

# Public Document Pack



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

Town House,  
ABERDEEN 20 September 2018

## **OPERATIONAL DELIVERY COMMITTEE**

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **TUESDAY, 29 MAY 2018 at 2.00 pm.**

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

### **B U S I N E S S**

#### **DETERMINATION OF URGENT BUSINESS**

- 1 Determination of Urgent Business

#### **DETERMINATION OF EXEMPT BUSINESS**

- 2 Determination of Exempt Business

#### **DECLARATIONS OF INTEREST**

- 3 Declarations of Interest

#### **REQUESTS FOR DEPUTATION**

- 4 Request for Deputation

There has been a request for deputation in regards item 8.1 – Marchburn Road

### **MINUTE OF PREVIOUS MEETING**

- 5 Minute of Previous Meeting of 19 April 2018 (Pages 5 - 12)

### **COMMITTEE PLANNER**

- 6 Committee Planner (Pages 13 - 22)

### **NOTICES OF MOTION**

- 7 There are no Notices of Motion at this time

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

- 8.1 Performance Report - COM.18.006 (Pages 23 - 74)
- 8.2 Health and Social Care Standards - OPE.18.021 (Pages 75 - 82)

### **GENERAL BUSINESS**

- 9.1 Carers Strategy - OPE.18.022 (Pages 83 - 128)
- 9.2 Roads Winter Maintenance Operations - OPE.18.029 (Pages 129 - 136)
- 9.3 Subsidised Transport and Safe Walking Routes to Lochside Academy - PLA.18.001 (Pages 137 - 166)
- 9.4 Review and Proposed Amendments to the Driveway Regulations - OPE.18.023 (Pages 167 - 178)
- 9.5 Various Small Scale Traffic Management Development Associated Proposals - Stage 3 - OPE.18.020 (Pages 179 - 192)
- 9.6 Bedford Avenue Access - OPE.18.019 (Pages 193 - 204)
- 9.7 Land between 42 and 44-48 Kings Crescent - PLA.18.020 (Pages 205 - 210)

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

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## OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 19 April 2018. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillor Grant, Vice-Convener; and Councillors Cooke, Cormie, Lesley Dunbar, Jackie Dunbar, Lumsden, Avril MacKenzie (as substitute for Councillor Bell), Macdonald, Malik (as substitute for Cllr Grant for item 9), McRae, Jennifer Stewart, Townson and Yuill (as substitute for Councillor Delaney).

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

<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=619&MId=6180&Ver=4>

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

### DETERMINATION OF EXEMPT BUSINESS

1. The Convener proposed that the Committee consider items 8.1 on the agenda, Marchburn Park, with the press and public excluded.

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

- (i) to agree that item 8.1 on the agenda, would be held in private with the press and public excluded; and
- (ii) to agree that a redacted version of the report would be made available by the end of the following week.

### DECLARATIONS OF INTEREST

2. The Vice Convener, Councillor Grant declared an interest in regards to item 7.3 on the agenda Windmill Brae, Langstane Place, Justice Mill Lane – Night time Pederstrianisation. Councillor Grant advised that he would leave the meeting when this item was being discussed and would take no part in the determination of the item.

Councillor Cooke declared an interest in the same item, as he knew residents who lived in the area. Councillor Cooke intimated that he would remain in the meeting during consideration of the item.

### REQUEST FOR DEPUTATION

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3. The Clerk advised the Committee of a deputation request from Alison Gray, Natalie Davidson and Sharon Munro relating to item 8.1 (Marchburn Park)

**The Committee resolved:-**

to note the request for deputation.

### DEPUTATION REQUEST

4. The Committee heard from Alison Gray, Natalie Davidson and Sharon Munro who spoke about their situation as residents at Marchburn Park. Ms Gray advised that they had to move out from their properties and sought answers to their questions. Ms Gray explained that they first raised concerns about the building in 2013 by telephone. They also emailed their concerns to the Council in 2014. Ms Gray intimated that they wished to ascertain why it took so long to move residents from their properties.

The Convener thanked the deputation for their contribution.

### COMMITTEE PLANNER

5. 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:-**

- (i) to note that in regards to the Haudigan Improvement Scheme, that an update report would be issued every cycle going forward, and a report would be issued within two weeks in regards to the current progress;
- (ii) to request that officers advise Councillor MacRae out with the meeting, as to what Committee his Notice of Motion had been allocated.
- (iii) to request that an update be issued in due course in regards to the Toilet Facilities in the City Centre for Disabled and Older People with Medical Conditions;
- (iv) to request that an update be reported in due course in regards to the Notice of Motion by Councillor Nicoll, for the effectiveness of Existing Measures of Road Safety Around Schools; and
- (v) to otherwise note the Committee Business Planner.

### PERFORMANCE REPORT - COM/18001

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

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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 the Committee provides comments and observations on the performance information and highlight any indicators or areas of service they would like to see featured in future reports.

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

- (i) to note that the Chief Operating Officer would liaise with colleagues in HR in regards to the Scottish average in terms of mental health issues in the workplace, to ascertain if the Council could be doing anything differently;
- (ii) to note that the Chief Operating Officer would investigate what training was available to managers in regards to mental health issues in the workplace;
- (iii) to request that the Chief Operating Officer provide a circulation to Members in due course with information on agency staff and the overspend on the budget for agency staff;
- (iv) to request that officers report back in regards to the vehicle, plant and equipment accidents indicator being 76 in January 2018, to ascertain if there was a reason for this;
- (v) to request that the Chief Officer – Customer, look at (a) whether there had been an increase in Housing Benefit Claims and (b) establishing an indicator for the length of a phonecall;
- (vi) to request that officers look at the 2017-18 target figure of 74% for road and infrastructure services satisfaction and how this compared with the Scottish average; and
- (vii) to otherwise note the performance report.

## **PETITION IN REGARDS TO CYCLE PATHS ON UNION STREET**

7. The Committee had before it the following petition which had been submitted by the lead petitioner, Ms Rachel Martin.

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

The Convener explained the process and invited the petitioner to present her case to the Committee.

Ms Martin explained that as a cyclist, it was very unpleasant to be on the road with large vehicles behind and asked the Committee to think of people of all ages when thinking about cyclists, from school children to elderly people. She highlighted that having a safe

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space available for cyclists was one of the most important factors in people's decision to ride a bike.

Ms Martin made reference to a government study which found that for every £1 spent on cycling infrastructure, £5.50 was returned back to the community in benefits.

Ms Martin also explained that Union Street was at the heart of Aberdeen and was polluted due to the over use of vehicles, which could be helped with the use of cycle lanes. A segregated cycle path would encourage many users and noted that active travel was very important. Ms Martin also indicated that a cycle path on Union Street could be the start of many cycle paths in Aberdeen.

Ms Martin advised that she had generated a lot of support with her petition and concluded that a segregated cycle lane would be a great asset to both Union Street and Aberdeen.

Members then asked the petitioner a number of questions whereby Ms Martin advised that she would forward a link to the clerk for dissemination to Members in regards to the cost benefit analysis for cycling infrastructure.

Members then asked Joanna Murray, Team Leader Transportation Strategy and Programmes a number of questions. Ms Murray advised that as part of the City Centre Masterplan, a draft sustainable plan report had been brought together. Ms Murray explained that the report identified Union Street as one for pedestrians only and the principle of segregated facilities had been established through the active plan.

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

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.

### **CONTINUING CARE - OPE/18/005**

8. With reference to article 22 of the Education and Children's Services Committee meeting of 22 June 2017, the Committee had before it a report by the Chief Operating Officer on the financial implications of continuing care.

The Committee heard from Anne Donaldson, Lead Service Manager, Operations, who answered questions from Members.

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

that the Committee note the financial information provided in the report.

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



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to approve the recommendation.

### DECLARATIONS OF INTEREST

**The Vice Convener, Councillor Grant declared an interest in the following item, by virtue of his employment at Aberdeen Inspired. Councillor Grant withdrew from the meeting during consideration and took no part in the deliberation thereafter. Councillor Cooke declared an interest, as he knew residents who lived in the area. Councillor Cooke remained in the meeting during consideration of the item.**

### **WINDMILL BRAE, LANGSTANE PLACE, JUSTICE MILL LANE - NIGHT TIME PEDESTRIANISATION - INFORMAL CONSULTATION - OPE/18/007**

9. The Committee had before it a report by the Chief Operating Officer which provided information on the initial feedback from the informal consultation on the Justice Mill Lane/Langstane Place/Windmill Brae night time pedestrianisation plans and also outlined the detailed proposals and sought permission to progress the statutory procedure to establish the Traffic Regulation Orders required to bring the proposals into effect.

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

that the Committee –

- (a) approve the outline principle of the proposals to introduce a pedestrianised zone (no motor vehicles) between 10pm and 5am, 7 days a week, on Justice Mill Lane, Bon Accord Terrace (part of), Langstane Place (part of), Gordon Street (part of), Windmill Brae, Windmill Lane, Bath Street and Bridge Street (part of), with exemptions for cyclists, blue badge holders and also to allow access to off-street car parks;
- (b) approve the outline principle of the proposals for the 24 hour pedestrianisation of Langstane Place between Dee Street and Crown Street, with a timed exemption for delivery by goods vehicles between 6am and 11am Monday to Friday;
- (c) approve the outline principle of the proposals for the introduction of a one-way restriction on Windmill Brae;
- (d) approve the outline principle for the proposed reintroduction of pay and display parking bays on the east side of Dee Street, with the conversion of 3 existing pay and display bays on the west side to blue badge holders only;
- (e) 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 eg Community Councils, Aberdeen Cycle

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Forum, Disability Equity Partnership etc. If no objections are received then progress to the public advertisement;

- (f) following the public advertisement, if there are no objections, the Traffic Regulations Orders may be made by way of delegated authority. In the event of objection(s) being lodged, instruct officers to report the results to a future meeting of this Committee;

The Committee heard from Ross Stevenson, Operations and Protective Services, who answered various questions from Members.

