.4 The following guidelines relate to the various ways in which a safety inspection may be carried out. These guidelines are not exhaustive and any unique situation which may arise associated with an inspection needs to be carefully appraised to ensure that appropriate systems of work are identified and implemented.

10.5 In general, road safety inspections are carried out from a slow-moving vehicle or on foot. General control measures are listed below but should not be considered exhaustive.

10.6 Inspections from a vehicle:

- The vehicle must be fitted with the appropriate beacons and reflective signing, and the equipment used where appropriate
- Appropriate personal protective equipment and clothing will be used at all times
- Should it be necessary for the vehicle to stop, the vehicle shall be parked off the live road wherever possible. If this cannot be achieved then there must be clear visibility in both directions and the roof mounted beacon must be switched on. Traffic must not be forced across any continuous white centre lining. If this cannot be achieved, advanced temporary traffic signing must be installed
- Planned road inspections shall not be carried out under conditions of adverse weather conditions e.g. snow, fog or heavy rain
- When possible, inspections shall not be carried out during morning and evening peak periods when pedestrian and vehicle movements are high.

10.7 Inspections on foot:

- Lone working procedures must be followed
- Appropriate personal protective equipment and clothing will be used at all times
- Inspections will be conducted from footways or verges where possible
- When conducting an inspection on foot in the carriageway or on a verge closer than one metre to the carriageway then adequate temporary signing and traffic management arrangements shall be provided
- Only special inspections of, for example, road markings and studs, shall be carried out during the hours of darkness/dusk
- When possible, inspections shall not be carried out during morning and evening peak periods when pedestrian and vehicle movements are high.

10.8 Appropriate experience and/or training is essential to ensure that personnel responsible for managing and carrying out highway inspections understand the reasons and importance of highway inspections. These reasons include public safety and the council's ability to defend liability claims.

10.9 The aim will be for Inspectors to be trained in accordance with the Scottish Credit and Qualifications Framework (Level 6) where reasonably practicable. New inspectors joining the organisation without this level of training will be given inhouse training provided by the safety inspection team (and assessed by the Technician) to achieve consistency in the identification of safety defects and the prioritisation of defect repairs in accordance with the guidance set out in this policy.

11.0 REFERENCE DOCUMENTS

Roads (Scotland) Act 1984

Well-managed Highway Infrastructure, A Code of Practice, October 2016.

Appendix A – Inspection Criteria

A.1 CARRIAGEWAY - POTHOLE

A pothole is a sharp-edged depression anywhere in a carriageway where part or all of the surface layers have been removed including carriageway collapses (including surrounds to ironwork and missing cats' eyes). A pothole will be classed as a safety defect when the maximum depth, of the sharp edge, is greater than 50mm deep, or through the full depth of the bituminous surface. If at any point the depth exceeds 100mm the pothole will be deemed as a safety defect. At controlled pedestrian crossing or other defined crossing points, e.g. at junctions or dropped crossings, intervention level will be when the maximum depth, of the sharp edge, is greater than 20mm. Where purpose designed shared surfaces exist then the lower intervention limit will be applicable.



Intervention Categories

Edge Depth	<35 mm	35 – 50mm	> 50mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.2 CARRIAGEWAY - ABRUPT LEVEL DIFFERENCES

An abrupt level difference in the carriageway will be classed as a safety defect when it has a vertical displacement of greater than 50mm.



Intervention Categories

Depth	<35 mm	35 – 50mm	> 50mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.3 CARRIAGEWAYS - CRACKS OR GAPS

Longitudinal and transverse cracking or gaps in the carriageway will be classed as safety defects when they are greater than 50mm deep and of sufficient width to present a hazard.



Intervention Categories

Width	<30 mm	30 – 40mm	> 40mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.4 CARRIAGWAY - CROWNING, RUTTING, EDGE DETERIORATION, OVER-RIDING AND DEPRESSIONS

Crowning, rutting, edge deterioration, over-riding and depressions will be classed as safety defects when they are greater than 75mm over a short distance.



Intervention Categories

Depth	<75 mm	> 75mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.5 FOOTWAY - POTHOLES AND EDGE DETERIORATION

A pothole is a sharp-edged depression anywhere in a footway where part, or all, of the surface layers have been removed (including footway collapses and surrounds to ironwork). A pothole will be classed as a safety defect when it is greater than 20mm deep in a generally acceptable footway however, on certain footways, where the surface profile is undulating, this depth may increase.



Intervention Categories

Depth	<20 mm	> 20mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.6 FOOTWAYS - ABRUPT LEVEL DIFFERENCES

An abrupt level difference in the footway will be classed as a safety defect when it has a vertical displacement greater than 20mm deep in a generally acceptable footway. Footways constructed from natural materials (e.g. granite) may be uneven and tolerance allowances should be made in these circumstances.



Intervention Categories

Depth	<20 mm	> 20mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.7 FOOTWAYS - CRACKS OR GAPS

Longitudinal or transverse cracking or gaps in the footway will be classed as safety defects when they are greater than 20mm deep.



Intervention Categories

Depth	<40 mm	> 40mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.8 FOOTWAYS - CROWNING, RUTTING AND DEPRESSIONS

Crowning, rutting and depressions will be classed as safety defects when they are greater than 25mm in depth over a distance of 600mm. All measurements will exclude tree pits around the base of trees.



Intervention Categories

Depth/Height	<25 mm	25 – 100mm	> 100mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.9 FOOTWAYS - ROCKING OR UNSTABLE SLABS

A rocking or unstable slab will be classed as a safety defect when the vertical displacement is greater than 20mm in height or depth, at the extremities of their movement, in a generally satisfactory footway.



Intervention Categories

Depth/Height	<20 mm	> 20mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.10 FOOTWAYS - KERBING DEFECTS

Individual cracked, chipped, rocking, uneven or missing kerbs will be classed as safety defects where they represent a tripping hazard, of a height greater than 20mm (but not close to or behind trees, street furniture and the like) or outwards in excess of 50mm.



Intervention Categories

Depth/Height	<20 mm	> 20 mm	Protruding > 50 mm
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These measurements will be considered alongside the other assessment criteria when determining an appropriate level and timescale of response.

A.11 CYCLEWAYS

Where cycleway forms part of the carriageway – carriageway criteria apply.

Where cycleway forms part of the footway or is off road – footway criteria apply.

A.12 MANHOLE COVERS, GRATINGS AND FRAMES

A cover, grating or frame in the carriageway, footway, cycle route or verge that is significantly damaged, dislodged, missing or not seated correctly will be classed as a safety defect. Privately owned rainwater channels, cellar flaps, area lights, coal holes etc., that are significantly damaged, dislodged, missing or not seated correctly will be made safe and/or the property owner notified by letter.

Intervention levels and defect repair period for Manholes will be identified using the General Defect Matrix

A cover, grating or frame which is higher or lower (>50mm carriageways and >20mm footways) than the adjacent carriageway or footway will be classed as a safety defect. At controlled pedestrian crossing or other defined crossing points, investigatory levels will be as for the adjacent footway (>20mm).