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

- (i) to approve the recommendations as contained within the report;
- (ii) to agree with the principle of City Centre Masterplan Project EN03;
- (iii) however, regrets that the available pedestrian usage data derives from traffic surveys which were carried out in 2015;
- (iv) further regrets that no data has been provided on the number of vehicles using the road during the travel periods proposed, and that this does not therefore provide any clarity regarding residential or commercial access usage;
- (v) to instruct the Chief Officer – Operations & Protective Services to request footfall data from the local businesses and Aberdeen Inspired to provide validation for the 2015 pedestrian survey figures and include them in a future report back to Committee; and
- (vi) to instruct the Chief Officer – Operations & Protective Services to consult with Police Scotland and NESTRANS in regards to the feasibility of installing number-plate recognition technology in the area to facilitate residential and commercial access; and
- (vii) to report back to Committee on 6 September 2018.

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

### **MARCHBURN PARK - CUS/18/003**

**10.** The Committee had before it a report by the Director of Customer, which provided information relating to properties in 3, 8 and 15 Marchburn Park, and to provide assurance on the Council's actions to resolve the situation in regards to the vibration of these buildings.

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

that the Committee notes the circumstances and actions taken by the Council.

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

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- (i) to approve the recommendation;
  - (ii) 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
  - (iii) to instruct the Chief Officer (Early Intervention and Community Empowerment) to bring a report to the Audit Risk and Scrutiny Committee following conclusion of all matters detailed within this report.
- **Councillor John Wheeler, Convener**

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	A	B	C	D	E	F	G	H	I	J
1	<b>OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER</b> The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.									
2	<b>Report Title</b>	<b>Minute Reference/Committee Decision or Purpose of Report</b>	<b>Update</b>		<b>Chief Officer</b>	<b>Directorate</b>	<b>Terms of Reference</b>	<b>If delayed, removed, transferred or withdrawn, enter either D, R, T or W</b>	<b>Explanation if delayed, removed, transferred or withdrawn</b>	
3	<b>29 May 2018</b>									
4	Subsidised Transport and Safe Walking Routes to Lochside Academy - Bus Services	Education & Children's Services Committee - 16/11/17 - The Committee resolved to instruct the Interim Head of Planning & Sustainable Development to discuss adjustments to the routes of service buses 3/3G, 18 and the new supported public services detailed as were necessary to ensure that Lochside pupils were dropped off & picked up on Wellington Circle (or in the school grounds if appropriate) and report back on the outcome of those discussions; and to instruct the Interim Head of Planning & Sustainable Development to concurrently enter into discussions with bus providers with a view to re-routing services in Torry to ensure that pupils were picked up from safe locations and report back on the outcome of discussions.	These three items will be reported as one report. <b>On agenda</b>	Chris Cormack	Strategic Place Planning	Place	Purpose 1	D	Awaiting on details from First Bus and as a result would not make the April Committee.	
5	Subsidised Transport and Safe Walking Routes to Lochside Academy - crossings / road safety	Education & Children's Services Committee - 16/11/17 - The Committee resolved (i) to instruct the Head of Public Infrastructure and Environment to carry out a study and option appraisal and budget analysis for the following measures in respect of safe walking routes to school for pupils residing in Cove and to report to Committee to ensure that these works, if approved, were implemented prior to the opening of Lochside Academy - (a) puffin crossing (est. £30k-£35k) on Cove Road with the location of the crossing determined in consultation with local Cllrs, Parent Councils and the Community Council; (b) puffin crossing (est. £30k-£35k) on Langdykes Road with the location determined in consultation with local Cllrs, Parent Councils and the Community Council; (c) investigation of the adoption of land between Charleston Drive & Crescent & the subsequent upgrading & lighting of the footpath (est. £30k-£35k) - works only not inclusive of the purchase of any land- as a route away from vehicular traffic for pupils to use; (d) resolve drainage issues and delivery of upgraded lighting on South Loirston Road (est. £25k) (streetlighting only); and (e) consider the installation of barriers between the pavement and road on Wellington Road, between Souter-Head Roundabout & the junctions of Charleston Road North & Wellington Circle.		Doug Ritchie	Operations and Protective Services	Operations	Purpose 1	D	This was initially down against the April cycle but should have been May.	
6	Lochside Academy Supported Bus Service - Tendering Exercise	FP&R Committee on 1/2/18 agreed to request the Interim Head of Planning and Sustainable Development to provide a brief report to members in June 2018 on the outcome of the tendering exercise for the supported bus service detailing what fares will apply.			Chris Cormack	Place Planning	Place	Purpose 1		
7	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	No report required.	Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
8	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	<b>On agenda</b>	Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	

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2										
9	Bedford Avenue Access	Communities, Housing and Infrastructure 8/11/17 - The Committee agreed to instruct the Head of Public Infrastructure and Environment to investigate the feasibility of creating a left turn exit from Bedford Avenue onto St Machar Drive, with access permitted for cars registered at properties on Powis Crescent, Powis Circle and Bedford Avenue only and report back to Communities, Housing and Infrastructure Committee in March 2018.	On agenda	Doug Ritchie	Operations and Protective Services	Operations	Purpose 1			
10	Road Safety Inspection & Defect Categorisation Policy and Procedure	To seek approval of the Road Safety Inspection & Defect Categorisation Policy and Procedure.		Doug Ritchie	Operations and Protective Services	Operations	GD 7.1	D	To be reported at a later date following approval from CMT.	
11	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			
12	Property Level Flood Protection Grant Scheme	Communities, Housing and Infrastructure 8/11/17 - The Committee instructed the Head of Public Infrastructure and Environment to monitor take up of the grant and to report back to the committee via the six monthly flood bulletin.		Will Burnish	Capital	Resources	GD 3	R	To be reported by means of service update.	
13	Travel Improvements - Middlefield/Northfield	Finance, Policy and Resources Committee - 20/9/17 (Article 22) The Committee agreed to give approval for the public to be consulted on other potential active travel improvements within this Locality and instruct the Head of Land and Property Assets to report to a future Committee meeting as to the results of this public consultation, along with recommended actions.		Bill Watson	Strategic Place Planning	Place	3	T	This will be reported to the City Growth & Resources Committee of 19 June 2018	
14	Roads Winter Maintenance Operations 2017-18	To present the outcome of the Roads Winter Maintenance Operations 2017-18	On agenda	Mike Cheyne	Operations and Protective Services	Operations	Purpose 1			
15	Carers Act	To inform Committee on the implementation of the strategy underpinning the legislation.	On agenda	David Bliss	Integrated Children's and Family Services	Operations	GD 7.1			
16	Revision of Driveway Policy	To report on proposed revisions to the Driveway Regulations and application form to reduce the stringency of driveway requirements where road safety will not be compromised and to make the application process easier for customers.	On agenda	Mike Cheyne	Operations and Protective Services	Operations	GD 7.1			

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2										
17	42 and 44/48 King's Crescent Barrier NOM Cllr Hutchison	Council 23/08/17 referred the terms of the motion to Communities, Housing and Infrastructure Committee. Council instructs the Interim Director of Communities, Housing and Infrastructure:- (i) that no attempt should be made to sell the lane between 42 and 44/48 King's Crescent; (ii) that proceedings to have the barrier removed from the lane should be commenced; and (iii) that a report should be brought forward to the relevant committee on the possibility of this lane being adopted into the public road network or other options to improve the lane to an 'adoptable' standard."	On agenda	Mark Wilkie	Strategic Place Planning	Place	Purpose 1			
18	One Stop Employability Shop	Communities, Housing and Infrastructure on 29 August 2017 - The Committee agreed to receive annual reports on the outcomes achieved within the One Stop Employability Shop.		Matt Lockley	City Growth	Place	1	R	To be reported by means of service update in August.	
19	Scotland's New Health and Social Care Standards	To provide assurance that the delivery of children's services is compliant with the new Health and Social Care Standard which came into effect of 1 April 2018.	On agenda	David Bliss	Integrated Children's and Family Services	Customer	Purpose 1			
20	Performance Report	To provide Committee an update in regards to the performance.	On agenda	Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1			
21	<b>06 September 2018</b>									
22	Various Small Scale Traffic Management Development Associated Proposals Stage 2			Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
23	Various Small Scale Traffic Management Development Associated Proposals Stage 3			Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
24	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		Vycki Ritson	Operations and Protective Services	Operations	Purpose 1	D	Subject to ongoing discussions	

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2										
25	Development of Models for Civic Leadership and Engagement	To consider models for Civic Leadership and Engagement		Derek McGowan	Early Intervention and Community Empowerment	Customer		R	Following the decision at Full Council on 5 March to 'endorse the values and principles of civic leadership and engagement as set out in Appendix L' there was not a further requirement to report to Committee. This has therefore been removed from the planner. Any future proposals regarding civic leadership and engagement will be presented to the appropriate committee for consideration.	
26	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.	Sandra Howard	Early Intervention and Community Empowerment	Customer	Purpose 1			
27	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.	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1	D	Delayed from May to allow further consultation to be carried out including option appraisal.	