A.13 EMBANKMENTS AND CUTTINGS

Where a safety inspection identifies an embankment or cutting that is apparently unstable and represents an immediate or imminent hazard or there is a risk of short term failure, the area will be made safe within an appropriate timescale. These will then be referred to the Structures, Flooding and Coastal Protection Manager for further investigation and reactive inspections.



A.14 OVERGROWN VEGETATION

Hedges and trees that encroach within the envelope described below will be identified as a safety defect. Clearance envelope: 6m over carriageways and 2.4m over footways, cycle routes and verges. Vegetation on roads verges that significantly obscures forward visibility, visibility to signs or traffic lights, and visibility splays will be identified as a safety defect.

Vegetation obscuring street lighting will be reported to the Team Leader Technical - Street Lighting.

Intervention levels and defect repair period will be identified using the General Defect Matrix



A15. SAFETY FENCES AND PEDESTRIAN BARRIERS

Safety fencing, pedestrian guardrails or boundary fencing which is significantly damaged or protruding into the footway or carriageway will be classed as a safety defect.



Intervention levels and defect repair period will be identified using the General Defect Matrix.

Significant or major defects will generally be made safe by the end of the next working day and permanent repairs carried out as programmed work.

A16. ROAD MARKINGS

White line markings on strategic and main distributor roads of high safety risk or with relevant accident record should be renewed when they are no longer adequate for their intended purpose.



Intervention levels and defect repair period for worn road markings will be identified using the General Defect Matrix.

Yellow parking restrictions will only be deemed a safety defect where parking would cause a danger to other road users.

A17. TRAFFIC SIGNALS, ILLUMINATED BOLLARDS, PELICAN CROSSING LAMPS AND STREET LIGHTING

Damaged, missing or dirt obscuring any of the above that represents a significant or major hazard will be classed as a safety defect.

Intervention levels and defect repair period will be identified using the General Defect Matrix.

Generally, all defects will be made safe and reported as soon as possible to the Intelligent Traffic Systems Engineer or Team Leader Technical - Street Lighting.

A.18 GULLIES, DRAINS OR GRIPS

Damaged gullies, drains or grips that represent a significant or major hazard will be classed as a safety defect.



Intervention levels and defect repair period will be identified using the General Defect Matrix.

A.19 ILLEGAL SIGNS, FLY POSTERS AND ADVERTISING BOARDS

Illegal signs, fly posters or advertising boards that represent a significant or major hazard will be classed as a safety defect.

Intervention levels and defect repair period will be identified using the General Defect Matrix.

Generally, signs will be removed at the time of inspection if possible; otherwise the relevant information will be passed to the Roads Operations Manager for action.

A.20 UNSAFE STRUCTURES

Highways inspections will only be required to identify significant or major defects that can be identified visually during the normal course of inspections e.g. damage to the superstructure or supports of over-bridges, parapets and expansion joints. Significant or major defects will be reported to the Structures, Flooding and Coastal Protection Manager immediately who will arrange for the appropriate action to be taken.



A.21 DEBRIS, SPILLAGE OR CONTAMINATION, TREES WITH UNSTABLE BRANCHES

Intervention levels and defect repair period will be identified using the General Defect Matrix.

A.22 GRAFFITI

Graffiti that represents a significant or major hazard will be classed as a safety defect, e.g. obscured traffic lights.

Table 7 – Graffiti response matrix - this outlines how graffiti affecting various items of street furniture will be classed for response times (see tables 5 and 6 for further response detail and colour key).

GRAFFITI					
	2	3a	3b	4a	4b
Directional and other signs					
Warning signs					
Stop, give way and chevron signs					
A major hazard that could result in a serious danger/hazard or deemed offensive.					

A.23 TRAFFIC SIGNS AND BOLLARDS (Inc posts and plates)

Significant or major defects caused by damage to traffic signs will be classed as a safety defect. Stop, give way and chevron signs that are significantly damaged, missing or are not legible such that a sign is not effective or presenting a physical hazard to road users will be temporarily replaced by the end of the next working day and permanently repaired within 28 days. Other repairs will be carried out as programmed work.

Table 8 – Traffic Signs and Bollards response matrix – this outlines how defects affecting various street furniture will be classed for response times (see tables 5 and 6 for response detail and colour key)

TRAFFIC SIGNS AND BOLLARDS					
Type	2	3a	3b	4a	4b
Directional and other signs					
Warning signs					
Stop, give way and chevron signs					
Defect that is a major hazard that could result in a serious danger/hazard					

A.24 ELECTRICAL

A traffic sign that has damaged or exposed electrical components will be classed as an emergency and should be reported to the Team Leader Technical - Street Lighting.



Intervention levels and defect repair period will be identified using the General Defect Matrix.

Generally, damaged or exposed electrical components will be made safe as an emergency and reported to the Street Lighting team to arrange for repair.

A.25 BOLLARDS

A bollard that is significantly damaged or missing such that it presents a hazard to highway users will be classed as a safety defect.



Intervention levels and defect repair period for will be identified using the General Defect Matrix.

A.26 STREET FURNITURE

Damage to street furniture that represents a significant or major hazard will be classed as a safety defect.



Intervention levels and defect repair period will be identified using the General Defect Matrix.

Damage to street furniture will be reported to the relevant owner. Litter bins are the responsibility of Environmental Services. Damage to bus stops should be reported to the Public Transport Unit for action.

A.27 FLOODING AND PONDING

Any blocked gully which is giving (or could give) rise to flooding or severe ponding should be reported. Particular note should be taken of excessive standing water and water discharging onto and/or flowing across the carriageway where this is of a depth causing a potential danger.

Specific attention should be paid to water laying on or crossing the running surface of the carriageway or locations where pedestrians cross, e.g. dropped kerb crossing points.

Blocked gullies which are not at low points and are therefore not liable to give rise to ponding, but which require cleaning will be treated with a lower priority.

Instances of flooding which are temporarily covering, by water from any source, land not normally covered by water (not including a flood solely from a sewerage system) shall be recorded and passed to the Structures, Flooding and Coastal Engineering Manager by electronic means.