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2										
28	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	This has been previously reported by means of Service Update and therefore it is recommended that this practise continues.	
29	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.	
30	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.		Joanna Murray	Strategic Place Planning	Place	3 and 5	D	Delayed due to staff vacancies. Review being undertaken of resource across all roads and transportation teams.	
31	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		Delayed from May. Required to go through CMT.	
32	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.		Linda Clark	Early Intervention and Community Empowerment	Customer	1.1			
33	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 due to recruitment constraints within the service. The initiative is linked to funding through Smarter Cities which is being explored.	
34	Windmill Brae	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			
35	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			
36	Unadopted Roads Waste and Recycling Collection Policy	To formalise the policy that sets out criteria for collecting from rural properties.		Pam Walker	Operations and Protective Services	Operations	GD 7.1			
37	6 November 2018									

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	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	If delayed, removed, transferred or withdrawn, enter either D, R, T or W	Explanation if delayed, removed, transferred or withdrawn	
2										
38	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			
39	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				
40	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			
41	Various Small Scale Traffic Management Development Associated Proposals Stage 2	To present the stage 2 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
42	Various Small Scale Traffic Management Development Associated Proposals Stage 3	To present the stage 3 Small Scale Traffic Management Development Associated Proposals where objections have been received - if no objections won't be reported		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1		Will only be reported if objections to the TRO are received otherwise it will be approved by officers under Delegated Powers.	
43	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.	
44	Out of Authority Placements	Audit, Risk & Scrutiny agreed at its meeting on 8 May 18, to 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				
45	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			

	A	B	C	D	E	F	G	H	I	J
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	If delayed, removed, transferred or withdrawn, enter either D, R, T or W	Explanation if delayed, removed, transferred or withdrawn	
2										
46	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.	Consultation on Community Bus Permits closed on 4 <sup>th</sup> May 2018. ACC responded to the consultation through the partnership Association of Transport Co-ordinating Officers UK. The UK Govt will be reviewing feedback from consultation prior to issuing further draft regulations. It looks likely the Council would still be in a position to run services under a s22 permit, with some adjustments to the current position.	Chris Cormack	Strategic Place Planning	Place	1			
47	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			
48	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		Derek McGowan	Early Intervention and Community Empowerment	Customer	Purpose 1			
49	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1			
50	Roads Winter Service Plan 2018 – 19	To present the Roads Winter Service Plan 2018 – 19 for approval.		Mike Cheyne	Operations and Protective Services	Operations	Purpose 1			
51	<b>17 January 2019</b>									
52	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.	
53	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 Stevnsen	Early Interventions and Community Empowerment	Customer	Purpose 1	R	To be reported by means of service update	

	A	B	C	D	E	F	G	H	I	J
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	If delayed, removed, transferred or withdrawn, enter either D, R, T or W	Explanation if delayed, removed, transferred or withdrawn	
2										
54	Motorcycles In Bus Lanes	At its meeting on 21 November 2017, the Petitions Committee referred the following petition to the Communities, Housing and Infrastructure Committee for consideration. "We the undersigned petition the council to allow motorcycles to use the city bus lanes at all times." The Committee requested that works would consist of an assessment of other cities schemes and the findings would be reported back to a relevant committee and requested that the report include appropriate consultation with other road user groups.	To be reported January 2019	Joanna Murray	Strategic Place Planning	Place	3 and 5			
55	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			
56	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1			
57	Waste Policy Review	To seek approval of the new Waste Policy.		Pam Walker	Operations and Protective Services	Operations	GD 7.1			
58	<b>14 March 2019</b>									
59	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1			
60	<b>April 2019 Onwards</b>									
61	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			
62	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			
63	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			
64	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			

	A	B	C	D	E	F	G	H	I	J
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	If delayed, removed, transferred or withdrawn, enter either D, R, T or W	Explanation if delayed, removed, transferred or withdrawn	
2	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				
65	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.	
66	Performance Report	To provide Committee an update in regards to the performance.		Louise Fox	Business Intelligence Unit	Commissioning	Purpose 1			
67	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				
68										
69										
70										
71	<b>To be reported by Service Update every cycle</b>									
72	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.	<b>Agreed at Committee in April 18 that an update report would be provided every cycle.</b>		Early Intervention and Community Empowerment	Customer	Purpose 1			

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	29 <sup>th</sup> May 2018
<b>REPORT TITLE</b>	Operational Delivery Performance Report
<b>REPORT NUMBER</b>	COM/18/006
<b>DIRECTORS</b>	Rob Polkinghorne and Andy MacDonald
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Louise Fox
<b>TERMS OF REFERENCE</b>	1

### 1. PURPOSE OF REPORT

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

### 2. RECOMMENDATION(S)

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

### 3. BACKGROUND

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

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

### 4. MAIN ISSUES

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

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

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

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




- Agency Staff Headcount – Environmental Services
- Sickness Absence - Average Number of Days Lost (Waste)
- Fleet Compliance Incidents
- Potholes Category 1 and 2 - % defects repaired within timescale
- Food Safety Hygiene Inspections % premises inspected more than 12 monthly
- Percentage of traffic light repairs completed within 48 hours
- Percentage of tenants satisfied with the Repairs and Maintenance Service
- Repairs (50) Inspections - Percentage completed within 3 working day target
- Average time to process all new claims and change events in Housing Benefit
- Council Tax cash collected in year
- Average time taken in calendar days to process all new claims and change events in Housing Benefit
- YTD % of new homeless tenancies sustained for more than a year
- Arrears – Gross rent arrears as a percentage of rent due, value of former tenants arrears
- Voids – Average days to relet, void rent loss, satisfaction with state of home on moving in
- Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale
- New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)
- Quarterly % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed



4.4 Within the summary dashboard the following symbols are used:

**Performance Measures**

**Traffic Light Icon**

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

**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
<b>Financial</b>	No significant related financial risks.	L	N/A
<b>Legal</b>	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
<b>Employee</b>	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer

<b>Customer</b>	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report
<b>Environment</b>	No significant related environmental risks.	L	N/A
<b>Technology</b>	No significant related technological risks.	L	N/A
<b>Reputational</b>	There are no material reputational risks attached to this report	L	Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.

## 7. OUTCOMES

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

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

## 8. IMPACT ASSESSMENTS

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

## **9. BACKGROUND PAPERS**

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

## **10. APPENDICES (if applicable)**

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

























## **11. REPORT AUTHOR CONTACT DETAILS**

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## Operations Committee Performance Appendix A

### Operations

#### Bereavement Services

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£317K		£351K		£378K		£375K
Direct Staff Costs - % Spend to Date (FYB)	84.7%		93.7%		100.9%		100%
Overtime Costs - Cumulative Expenditure	£12K		£12K		£14K		£26K
Agency Staff Costs - Cumulative Expenditure	£14,020		£18,602		£18,602		£1,857
Sickness Absence - Average Number of Days Lost	12.9		12.6		12.1		10
Recovery of Ashes - Success Rate	100%		100%		100%		100%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
Scheduled and Actual Cremations - Discrepancies	0		0		0		0

## Building Services

Performance Indicator	January 2018		February 2018		February 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs – Cumulative Expenditure	£1,284K		£1,417K		£1,542K		£1,713K
Direct Staff Costs - % Spend to Date (FYB)	75%		82.7%		90.1%		100%
Overtime Costs – Cumulative Expenditure	£532		£532		£532		£2,000
Agency Staff Costs – Cumulative Expenditure	£287,675		£351,760		£420,226		£796,115
Sickness Absence - Average Number of Days Lost	12.5		13.4		14		10
The year to date average length of time taken to complete emergency repairs (hrs)	3.28		3.26		3.3		4.1
The year to date average length of time taken to complete non emergency repairs (days)	2.67		2.61		2.63		8.3
Percentage of reactive repairs carried out in the last year completed right first time	92.97%		92.97%		93.08%		93.6%
Percentage of repairs appointments kept	99.45%		99.46%		99.45%		96.3%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%		100%		100%		100%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.	95.2%		95.2%		95%		80%
Repairs (50) Inspections - Percentage completed within 3 working day target	70.2%		69.2%		68.3%		78%




## Environmental Services







Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£7,772K		£9,528K		£10,341K		£10,370K
Direct Staff Costs - % Spend to Date (FYB)	74.9%		93.7%		100.9%		100%
Overtime Costs - Cumulative Expenditure	£244K		£301K		£319K		£210K
Agency Staff Costs - Cumulative Expenditure	£263,395		£352,342		£374,899		£71,384
Agency Staff - Headcount	11		10		29		
Sickness Absence - Average Number of Days Lost	18.3		19.2		19.5		10

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	150		150		150		



















## Facilities Management




Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£9,801K		£10,799K		£14,536K		£12,823K
Direct Staff Costs - % Spend to Date (FYB)	76.4%		84.2%		103.9%		100%
Overtime Costs - Cumulative Expenditure	£553K		£599K		£659K		£381K
Agency Staff Costs - Cumulative Expenditure	£75,245		£111,257		£159,535		£62,584