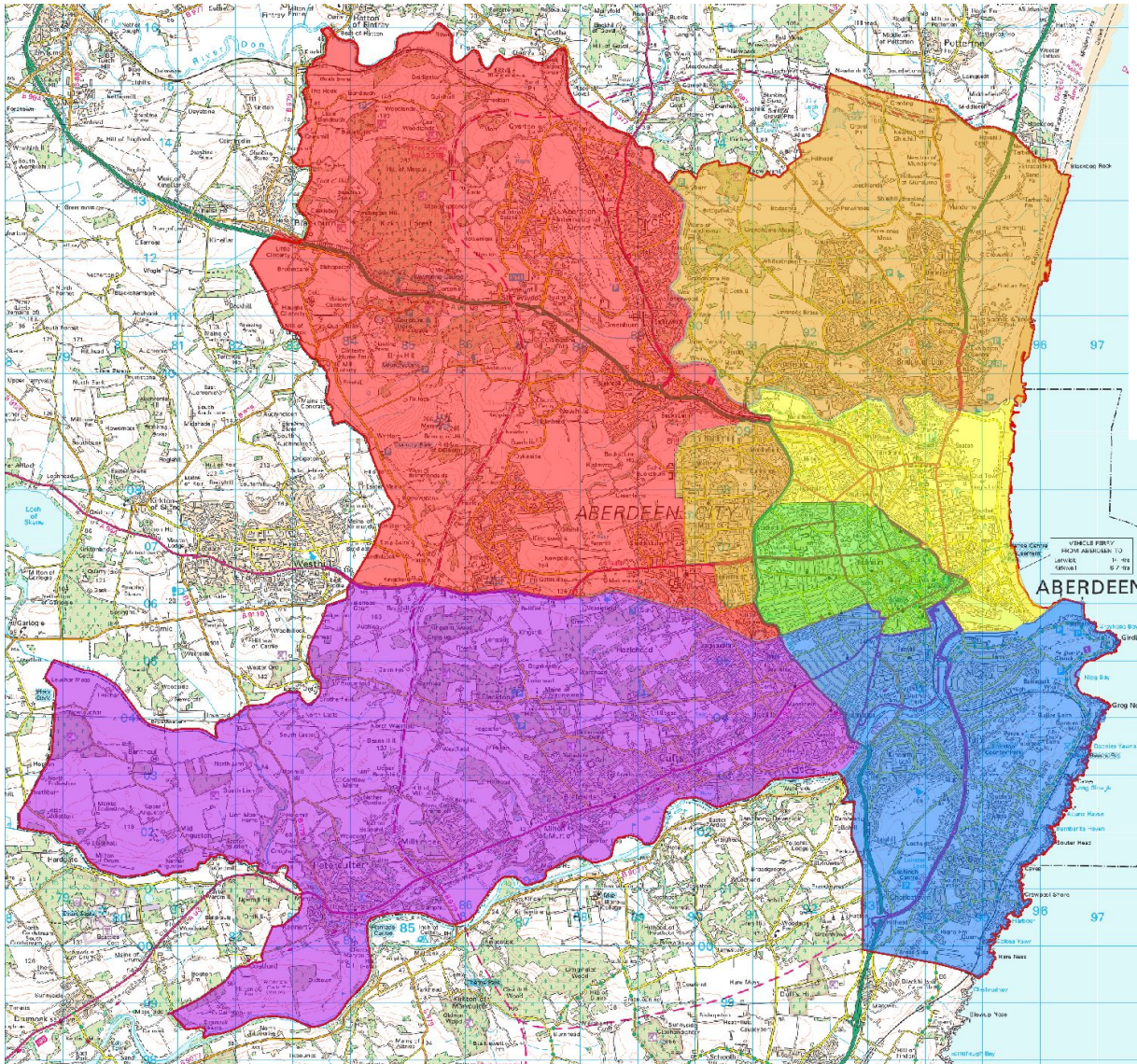
A.28 SKIPS, SCAFFOLDING, HOARDINGS AND OTHER ROAD OCCUPATIONS

Instances of road occupation which are temporarily occupying a part of the road shall be recorded and passed to the Team Leader – Roadworks Coordination by electronic means. If there is an immediate danger caused by this occupation then the Traffic Engineering manager should be immediately.

Instances of traffic signal faults shall be recorded and passed to the Intelligent Traffic Systems Engineer by electronic means. If there is an immediate danger caused by this occupation then the Intelligent Traffic Systems Engineer should be informed immediately.

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Road Safety Inspection Areas Map



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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	6 September 2018
REPORT TITLE	Cemeteries and Burial Grounds Management Rules
REPORT NUMBER	OPE/18/094
DIRECTOR	Rob Polkinghorne
REPORT AUTHOR	Graham Keith
TERMS OF REFERENCE	3

1. PURPOSE OF REPORT

The report seeks approval to make new Management Rules for Cemeteries and Burial Grounds within the remit of Aberdeen City Council.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Approve the draft Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2018 as set out in Appendix 2 subject to the appropriate consultation being undertaken.
- 2.2 Instruct the Chief Officer Operating and Protective Services to carry out a public consultation on the proposed Management Rules.
- 2.3 Instruct the Chief Officer Operating and Protective Services to report back to committee if significant objections and comments are received during the consultation with: (a) the results of the public consultation; and (b) with a recommendation as to the form the Management Rules should take following the public consultation.
- 2.4 Instruct the Chief Officer -Governance to sign the Management Rules on behalf of Aberdeen City Council if no significant objections or comments are lodged following the consultation.

3. BACKGROUND

3.1 Aberdeen City Council have in place Management Rules regulating the use of and conduct of persons within cemeteries and burial grounds (Appendix 1).

3.2 The rules (Appendix 2) have been updated to

- reflect changes in the organisation of Aberdeen City Council specifically a change of title from Bereavement Services Manager to Registrar
- advise that, as machinery is required to be used within cemeteries eg to cut grass, dig graves, remove unstable and dangerous headstones and trees, this machinery will require to travel over lairs and may, on occasion, work on lairs
- reflect the Scottish Outdoor Access Code and permit the admission of dogs, subject to them being on a lead, under control and not disturbing visitors or staff
- update measurements in line with other local authorities with regard to the minimum depth of soil between the surface of the ground and the casket/coffin
- include a maximum height restriction of 1.52 metres (5 feet) for memorial headstones in order to reduce the risk associated with tall structures
- provide an improved and clearer description of ornamentation of the grave and where mementoes and memorabilia can be placed ie the memorial border

3.3 An indicative plan of memorial borders for burial and casket lairs is provided in Appendix 3.

3.4 Management Rules are not a mandatory requirement. Section 112 of the Civic Government (Scotland) Act 1982 details the process by which local authorities can make Management Rules which includes a period of public consultation.

3.5 Formulating Rules

To summarise the procedure, the draft Management Rules will need to be made available for inspection for at least a month to comply with the requirements set out in the Civic Government (Scotland) Act 1982. Members of the public will require to be notified by way of a newspaper advertisement where the draft Management Rules may be inspected and the address to which objections may be sent. Once the notified period for inspection and objection (which cannot be less than a month) is up the Operations and Protective Services will consider (following consultation with officers from Legal Services) whether any changes to the draft Management Rules are required and these changes will be presented to Committee. If Committee approve the draft Management Rules they will not become effective until they are signed by a Proper Officer of Aberdeen City Council.

3.6 Following the consultation and execution of the Management Rules they will remain in force for a period of ten years unless revoked or amended and will be available for public inspection.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 The Civic Government (Scotland) Act 1982 lays down the process which must be followed when making management rules.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None identified	L	Not applicable
Legal	The update of legislation during the period of the Management Rules may require changes to be implemented Challenge that the legal process has not been followed	L L	Management Rule 8.5 allows the Council to alter the Management Rules Documentation of the process
Employee	The health and safety of operatives and visitors may be compromised if Management Rules are not approved and enforced.	L	Management rules to be clear, concise and enforced.
Customer	Customers may have differing views with regard to memorialisation of their lair	L	The consultation period should allow these views to be expressed and considered
Environment	None identified	L	Not applicable
Technology	None identified	L	Not applicable

Reputational	There may be differing views with regard to what is acceptable for memorialisation of lairs.	L	Management Rules require to be clear and concise and take account of feedback from the consultation
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7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	People and communities are protected from harm

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

9.1 None

10. APPENDICES (if applicable)

10.1 Appendix 1 - Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2008 (current Management Rules)

10.2 Appendix 2 - Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2018 (proposed draft Management Rules)

10.3 Appendix 3 – Memorial Borders for Burial and Cremation Casket lairs

11. REPORT AUTHOR CONTACT DETAILS

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Appendix 1 - Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2008 (current Management Rules)

ABERDEEN CITY COUNCIL (CEMETERIES AND BURIAL GROUNDS) MANAGEMENT RULES 2008

Aberdeen City Council (hereinafter referred to as “the Council”) in exercise of the powers conferred on them by Section 112 of The Civic Government (Scotland) Act 1982 hereby make the following Management Rules which shall apply to all cemeteries and burial grounds under the control of the Council.

1. INTERPRETATION

In these Rules “**the Certificate**” means the Certificate of Right of Burial granted by the Council, or its predecessors in title as proprietors of the cemetery; “**the owner**” means the person to whom the Certificate is granted and his heirs; “**the lair**” means the piece of ground the exclusive right of burial in which is granted by the Certificate; “**Council**” includes any authorised Council employee; and “**Bereavement Services Manager**” means the Officer authorised by the council to act as Registrar of Burials and Cremations, formerly known as the Assistant Registrar (Bereavement Services).

2. THE EXCLUSIVE RIGHT OF BURIAL

2.1 The exclusive right of burial in a lair will, subject to these Rules, be secured to the purchaser and his or her successors. The Bereavement Services Manager shall furnish the purchaser with a Lair Certificate describing the lair. A lairholder duly registered in the books of the Council shall have exclusive right of permitting the lair to be opened and the production of the Certificate will be held as sufficient authority. One person only shall be registered as the holder of a lair or lairs, except in the case of trustees. No lairholder shall be entitled to transfer any or all of their lairs without the sanction of the Council. The Bereavement Services Manager may on application and after due enquiry, issue a duplicate Certificate in the name of the registered lairholder as indicated in the Council’s books on such terms and conditions as seem appropriate.

2.2 On the death of the lairholder, notwithstanding the place of his domicile at his or her death, the right of succession to the lair will be governed by the law of Scotland. The lair is capable of bequest, subject to the proviso that if more than one beneficiary is entitled to claim in terms of the Will, the executors appointed thereunder or in the absence of any executors, the beneficiaries shall nominate one of their number as the lairholder.

In the event that the lairholder dies intestate, the lair forms part of the estate of the lairholder and falls to be distributed in accordance with the terms of Succession (Scotland) Act 1964 as amended and all relevant regulations made thereunder.

The transfer shall be made by an appropriate entry in the Council's books. A memorandum of the transfer may be endorsed upon the lair certificate. The entry in the Council's books shall be conclusive as to the ownership of the right of burial.

- 2.3** The owner shall not be entitled to sell the right granted by the Certificate except to the Council at the current rate.
- 2.4** No heir of the owner or transferee shall have any right or interest in the lair, or liberty to use the same until evidence of title is exhibited to the Council and all purchase and burial dues have been paid.
- 2.5** The person instructing the burial is personally liable for all burial dues and fees.

3. NOTICE OF BURIAL

- 3.1** Notice of an interment, whether of coffin or of cremated remains, must be given to the Bereavement Services Manager on the approved form to allow not less than 2 clear working days between the receipt of the notification following the production of satisfactory evidence of title to the lair and the burial. If the applicant wishes to choose a new lair, the 2 clear working days will commence from the time of choosing the lair. A Saturday may count as a working day on a weekend or a Public Holiday, but not otherwise. The necessary order for digging the grave will then be issued on payment of charges. No interment shall take place out with normal hours unless in the case of urgency and then only with the consent of the Bereavement Services Manager.
- 3.2** All burials must be authorised by the Bereavement Services Manager prior to funeral arrangements being publicly announced.
- 3.3** Arrangements for burials can be made during normal office hours within the Bereavement Services Manager's Office. No arrangements can be made directly with the Cemetery staff.
- 3.4** If the Certificate of Right of Burial cannot be produced, the Bereavement Services Manager will require that an Indemnity Form be completed by the member of the family or executor arranging the burial.
- 3.5** Application for the interment of cremated remains must be made to the Bereavement Services Manager and the same information supplied as in the case of the burial of a coffin.
- 3.6** If the Certificate of Right of Burial cannot be produced, the Bereavement Services Manager may in his or her sole discretion allow the burial to take place on such terms and conditions as may seem appropriate, including the provision of indemnities and/or caution by the person instructing the burial

and no liability shall be incurred by the Council, its Officers, or employees whatsoever.

4. BURIALS

- 4.1** No owner shall be entitled to have the lair opened to a greater depth than 2.14 metres (7 feet) and no burial shall be made without there being at least 0.76 metres (2 feet 6 inches) of soil between the surface of the ground and the coffin.
- 4.2** Only three adult burials will be permitted in each lair, although cremation caskets may also be interred in the lair.
- 4.3** The Council alone have power to declare a lair to be full. No further burials shall be permitted in any such lair so declared to be full.
- 4.4** The digging of graves, the infilling of graves and the preparing for the laying of foundations for monuments shall be effected by the employees of the Council only.
- 4.5** Memorial wreaths shall be removed at such time as the Council in its discretion considers appropriate.
- 4.6** No burials will be permitted where the body has not been placed in a coffin.
- 4.7** The Council may, but only where necessary for good working practice and the health and safety of grounds staff, require to site a box containing soil from an adjacent grave on top of a lair. This procedure will be carried out in a manner which protects the lair on which the box is laid and that lair will be returned to its previous condition with all due respect and care as soon as reasonably practicable after completion of the burial in the adjacent grave.

5. BURIALS OF CREMATED REMAINS

- 5.1** Cremated remains may not be scattered in any part of a cemetery or burial ground.
- 5.2** No cremation caskets may be interred in a lair without there being at least 0.76 metres (2 feet 6 inches) of soil between the surface of the ground and the casket.
- 5.3** Only two cremation caskets may be interred in a lair which is identified on the Certificate as a "casket lair". The Bereavement Services Manager may in his or her sole discretion allow additional interments to take place in the casket lair.
- 5.4** The Council alone have the power to declare a casket lair to be full. No further burials shall be permitted in any such lair so declared to be full.