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost	14.5		14.5		15		10

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of children taking school lunches in the year – Primary (YTD)	616,540		1,019,133		1,479,391		1,577,696
Number of meals provided during holiday projects (YTD)	1,734		1,734		1,734		

## Fleet and Transport

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£1,407K		£1,557K		£1,706K		£1,763K
Direct Staff Costs - % Spend to Date (FYB)	79.8%		88.3%		96.7%		100%
Overtime Costs - Cumulative Expenditure	£25K		£29K		£34K		£0K
Agency Staff Costs - Cumulative Expenditure	£49,078		£61,719		£70,080		£0
Agency Staff - Headcount	2		3		4		
Sickness Absence - Average Number of Days Lost	9.8		9.8		9.7		10

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of Council fleet lower emission vehicles (YTD)	90%		90%		93%		73%



Integrated Children's Service (excluding Education)

Performance Indicator	January 2018		February 2018		March 2018		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence per employee in a rolling 12 month period - Integrated Children's and Family Service	9.1		9.2				8.6		8.5		9.2		10.0
Supported children with an allocated social worker (%) - Integrated Children's and Family Service	91%		90%		90%		93%		93%		90%		
Looked After Children looked after at home (%)	15%		15%		15%		17%		17%		15%		
Looked After Children looked after in Kinship (%)	20%		20%		19%		19%		19%		19%		
Looked After Children looked after in Foster Care (%)	51%		52%		51%		46%		46%		47%		
Looked After Children with an allocated social worker (%) - Integrated Children's and Family Service	98%		100%		99%		98%		98%		99%		

Operational Health and Safety

Performance Indicator	January 2017		February 2018		March 2018		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month)	2		0		0		3		1		2		
Accidents - Reportable - Employees (No In Month)	0		0		0		3		1		0		
Accidents - Non-Reportable - Employees (No In Month)	4		1		1		4		0		6		
Accidents - Non-Reportable - Employees (No In Month)	1		0		0		3		1		1		
Accidents - Reportable - Employees (No In Month - Environmental)	0		0		0		1		2		0		

Performance Indicator	January 2017		February 2018		March 2018		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month - Fleet)	0		0		0		0		0		0		
Accidents - Reportable - Employees (No In Month - Roads)	0		1		0		3		1		1		
Accidents - Reportable - Employees (No In Month - Waste)	0		1		1		0		0		2		
Accidents - Non-Reportable - Employees (No In Month - Environmental)	3		2		0		4		5		5		
Accidents - Non-Reportable - Employees (No In Month - Fleet)	0		1		0		3		1		1		
Accidents - Non-Reportable - Employees (No In Month - Roads)	0		1		2		4		0		3		
Accidents - Non-Reportable - Employees (No In Month - Waste)	2		6		2		5		7		10		





















Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Vehicle, Plant and Equipment Accidents (Environmental)	76		18		6		59
Vehicle, Plant and Equipment Accidents (Roads)	6		10		4		10
Vehicle, Plant and Equipment Accidents (Waste)	26		12		14		58
Fleet Compliance Incidents (Environmental)	11		41		5		150
Fleet Compliance Incidents (Fleet)	0		0		1		24
Fleet Compliance Incidents (Roads)	0		5		2		15
Fleet Compliance Incidents (Waste)	2		23		4		75

Protective Services

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Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Expenditure v Budget	£3,260K		£3,583K		£3,905K		£4,436K
Direct Staff Costs - % Spend to Date (FYB)	73.5%		80.8%		88%		100%
Overtime Costs - Expenditure v Budget	£24K		£26K		£30K		£84K
Agency Staff Costs - Expenditure v Budget	£702		£702		£702		£5,319
Sickness Absence - Average Number of Days Lost	5		5.5		5.9		10
Non Domestic Noise % responded to within 2 days	100%		100%		100%		100%
High Priority Pest Control % responded to within 2 days	100%		100%		100%		100%
High Priority Public Health % responded to within 2 days	88.9%		88.9%		79.1%		100%
Dog Fouling - % responded to within 2 days	100%		100%		96.9%		100%
HMO Licenses in force	1,276		1,286		1,301		
HMO License Applications Pending	170		159		148		

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	25.86%		30%		38.97%		20%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	1.72%		9.66%		16.6%		10%
% Response Rates to Domestic Noise Complaints	41.4%						

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (ASSL)	72.56%		76.38%				80%
% of External Quality Assurance reported results that were satisfactory (ASSL)	96.5%		96.5%		98.6%		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%		100%		97.22%		100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%		99.29%		97.94%		100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	46.67%		54.57%		53.88%		100%

Road and Infrastructure Services

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£5,187K		£5,778K		£6,384K		£6,917K
Direct Staff Costs - % Spend to Date (FYB)	75%		83.5%		92.3%		100%
Overtime Costs - Cumulative Expenditure	£306K		£342K		£428K		£684K
Agency Staff Costs - Cumulative Expenditure	£164,127		£253,851		£326,708		£0
Agency Staff - Headcount	15		17		16		
Sickness Absence - Average Number of Days Lost	12.3		12.3		12.7		10
Percentage of all traffic light repairs completed within 48 hours	92.1%		90.2%		97.7%		96%
Number of Traffic Light Repairs completed within 48 hours	58		55		74		
Percentage of all street light repairs completed within 7 days	33.3%		49.2%		50.2%		90%
Number of Street Light Repairs completed within 7 days	319		375		171		
Potholes Category 1 and 2 - % defects repaired within timescale	100%		96.5%		68.7%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	666		858		1,259		

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% Customer Satisfaction with Roads Services	63.6%		59.2%		43.5%		74%

Waste Services













Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Direct Staff Costs - Cumulative Expenditure	£4,918K		£5,477K		£5,946K		£6,145K
Direct Staff Costs - % Spend to Date (FYB)	80%		89.1%		96.8%		100%
Overtime Costs - Cumulative Expenditure	£289K		£317K		£342K		£260K
Agency Staff Costs - Cumulative Expenditure	£472,325		£609,911		£651,538		£109,500
Agency Staff - Headcount	33		32		26		
Sickness Absence - Average Number of Days Lost (Waste)	24.3		26.2		28		10

Performance Indicator	Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	63.99%		86.87%		86.54%		65%
Percentage of Household Waste Recycled/Composted	45.6%		38.4%		40.8%		40%
Percentage of Household Waste - Energy from Waste	18.43%		47.42%		45.72%		65%




Customer

Community Safety

Performance Indicator	January 2018	February 2018	March 2018	2017/18 Target
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	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	97.8%		97.9%		97.9%		95%
Percentage of anti-social behaviour cases reported in the last year, resolved in the last year, which were resolved within locally agreed targets	97.48%		97.95%		97.83%		100%
Number of cases of anti-social behaviour reported in the last year (SSHC definition)	3,773		4,146		4,515		
Customer Satisfaction with the Anti Social Behaviour Investigation Team YTD	75.9%		76.8%		77.1%		80%

Customer Service

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of all Contact Centre calls answered within 30 seconds	76.56%		75.66%		76.06%		60%

Housing

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
% of Homeless Applications Arising From Private Sector	13.4%		13.6%		14%		18%
Number of homeless applications received in the year	1,430		1,562		1,706		
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)	6.3%		6.3%		6.4%		5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	97.7%		97.9%		98.6%		100%
YTD % of statutory applicants found to be intentionally homeless	5.6%		5.5%		5.5%		6%
Average time taken to relet all properties (Citywide - days)	49.5		49.6		49.9		40.9
Rent loss due to voids - Citywide	1.26%		1.26%		1.19%		0.87%
Voids Available for Offer Month Number - Citywide	250		248		266		
Number of Households Residing in Temporary Accommodation at Month End	521		508		492		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year (As reported by S.G)	23.4		23.5		23.7		24
Percentage of tenants satisfied with the standard of their home when moving in YTD	66.4%		66.1%		64.4%		73.3%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	86.1%		86.5%		86.6%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.9%		93%		92.6%		100%
YTD % of new homeless tenancies sustained for more than a year	88.5%		90.37%		88.86%		94%
Gross rent Arrears as a percentage of Rent due	5.42%		5.72%		5.3%		5%
PSL Stock at month end	166		165		163		
Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties))	£380,375		£321,410		£301,640		



Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Legal repossessions following decree - Citywide	110		116		123		
Satisfaction of new tenants with the overall service received (Year To Date)	89%		89%		88.72%		90%

ICT Systems and Operations

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

Libraries

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	74,110		71,265		75,986		
Number of visits to libraries - virtual	49,892		43,720		51,742		

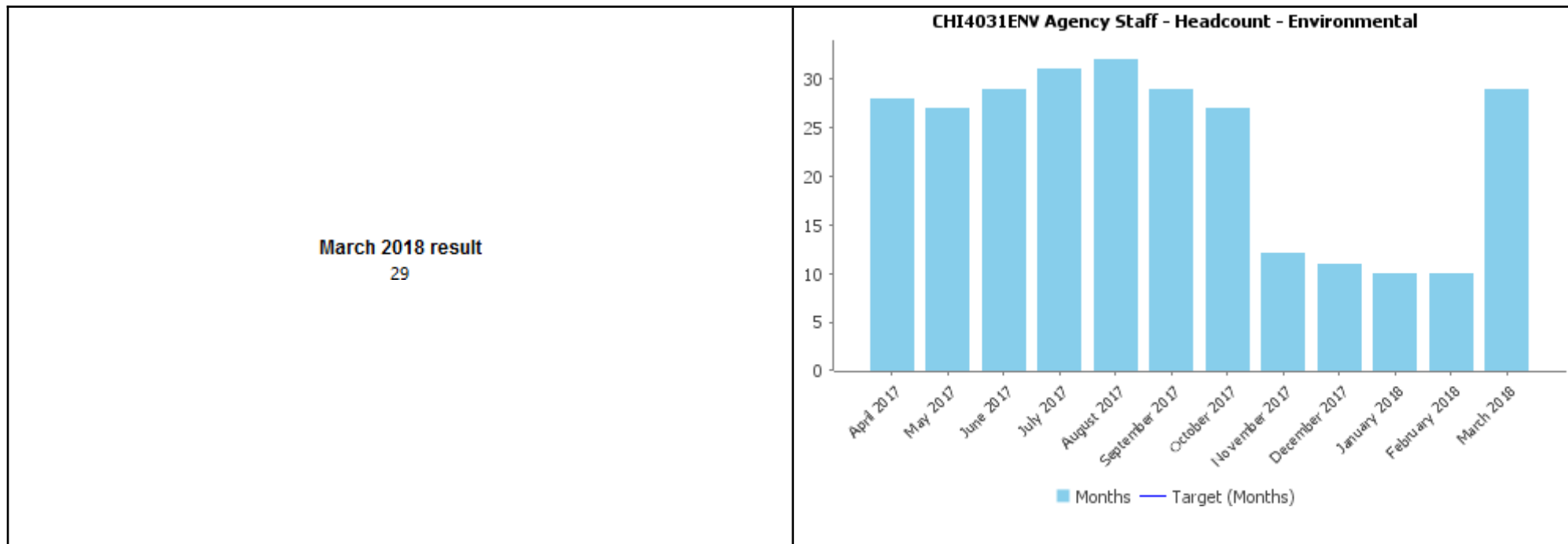
Revenues and Benefits

Performance Indicator	January 2018		February 2018		March 2018		2017/18 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£107.1m		£109.2m		£110.5m		£111.8m
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	11.38		11.54		10.93		10
Correct amount of Housing Benefit paid to customer (monthly)	95.73%		95.65%		95.69%		95%

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Operations Committee Performance Appendix B

Agency Staff - Headcount - Environmental



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**Why is this important?**

Seasonal agency staff ensure that the necessary resource is in place to look after Aberdeen’s green spaces. Clean, attractive and safe green spaces are a key elements required to meet the outcomes set out in the Local Outcome Improvement Plan and specifically then theme of Prosperous Place.

**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 order to conduct seasonal work, required in the main over the summer season running from April to October. These staff are needed in our parks and amenity areas, cutting grass and maintaining green space. This summer season is the busiest time of year in this area of work, hence the need for additional staff to ensure that all maintenance regimes are kept in place. Previously, fixed term contracts were used in order to cover this summer season however it has been found through experience that agency staff are better value for money and a more efficient resource in these particular circumstances.

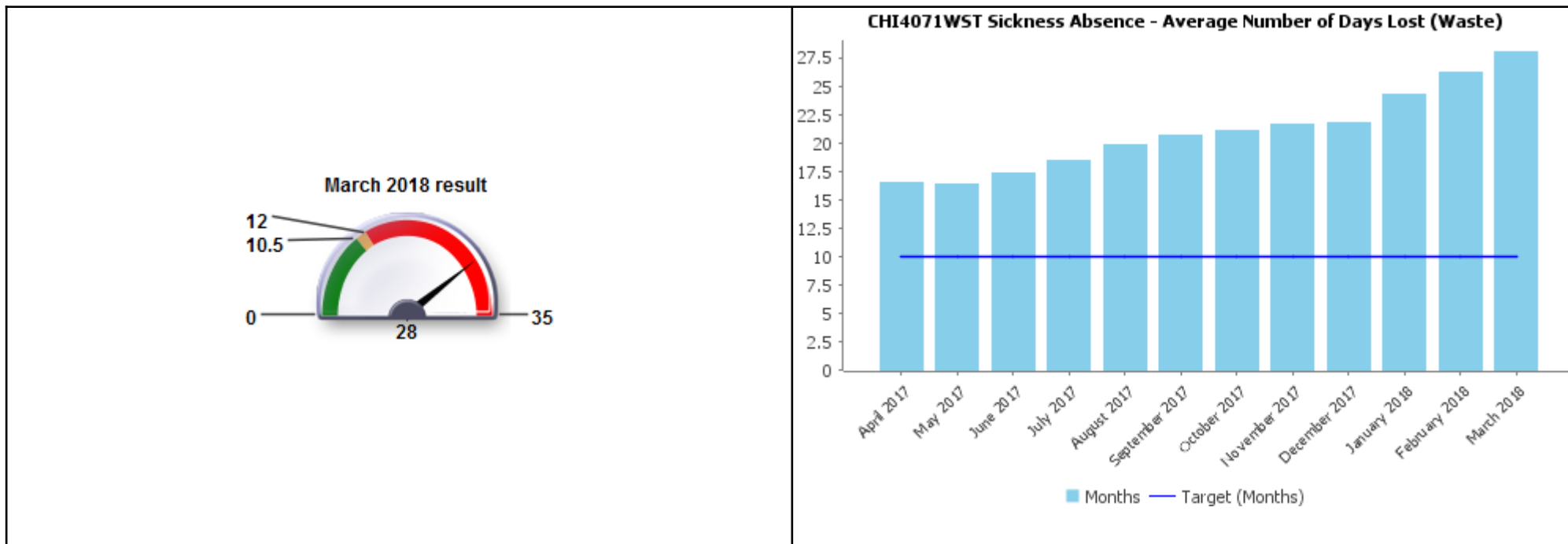
**Responsible officer:**

Steven Shaw

**Last Updated:**

March 2018

Sickness Absence - Average Number of Days Lost (Waste)



**Why is this important?**

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

**Benchmark Information:**

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

**Target:**

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

**Intelligence:**

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

Based on a rolling 12 month period to March 2018 it is possible to see that there are a variety of trends from service to service across Operations and Protective Services - some increasing, some improving, others remaining reasonably static. For instance, Fleet Services has improved from 11.3 days lost at the start of the year to 9.7 in for the 12 months to March, this improvement coming mainly from a reduction in long term absences. Waste, on the other hand, has increased considerably, from 16.5 days lost at the start of the financial year to 28 days at the end of the year, mainly due to a large increase of in long term absences from 9.5 to 18.6 days lost. Other services, such as Facilities have fluctuated but improved slightly over the year to date from 16.3 to 15 days lost. The overall average number of days lost for those services now within Operations and Protective Services is 16.2, 10.7 of which are long term, with Musculoskeletal being the largest category (35.8%).

The overall days lost score of 28 in Waste for March 2018 is broken down as 9.4 days short term and 16.7 days long term with the increase in long term days continuing month on month from a low of 9.2 in May 2017. Short term days have seen a much smaller increase overall of 2.5 days, fluctuating between 6.9 in April and the year end high of 9.4 but rising more steeply from 7 days in November. In terms of absence reasons, for the rolling 12 month year there has been an increase of over 1,000 days long term which is made up of another increase of over 300 days in the psychological category and nearly 300 in each of the musculoskeletal and cardiovascular categories.

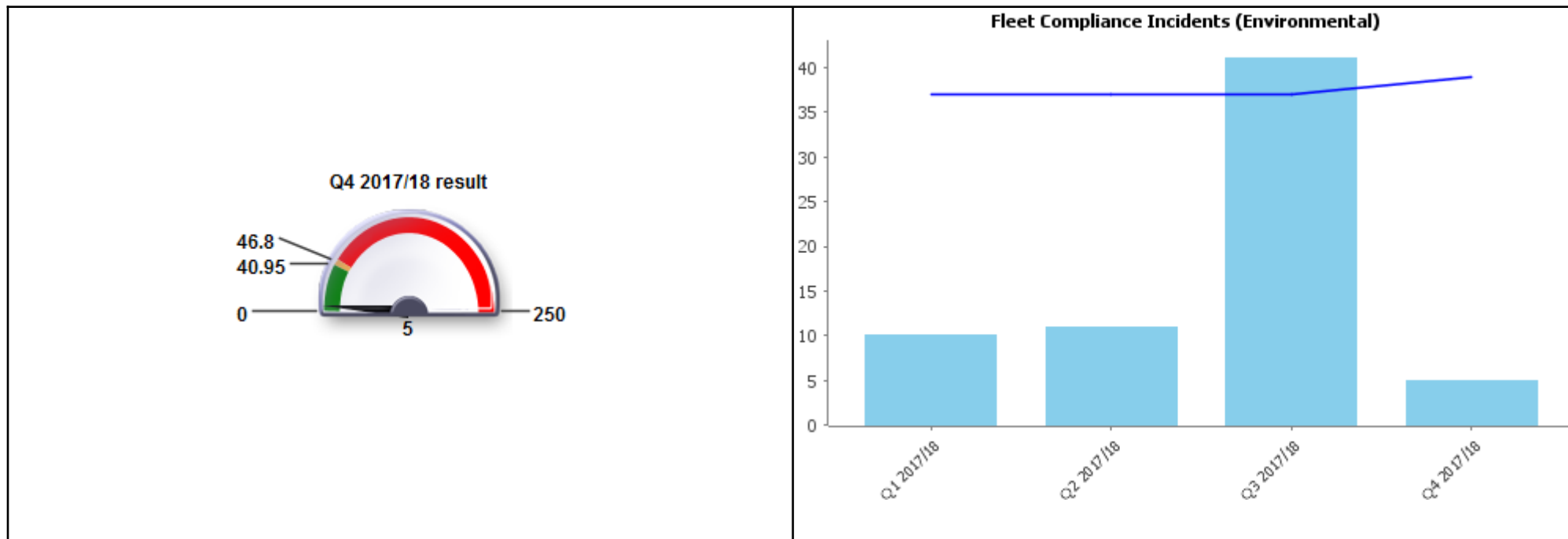
**Responsible officer:**

**Last Updated:**

Mark Reilly

March 2018

Fleet Compliance Incidents (Environmental)



**Why is this important?**

This Indicator monitors the number of unreported Incidents that occur within all Services. The Incidents relate to damage, unfair wear and tear to vehicles and plant, it also relates to non-compliance of Services in relation to carrying out vehicle first use checks which should highlight any reportable defects.