6. MONUMENTS

- 6.1** A lairholder shall be entitled to have a headstone or other monument erected but such monument shall not protrude in any way over that part of the lair to be opened for burial. No erection of or inscription on any monument shall be permitted until approved by the Bereavement Services Manager to whom a specific written statement, with a drawing of what is proposed, shall be submitted. Kerbs, copes, cornerstones, fences around the lair, etc shall not be permitted. Monuments may be erected only at such times as are permitted by the Cemetery staff. Erection of all monuments is subject to registration in accordance with Rule 6.3. The lairholder is liable for the risks of any damage by or to any monument on the lair, and for all reasonable costs incurred by the Council in removing and returning to the lairholder any monument not authorised in accordance with this Rule 6.
- 6.2** All monuments shall be fixed in accordance with the National Association of Monumental Masons' Codes of Practices and appendices thereto.
- 6.3** No monument shall be erected or worked on within a Cemetery or Burial Ground except by a mason who is able to satisfy the Council that they:
- (i) are covered by public liability insurance to a value of not less than £5 million;
 - (ii) are qualified in monumental mason work to a recognised national standard;
 - (iii) are suitably experienced to carry out monumental mason work safely and to the standard expected of a competent worker in that trade;
 - (iv) have received and understand these Management Rules;
 - (v) will comply with the National Association of Monumental Masons' Code of Practice or a comparable equivalent standard;
 - (vi) have not been barred from working in a local authority cemetery or burial ground anywhere in the United Kingdom within the two years prior to application.
- The Council may introduce a detailed Memorial Mason Registration Scheme which shall contain such reasonable conditions as the Council may determine. On the coming into force of such a Registration Scheme no monument shall be erected or worked on within a Cemetery or Burial Ground except by a mason registered under the Scheme.
- 6.4** The Section and Number of the lair shall be cut on the side of the monument at the expense of the lairholder.
- 6.5** The maximum dimensions of a monument on a casket lair shall not exceed 0.91 metres (3 feet) high and 0.61 metres (2 feet) wide.
- 6.6** The lairholder shall maintain monuments in a neat, safe and proper condition of which the Bereavement Services Manager shall be the sole judge. Failing attention to this requirement within fourteen days after written notice to the lairholder at their last known address the Council shall be entitled, at the lairholder's expense either to repair the monuments or to cause to have them

moved and until the cost of such repairs or removal is paid the right to use the lair shall be withheld.

- 6.7** Nothing shall be planted on a lair without the consent of the Bereavement Services Manager. In granting such permission, the Bereavement Services Manager will take into account the type of plant and its location. Any plant or bush planted without permission, if considered unsuitable, may be removed by the Cemetery staff. The Council will not be responsible for the maintenance of any plants or shrubs.
- 6.8** Lairholders may, where practicable, be permitted by the Bereavement Services Manager to place one vase or suitable container for flowers in the headground to the grave, in addition to any permitted mementos (see 6.9 below). Such container will be of stone or metal and any containers constructed of a material considered to be unsuitable may be removed immediately by the Cemetery staff.
- 6.9** For Health and Safety reasons, any vase or memento (e.g. toys, photographs, etc.) placed in the head ground of a lair must be at least 75mm (3 inches) from the grassed edge to allow for ground maintenance (this includes pebbles/gravel etc.).
No glass, mesh/netting, food, drink or any noise emitting items (e.g. wind chimes) will be allowed. **These will be removed immediately and without prior notice by the Cemetery staff.**

7. PREVENTION OF NUISANCE

- 7.1** Visitors must not pull flowers, or in any way damage shrubs or trees.
- 7.2** The Bereavement Services Manager or other person in charge for the time being shall be entitled to remove any person inebriated or who may conduct himself improperly or who may cause damage.
- 7.3** No dogs shall be admitted except for Guide Dogs for the Blind.
- 7.4** No person within a Cemetery or Burial Ground shall feed birds or animals by hand or any other means, or throw, place or otherwise deposit or leave any foodstuff or other edible matter.

8. GENERAL

- 8.1** The Council will keep Registers in which will be entered every burial specifying the lair, the depth of the grave, the date of the burial, the name and age of the person buried and all other necessary information.
- 8.2** The Burial Grounds shall be opened to the public daily, during such hours and subject to restrictions as the Council may fix.

- 8.3** Children under 12 years of age must be accompanied by their parents or guardians.
- 8.4** Car parking facilities provided by the Council shall only be used by persons visiting that Cemetery or Burial Ground either:
- (i) on the Council's business; or
 - (ii) to attend an interment; or
 - (iii) to visit a grave.
- 8.5** The Council shall be at liberty to alter these Rules from time to time as they may see fit and make and enforce such others as they may consider appropriate for the proper or better management of the cemeteries.
- 8.6** The Council shall be at liberty to alter the charges made for burials and allied services from time to time.
- 8.7** These Management Rules shall be cited as Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2008.
- 8.8** These Management Rules shall come into force on the date of their execution and shall remain in force for a period of 10 years thereafter unless earlier revoked or amended.
- 8.9** The Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2005, made by the Council on 29 April 2005, are hereby revoked.

Appendix 2 - Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2018 (proposed draft Management Rules)

ABERDEEN CITY COUNCIL (CEMETERIES AND BURIAL GROUNDS) MANAGEMENT RULES 2018

Aberdeen City Council (hereinafter referred to as “the Council”) in exercise of the powers conferred on them by Section 112 of The Civic Government (Scotland) Act 1982 hereby make the following Management Rules which shall apply to all cemeteries and burial grounds under the control of the Council.

1. INTERPRETATION

In these Rules “**the Certificate**” means the Certificate of Right of Burial granted by the Council, or its predecessors in title as proprietors of the cemetery; “**the owner**” means the person to whom the Certificate is granted and his heirs; “**the lair**” means the piece of ground the exclusive right of burial in which is granted by the Certificate; “**Council**” includes any authorised Council employee; and “**Registrar**” means the Officer authorised by the council to act as Registrar of Burials and Cremations.

2. THE EXCLUSIVE RIGHT OF BURIAL

2.1 The exclusive right of burial in a lair will, subject to these Rules, be secured to the purchaser and his or her successors. The Registrar shall furnish the purchaser with a Lair Certificate describing the lair. A lairholder duly registered in the books of the Council shall have exclusive right of permitting the lair to be opened and the production of the Certificate will be held as sufficient authority. One person only shall be registered as the holder of a lair or lairs, except in the case of trustees. No lairholder shall be entitled to transfer any or all of their lairs without the sanction of the Council. The Registrar may on application and after due enquiry, issue a duplicate Certificate in the name of the registered lairholder as indicated in the Council’s books on such terms and conditions as seem appropriate.

2.2 On the death of the lairholder, notwithstanding the place of his domicile at his or her death, the right of succession to the lair will be governed by the law of Scotland. The lair is capable of bequest, subject to the proviso that if more than one beneficiary is entitled to claim in terms of the Will, the executors appointed thereunder or in the absence of any executors, the beneficiaries shall nominate one of their number as the lairholder.