**Benchmark Information:**

Benchmarking of the number of Incidents is conducted across Services on a quarterly and annual basis to monitor Incident reductions. No external benchmarking of this indicator is currently conducted.

**Target:**

The current target for the number of Incidents is zero. This will remain the same in 2018/19.

**Intelligence:**

Fleet Services Compliance team record all Incidents picked up at Depot checks and reports from the Workshop, an Incident is raised and sent to the Services to carryout an Investigation and report back within a timescale of their findings and action taken. All services have seen a recent fall in incidents since the start of the financial year as a result of the bedding in of processes at a service level and the streamlining of reporting procedures. This improvement can clearly be seen in the data from services as below:

Environmental Services: Q1 - 10, Q2 - 11, Q3 - 41, Q4 - 5

Roads: Q1 - 3, Q2 - 0, Q3 - 5, Q4 - 2

Waste: Q1 - 6, Q2 - 2, Q3 - 23, Q4 - 4

**Responsible officer:**

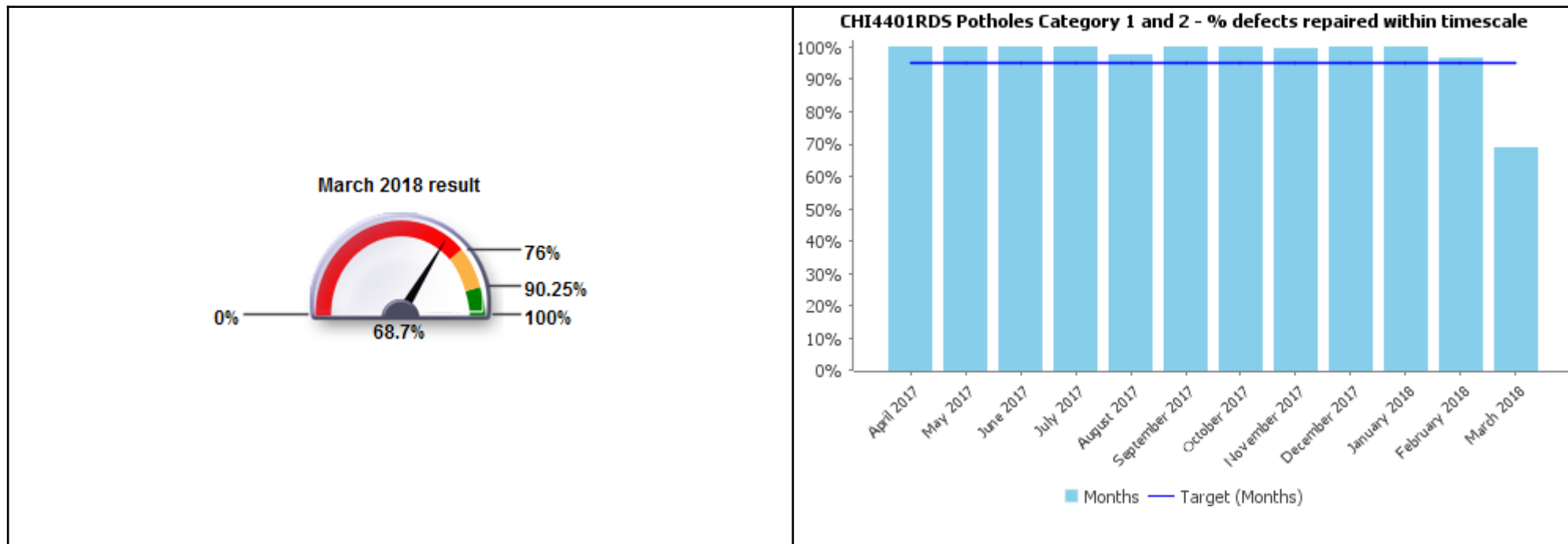
**Last Updated:**

William Whyte

Q4 2017/18



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:**

While the performance for the urgent (2 day) Category 1 repairs has been consistently close to 100%, the performance for Category 2 (7 day) has fluctuated as a result of the ongoing requirement to undertake winter maintenance and the need to undertake a number of structural repairs.

During February and March 2018 we have experienced ongoing periods of cold weather followed by a thaw and re-freeze cycle, with a significant number of periods of winter treatment required. Much of frontline staff time was therefore dedicated to the ongoing requirement for winter maintenance.

As thaws occur, they allow us to identify and repair the urgent defects; there is however a tendency to delay less urgent C2 repairs until a more window of suitable weather opens up and unfortunately, during February and March, these windows were limited.

In addition, the number of Category 1 and 2 defects reported during March soared to 1,833 - an increase of almost 1,000 on the numbers reported in February. When this huge number is compared to the 666 reported in January 18, 600 in Dec 17 and merely 195 in November 17, it is clear why this outcome has been so seriously affected. In addition to these categorised defects over 3,370 Find and Fix repairs have been carried out by roads operatives, indicating the huge scale of current workload.

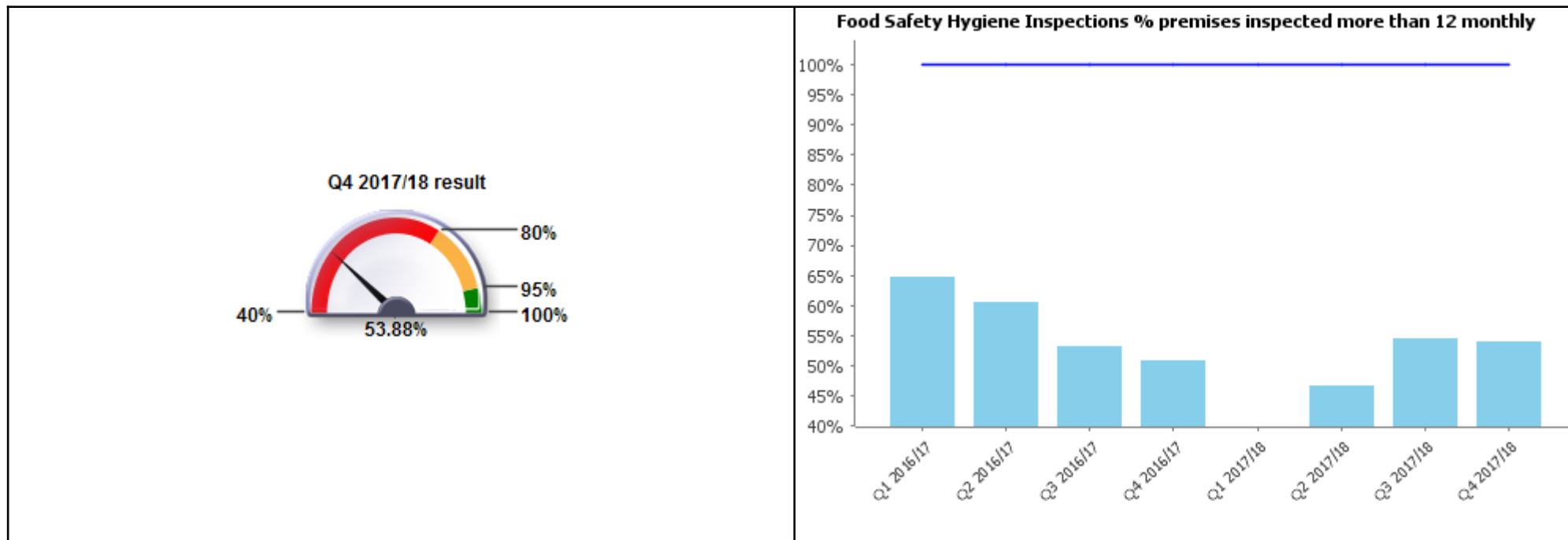
However, the excellent performance seen in previous months means that overall performance for 2017/18 for this measure remains within target range at 92.5%.

**Responsible officer:**

**Last Updated:**

Angus MacIver	March 2018
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Food Safety Hygiene Inspections % premises inspected more than 12 monthly



**Why is this important?**

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

**Benchmark Information:**

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

**Target:**

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

**Intelligence:**

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 2017/18 we achieved 97.22%. A single inspection was missed, and this was due to the inspection being abandoned when the food business operator became aggressive. The inspection has now been completed.

Medium risk establishments are covered by ENV1.16 and in 2017/18 we achieved 97.94%. Of the 3 misses, 1 was deliberately postponed as the due date was the day after a Court hearing regarding the businesses and we wished to avoid the perception of persecution. Another was due to a misunderstanding as the Food Business Operator had closed four premises but not the one that was due an inspection.

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, 79.38% of the C rated establishments were inspected on time and only 13.24% 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.

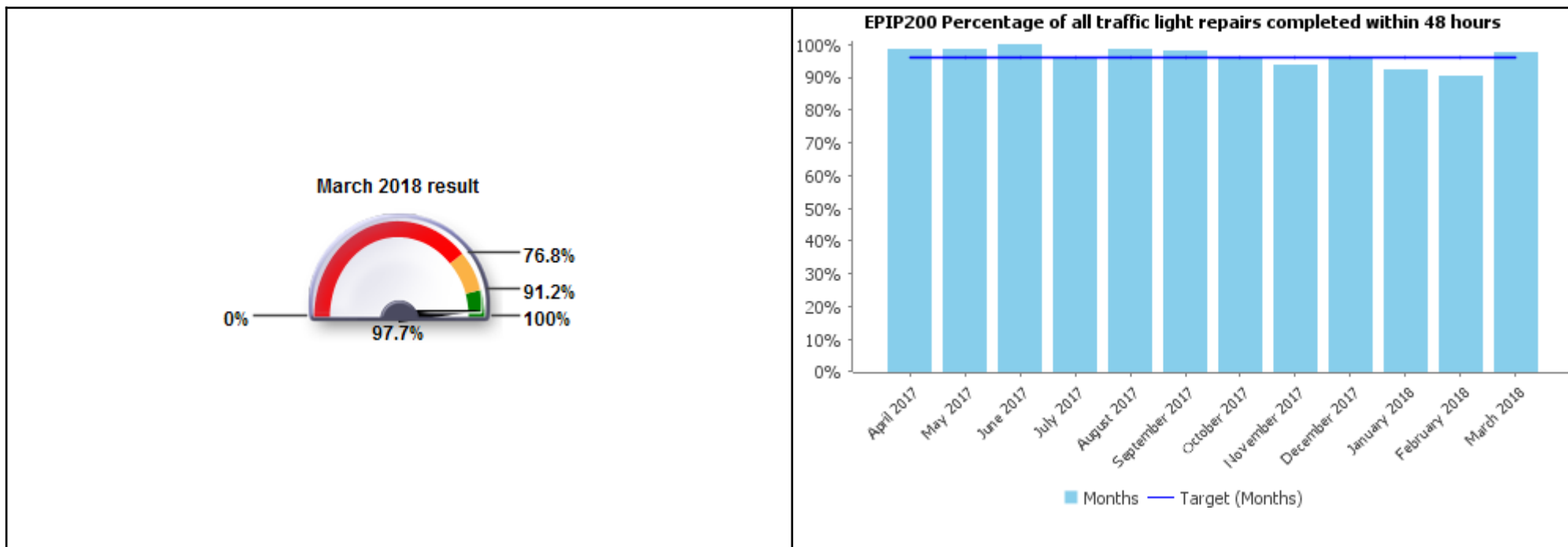
**Responsible officer:**

Andrew Morrison

**Last Updated:**

Q4 2017/18

Percentage of all traffic light repairs completed within 48 hours



Page 53

**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:**

There is no benchmarking data available as this performance indicator is no longer a key indicator for performance reporting. In 2016/17 the overall performance figure was 97.3%, while in 2017/18 this had fallen very slightly to 96.1%, against a target of 96%. The target level for 18/19 will be increased to 97% to encourage service improvement.

**Target:**

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

**Intelligence:**

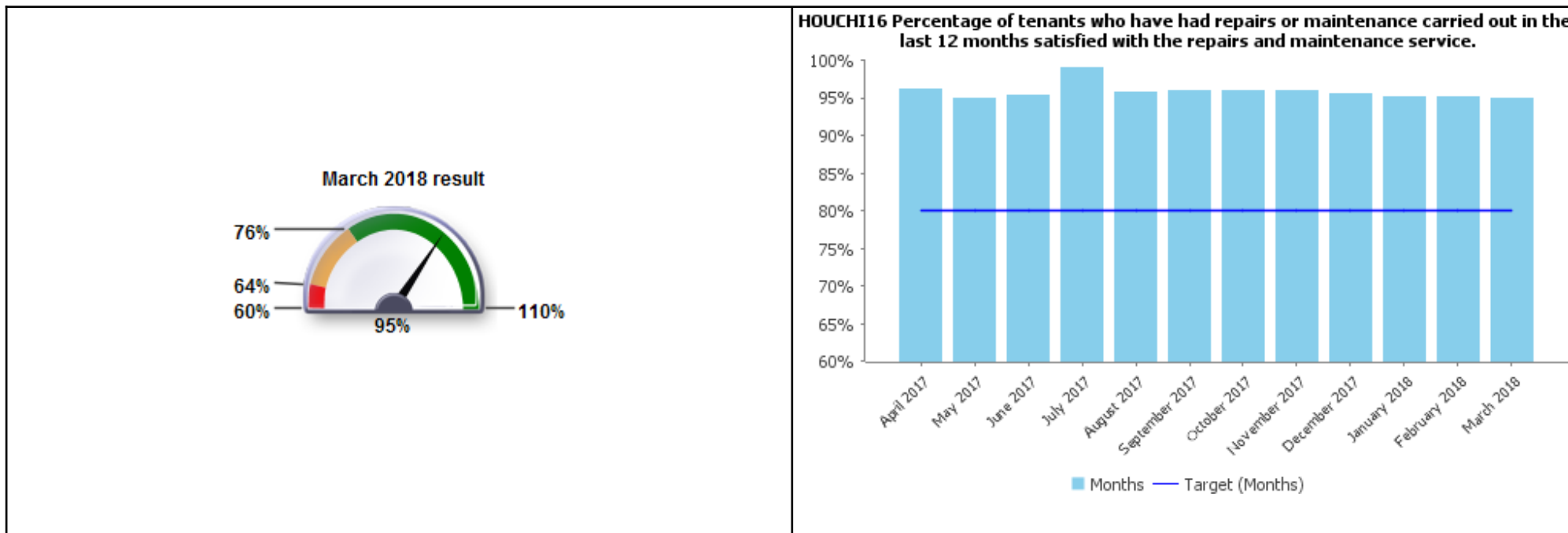
The percentage of faults repaired within 48 hours during February and March was 90.2% and 97.7% respectively, showing performance recovery towards the end of the financial year. The main reasons for the drop in performance over recent preceding months were that the Council's traffic signal maintenance contractor suffered a drop in the level of experience within the team prior to the Christmas break, which was exacerbated by the prolonged period of inclement weather earlier this year. Following a meeting with the maintenance contractor to discuss these performance issues, assistance has been provided to help mitigate the loss of experience within the maintenance team over the short term. This has proved to be beneficial as shown by the significant performance improvement in March. Despite the relatively poor performance earlier in the year, performance taken over the year as a whole has been good, ensuring that the target of 96% has been met. Although performance has seen an improvement as outlined, this will continue to be closely monitored to ensure it is maintained in order to meet increased targets for the coming year.

**Responsible officer:**

**Last Updated:**

Donald Kinnear	March 2018
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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?**

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:**

This measure is reported as part of the Scottish Social Housing Charter. In 16/17 our overall satisfaction for service received by tenants in this category compared favourably with the Scottish average of 89.35% and placed Aberdeen City in the upper quartile.

**Target:**

The target set for 2017/18 was 80% which has been exceeded by some margin. This will be reviewed for the coming financial year.

**Intelligence:**

Performance against this indicator has been maintained at an extremely high level throughout 2017/18, fluctuating between 95 and 99% during the current financial year. This is substantially above the 80% target set. Other questions asked of tenants as part of the survey of which this forms a part, also return excellent scores as shown below:  
 How satisfied were you that the Repairs Service was easy to access? - 99%  
 When you came into contact with members of staff, how satisfied were you with the overall experience? - 98.5%  
 How satisfied were you with the standard of work carried out? - 95%  
 Was your appointment kept as agreed? - 96% (Yes)  
 Did the tradesman leave your house clean and tidy? - 99.5% (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:  
 'Tradesmen carried out work efficiently'  
 'Satisfied and cannot find fault with work carried out'  
 'Very happy with work done and service received from Repairs Team'