In the event that the lairholder dies intestate, the lair forms part of the estate of the lairholder and falls to be distributed in accordance with the terms of Succession (Scotland) Act 1964 as amended and all relevant regulations made thereunder.

The transfer shall be made by an appropriate entry in the Council's books. A memorandum of the transfer may be endorsed upon the lair certificate. The entry in the Council's books shall be conclusive as to the ownership of the right of burial.

- 2.3** The owner shall not be entitled to sell the right granted by the Certificate except to the Council at the current rate.
- 2.4** No heir of the owner or transferee shall have any right or interest in the lair, or liberty to use the same until evidence of title is exhibited to the Council and all purchase and burial dues have been paid.
- 2.5** The person instructing the burial is personally liable for all burial dues and fees.

3. NOTICE OF BURIAL

- 3.1** Notice of an interment, whether of coffin or of cremated remains, must be given to the Registrar on the approved form to allow not less than 2 clear working days between the receipt of the notification following the production of satisfactory evidence of title to the lair and the burial. If the applicant wishes to choose a new lair, the 2 clear working days will commence from the time of choosing the lair. A Saturday may count as a working day on a weekend or a Public Holiday, but not otherwise. The necessary order for digging the grave will then be issued on payment of charges. No interment shall take place out with normal hours unless in the case of urgency and then only with the consent of the Registrar.
- 3.2** All burials must be authorised by the Registrar prior to funeral arrangements being publicly announced.
- 3.3** Arrangements for burials can be made during normal office hours within the Registrar's Office. No arrangements can be made directly with the Cemetery staff.
- 3.4** If the Certificate of Right of Burial cannot be produced, the Registrar will require that an Indemnity Form be completed by the member of the family or executor arranging the burial.
- 3.5** Application for the interment of cremated remains must be made to the Registrar and the same information supplied as in the case of the burial of a coffin.
- 3.6** If the Certificate of Right of Burial cannot be produced, the Registrar may in his or her sole discretion allow the burial to take place on such terms and conditions as may seem appropriate, including the provision of indemnities and/or caution by the person instructing the burial and no liability shall be incurred by the Council, its Officers, or employees whatsoever.

4. BURIALS

- 4.1** No owner shall be entitled to have the lair opened to a greater depth than 2.14 metres (7 feet) and no burial shall be made without there being at least 0.61 metres (2 feet) of soil between the surface of the ground and the coffin.
- 4.2** Only three adult burials will be permitted in each lair, although cremation caskets may also be interred in the lair.
- 4.3** The Council alone have power to declare a lair to be full. No further burials shall be permitted in any such lair so declared to be full.
- 4.4** The digging of graves, the infilling of graves and the preparing for the laying of foundations for memorials shall be effected by the employees of the Council only.
- 4.5** Memorial flowers and wreaths shall be removed at such time as the Council in its discretion considers appropriate.
- 4.6** No burials will be permitted where the body has not been placed in a coffin.
- 4.7** The Council may, but only where necessary for good working practice and the health and safety of grounds staff, require to site a box containing soil from an adjacent grave on top of a lair. This procedure will be carried out in a manner which protects the lair on which the box is laid and that lair will be returned to its previous condition with all due respect and care as soon as reasonably practicable after completion of the burial in the adjacent grave.
- 4.8** The Council and its contractors may require to use machinery to travel over and work on lairs. Where heavy machinery is used and the ground is very soft, boards will be laid to protect the ground.

5. BURIALS OF CREMATED REMAINS

- 5.1** Cremated remains may not be scattered in any part of a cemetery or burial ground.
- 5.2** No cremation caskets may be interred in a lair without there being at least 300mm of soil between the surface of the ground and the casket.
- 5.3** Only two cremation caskets may be interred in a lair which is identified on the Certificate as a "casket lair". The Registrar may in his or her sole discretion allow additional interments to take place in the casket lair.
- 5.4** The Council alone have the power to declare a casket lair to be full. No further burials shall be permitted in any such lair so declared to be full.

6. MEMORIALS

6.1 A lairholder shall be entitled to have a headstone or other memorial erected but such memorial shall not protrude in any way over that part of the lair to be opened for burial. No erection of or inscription on any memorial shall be permitted until approved by the Registrar to whom a specific written statement, with a drawing of what is proposed, shall be submitted. Memorials may be erected only at such times as are permitted by the Cemetery staff. Erection of all memorials is subject to registration in accordance with Rule 6.3. The lairholder is liable for the risks of any damage by or to any memorial on the lair, and for all reasonable costs incurred by the Council in removing and returning to the lairholder any memorial not authorised in accordance with this Rule 6.

6.2 All memorials shall be fixed in accordance with the National Association of Monumental Masons' Codes of Practices or a comparable equivalent standard.

6.3 No memorial shall be erected or worked on within a Cemetery or Burial Ground except by a mason who is able to satisfy the Council that they:

- (i) are covered by public liability insurance to a value of not less than £5 million;
- (ii) are qualified in monumental mason work to a recognised national standard;
- (iii) are suitably experienced to carry out monumental mason work safely and to the standard expected of a competent worker in that trade;
- (iv) have received and understand these Management Rules;
- (v) will comply with the National Association of Monumental Masons' Code of Practice or a comparable equivalent standard;
- (vi) have not been barred from working in a local authority cemetery or burial ground anywhere in the United Kingdom within the two years prior to application.

The Council may introduce a detailed Memorial Mason Registration Scheme which shall contain such reasonable conditions as the Council may determine. On the coming into force of such a Registration Scheme no memorial shall be erected or worked on within a Cemetery or Burial Ground except by a mason registered under the Scheme.

6.4 The Section and Number of the lair shall be cut on the side of the memorial at the expense of the lairholder.

6.5 The maximum dimensions of a memorial on a casket lair shall not exceed 0.91 metres (3 feet) high and 0.61 metres (2 feet) wide. The maximum dimensions of a memorial on a burial lair shall not exceed 1.52 metres (5 feet) high.

6.6 The lairholder shall maintain memorials in a neat, safe and proper condition of which the Registrar shall be the sole judge. Failing attention to this requirement within fourteen days after written notice to the lairholder at their last known address the Council shall be entitled, at the lairholder's expense

either to repair the memorials or to cause to have them moved and until the cost of such repairs or removal is paid the right to use the lair shall be withheld.

- 6.7** Nothing shall be planted on a lair without the consent of the Registrar. In granting such permission, the Registrar will take into account the type of plant and its location. Any plant or bush planted without permission, if considered unsuitable, may be removed by the Cemetery staff. The Council will not be responsible for the maintenance of any plants or shrubs.
- 6.8** Lairholders may, where practicable, be permitted by the Registrar to place one vase or suitable container for flowers in the headground to the grave, in addition to any permitted mementos (see 6.9 below). Such container will be of stone or metal and any containers constructed of a material considered to be unsuitable may be removed immediately by the Cemetery staff.
- 6.9** Memorabilia, mementoes and ornamentation of the lair must be kept within the memorial border. The memorial border is the area of ground at the head of the lair adjacent to the headstone and 75mm (3 inches) from the designated grass edge. Kerbs, copes, corner stones, railings, pebbles/gravel etc are only permitted in the approved memorial border. Pebbles/gravel must be contained by a solid border that is 50mm higher than the gravel to ensure there is no spillage to the surrounding area. The lairholder will be responsible for the maintenance of the area within a solid border or fenced off area. The memorial border for burial lairs will be a maximum of 600mm from the designated backline or centre line of the foundation strip. The memorial border for casket lairs will be a maximum of 500mm from the backline or centre line of the foundation strip.
No glass, mesh/netting, food, drink or any noise emitting items (e.g. wind chimes) will be allowed. **Unauthorised items or items placed out-with the memorial border will be removed immediately and without prior notice by the Cemetery staff.**

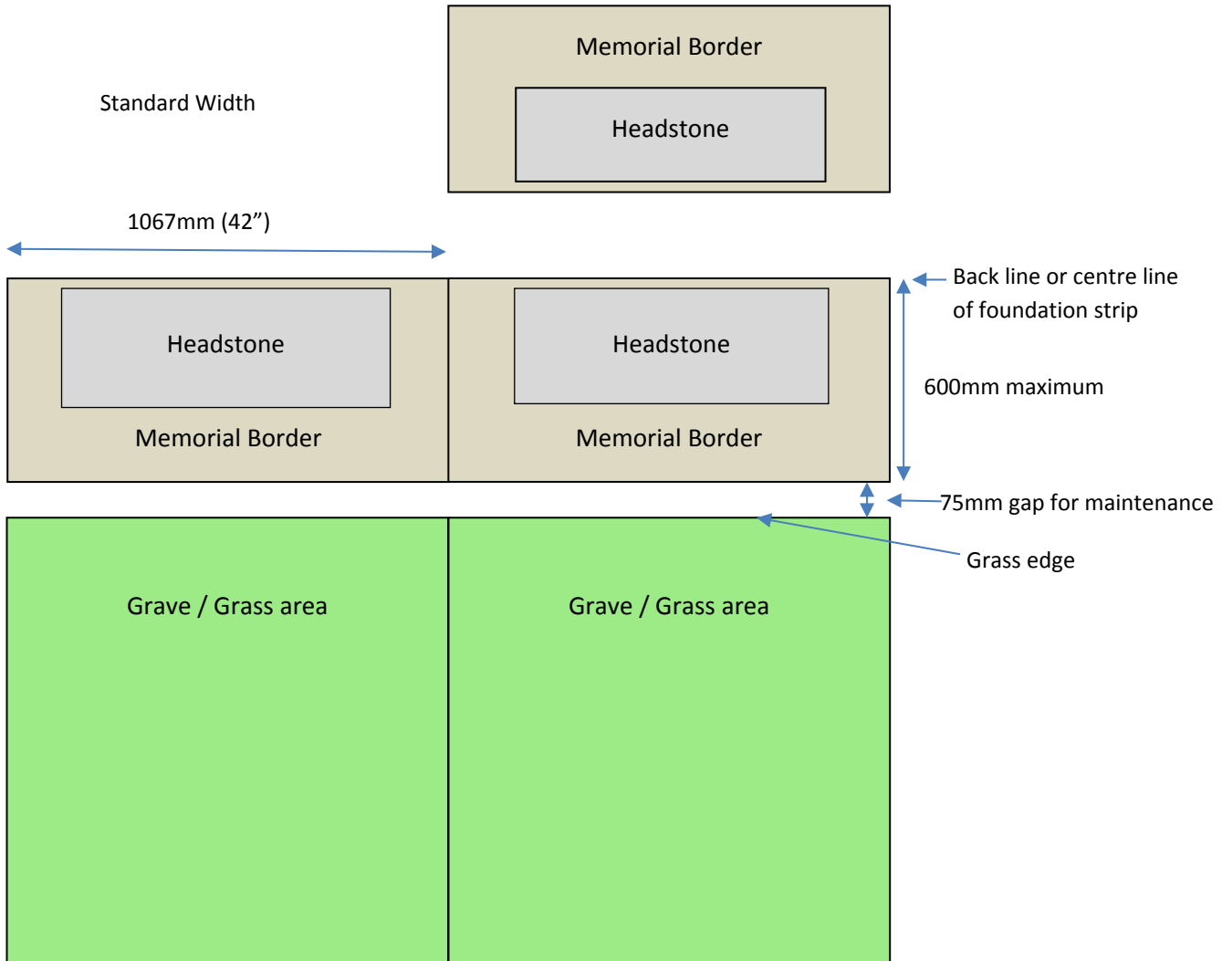
7. PREVENTION OF NUISANCE

- 7.1** Visitors must not pull flowers, or in any way damage shrubs or trees.
- 7.2** The Registrar or other person in charge for the time being shall be entitled to remove any person inebriated or who may conduct himself improperly or who may cause damage.
- 7.3** Dogs shall only be admitted if they are kept under proper, close control or on a short lead and they are not disturbing any visitors or staff.
- 7.4** No person within a Cemetery or Burial Ground shall feed birds or animals by hand or any other means, or throw, place or otherwise deposit or leave any foodstuff or other edible matter.

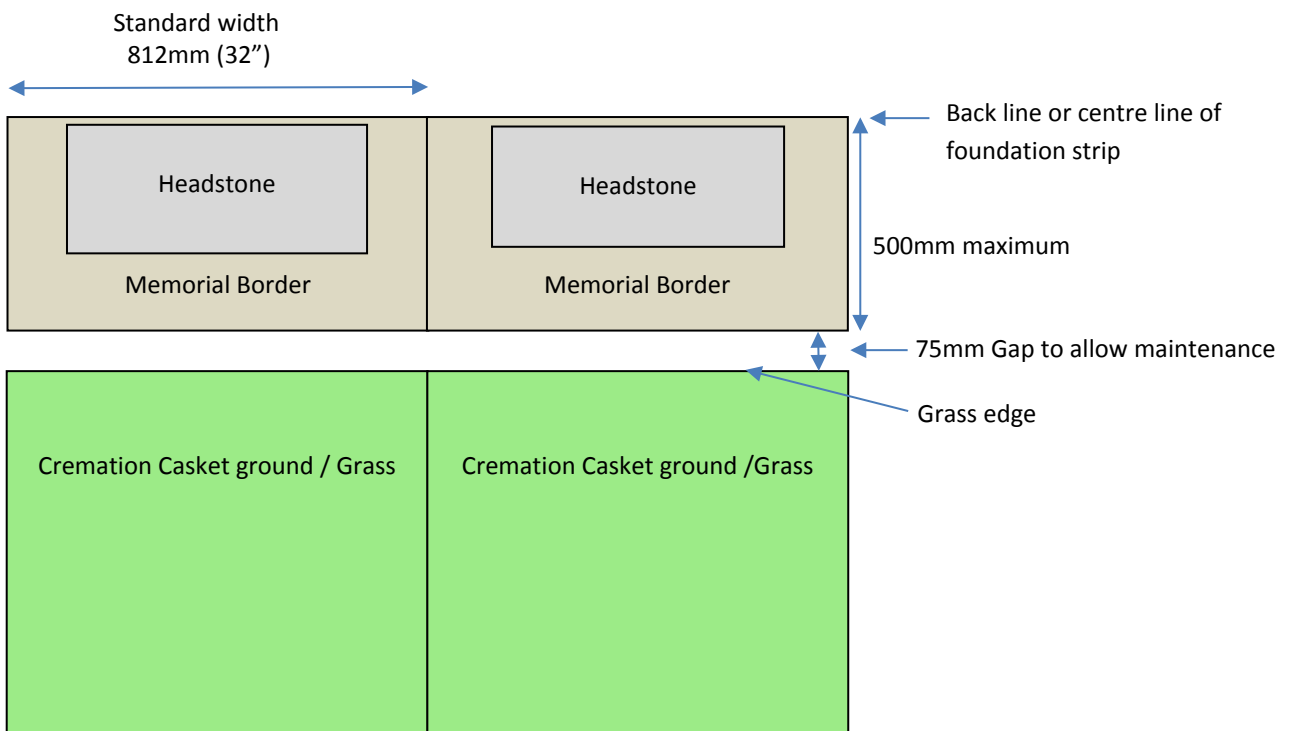
8. GENERAL

- 8.1** The Council will keep Registers in which will be entered every burial specifying the lair, the depth of the grave, the date of the burial, the name and age of the person buried and all other necessary information.
- 8.2** The Burial Grounds shall be opened to the public daily, during such hours and subject to restrictions as the Council may fix.
- 8.3** Children under 12 years of age must be accompanied by their parents or guardians.
- 8.4** Car parking facilities provided by the Council shall only be used by persons visiting that Cemetery or Burial Ground either:
- (i) on the Council's business; or
 - (ii) to attend an interment; or
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- 8.5** The Council shall be at liberty to alter these Rules from time to time as they may see fit and make and enforce such others as they may consider appropriate for the proper or better management of the cemeteries.
- 8.6** The Council shall be at liberty to alter the charges made for burials and allied services from time to time.
- 8.7** These Management Rules shall be cited as Aberdeen City Council (Cemeteries and Burial Grounds) Management Rules 2018.
- 8.8** These Management Rules shall come into force on the date of their execution and shall remain in force for a period of 10 years thereafter unless earlier revoked or amended.

Appendix 3 Memorial Border – Standard Burial Lair



Memorial Border – Standard Cremation Casket Lair



Note: Drawings not to scale

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery City Growth and Resources
DATE	Operational Delivery: 6 September 2018 City Growth and Resources: 18 September 2018
REPORT TITLE	Alive @ 5
REPORT NUMBER	OPE/18/097
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Ross Stevenson
TERMS OF REFERENCE	Operational Delivery: Remit 3 City Growth and Resources: Remit 1.2,1.3, 2.2

1. PURPOSE OF REPORT

- 1.1 Operational Delivery Committee: to seek approval from committee to vary the operational hours of four off-street car parks in line with the “Alive @ 5” scheme, as outlined in the report.
- 1.2 City Growth and Resources Committee: to seek approval from committee to vary the off-street parking payment structure of four off-street car parks in line with the “Alive @5” scheme, resulting in an estimated reduction in parking income.

2. RECOMMENDATION(S)

That the Operational Delivery Committee:-

- 2.1 Approve the alteration of the charging hours of four multi storey off-street car parks, (Denburn, Chapel Street, Frederick Street, West North Street) to 8am – 5pm, Monday – Sat, unchanged on Sundays, with effect from 1 October 2018 for a 6 month trial period and instruct Chief Officer of Operations and Protective Services to implement the approved charging hours,

- 2.2 Approve the alteration of the charging hours of Marischal College off-street car park to 8am-5pm, Saturdays only, with effect from 1 October 2018 for a 6 month trial period and instruct Chief Officer of Operations and Protective Services to implement the approved charging hours,
- 2.3 Instruct 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.

That the City Growth and Resources Committee:-

- 2.4 Instruct the Chief Officer for Operations and Protective Services to submit the full year financial implications of continuing the Alive@5 scheme for consideration in the 2019/20 budget process.

3. BACKGROUND

- 3.1 On 6 March 2018, Council approved the budget for 2018/19. Included within this budget was an allocation of £80k for an “Alive @ 5” scheme. A Trial of Alive after Five in existing underutilised off-street car parks during evenings’ is also identified as a short-term recommendation in the Strategic Car Parking Review which is also being reported to CG&R Committee.
- 3.2 The purpose of this scheme was to provide discounted parking within the off-street car parks after 5pm, with the objective of encouraging people to stay in the city centre for longer into the evenings, improving the economic vibrancy of the area.
- 3.3 Aberdeen City Council operates 5 multi storey off-street car parks, Denburn, Chapel Street, Frederick Street, West North Street and Marischal College. Each of these car parks operates 8am-8pm Monday – Saturday, 1pm-5pm Sundays, except Marischal College car park which is currently open to the public on a part time basis Thursday, after 6pm, and at weekends, 8am – 8pm Saturdays.
- 3.4 It is proposed that the “Alive @5” proposals would alter the existing parking payment structure to vary the cost of parking after 5pm to £0. This scheme would operate for a period of 6 months allowing the officers the opportunity to monitor the impact of the scheme reporting the outcome of this back to Council for potential provision in future year budgets.

4. FINANCIAL IMPLICATIONS

- 4.1 A budget allocation of £80k has been included to offset the reduction in income over the 6 month trial period, however if this scheme is introduced on a permanent basis then this reduction in income will increase proportionately.

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	Reduced income from off-street parking operations resulting in less funds being available for the management, maintenance and enforcement of parking controls and traffic schemes within the city.	L	Proposals will be reviewed following implementation.
Legal	None		
Employee	None		
Customer	There is a risk that the provision of free parking after 5pm could result in capacity issues within these car parks at certain times during the year, limiting availability for parking to customers.	L	Proposals will be reviewed following implementation. The overall provision of parking within the city centre remains unchanged as a result of the proposals.
Environment	There is a risk that the provision of free parking could generate additional car trips into the City Centre.	L	Proposals will be reviewed following implementation.
Technology	None		
Reputational	There is a reputational risk to the Council should these proposals not be approved by Committee	L	Proposals will be reviewed following implementation.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The recommendations of this report may have a positive impact on the economy.
Prosperous Place	The recommendations of this report are expected to have a positive impact on the city centre by reducing a potential barrier for leisure and retail activities of an evening. This will be expected to extend daytime and increase evening visits, with the additional potential to reduce peak hour congestion.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

Council Decision 6 March 2018

10. APPENDICES (if applicable)

None

11. REPORT AUTHOR CONTACT DETAILS

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01224 522678

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

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