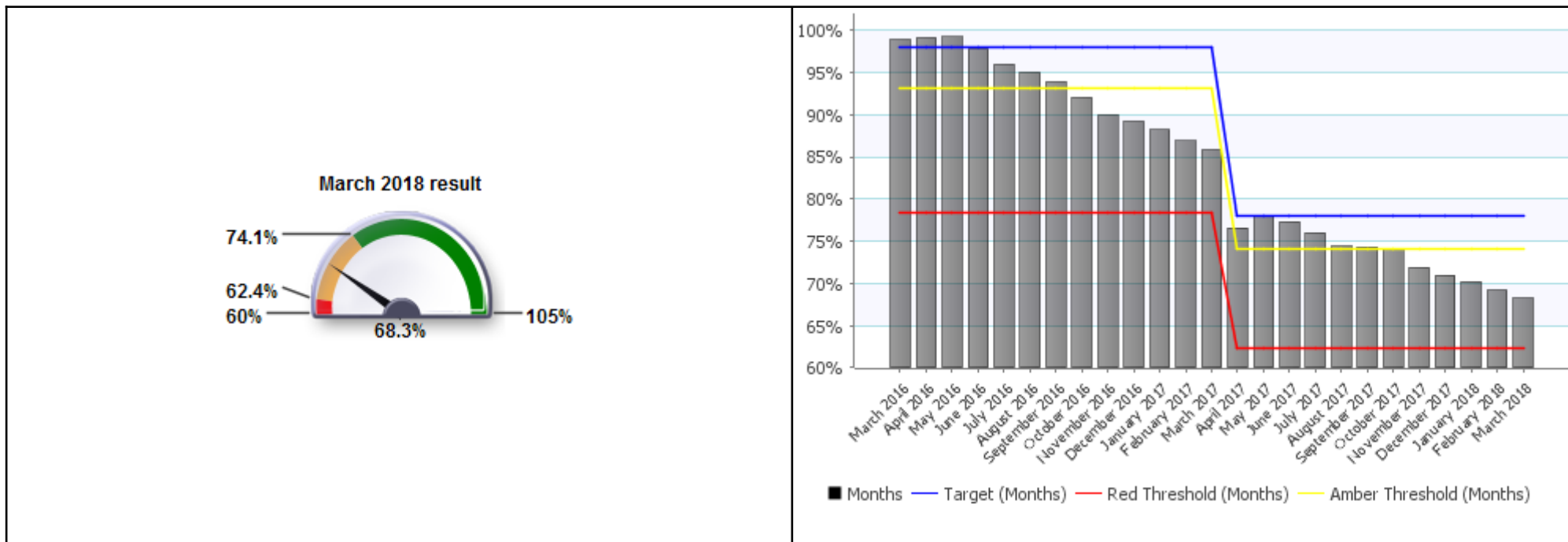
**Responsible officer:**

**Last Updated:**

Graham Williamson	March 2018
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Repairs (50) Inspections - Percentage completed within 3 working day target



**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 17/18 target of 78% will be reviewed for the forthcoming financial year.

**Intelligence:**

Performance against this indicator has decreased since the start of 2017/18 from 78% to the current low of 68.3%. This has been impacted by the recent introduction of an electronic recording process which allows tradesmen 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.

**Responsible officer:**

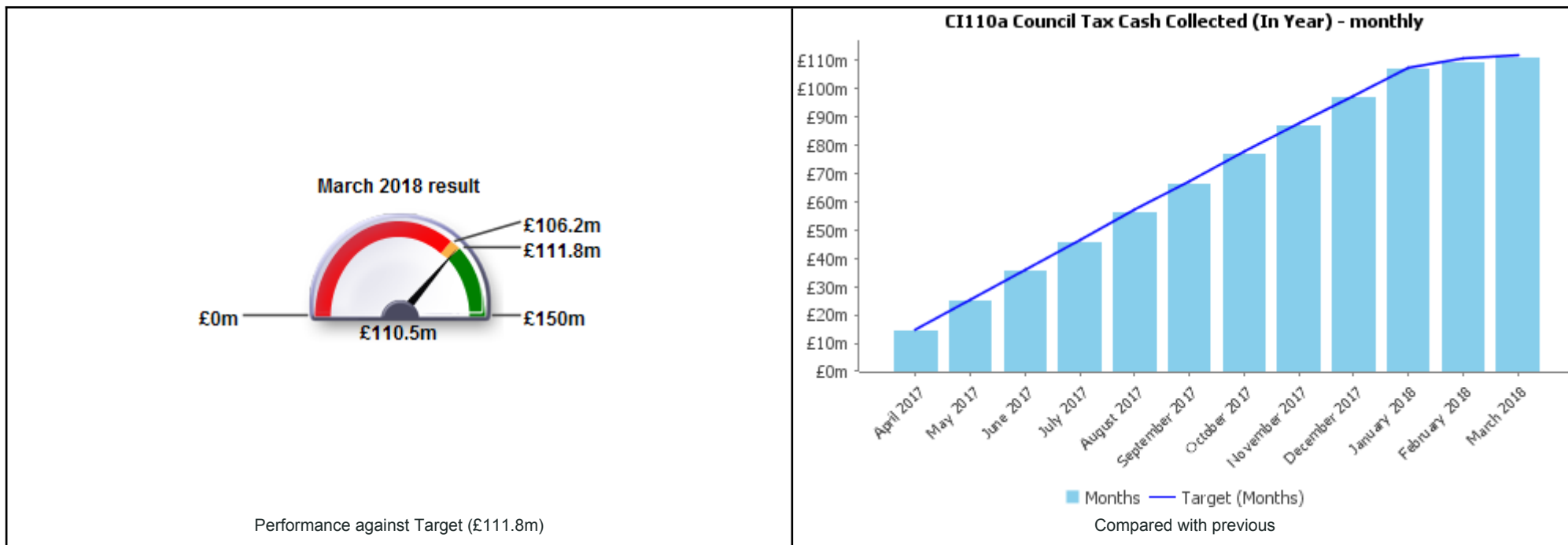
Graham Williamson

**Last Updated:**

March 2018

Customer

Council Tax Cash Collected (In Year) - monthly



Page 59

**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 2017/18 was £111.8m. Targets for the coming financial year are currently under review.

**Intelligence:**

The budget figure of £111.8m was not met. There was deficient of £1.3m. However, 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. We aim to collect the £1.3m outstanding.

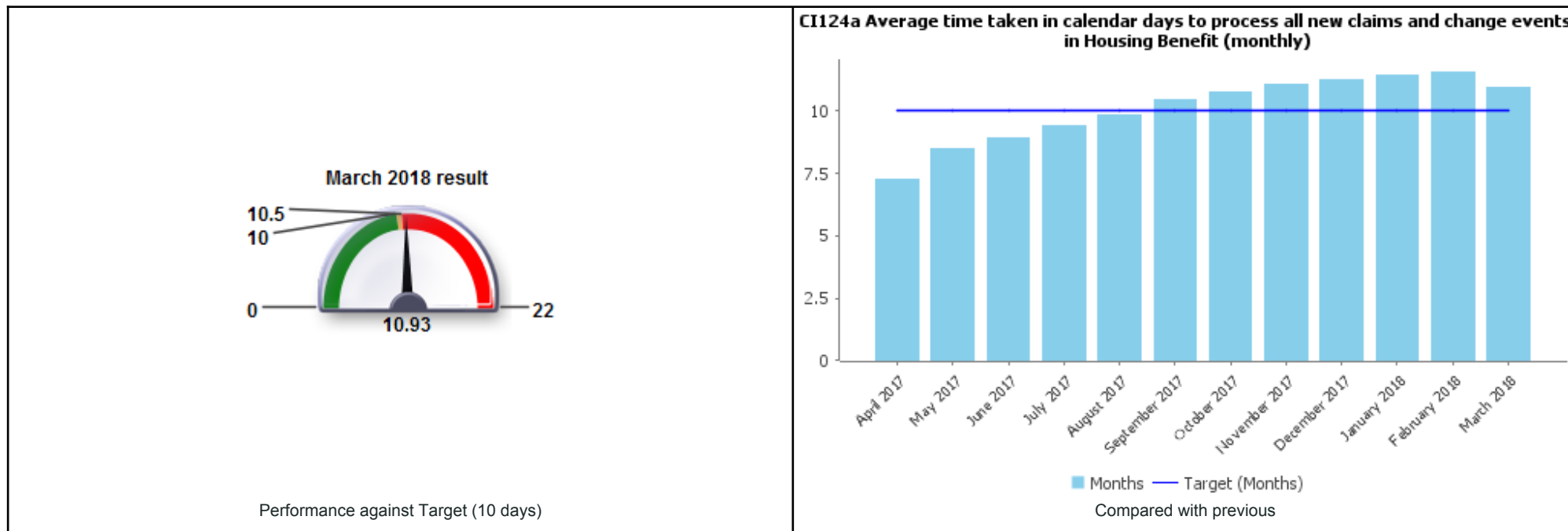
**Responsible officer:**

Wayne Connell

**Last Updated:**

March 2018

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



**Why is this important?**

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

**Benchmark Information:**

Benchmarking data for this indicator is not available. However, this indicator is a combination of New Claims and Change of Circumstances. Benchmarking intelligence is available individually for New Claims and Change of Circumstances via Department for Works and Pensions. For Quarter 3 2017/18, the Scottish average for New Claims is 22 days, Aberdeen City Council achieved 19 Days. the Scottish average for Change of Circumstances is 9 days, 9.76 days Aberdeen City Council achieved 19 Days.

**Target:**

The target for 2017/18 was 10 days. Targets for the coming financial year are currently under review.

**Intelligence:**

Performance of this indicator for March is 10.93 days. Performance of this indicator for the same period last year was 8.81 days. The reason for not meeting this target is due to significant vacancies during the year within this area. Some of the vacancies have been recruited and a training plan put in place. Initial training has been completed and staff are now processing claims. Plans are in place to fill the remaining vacancies. This will have a positive impact on this indicator.

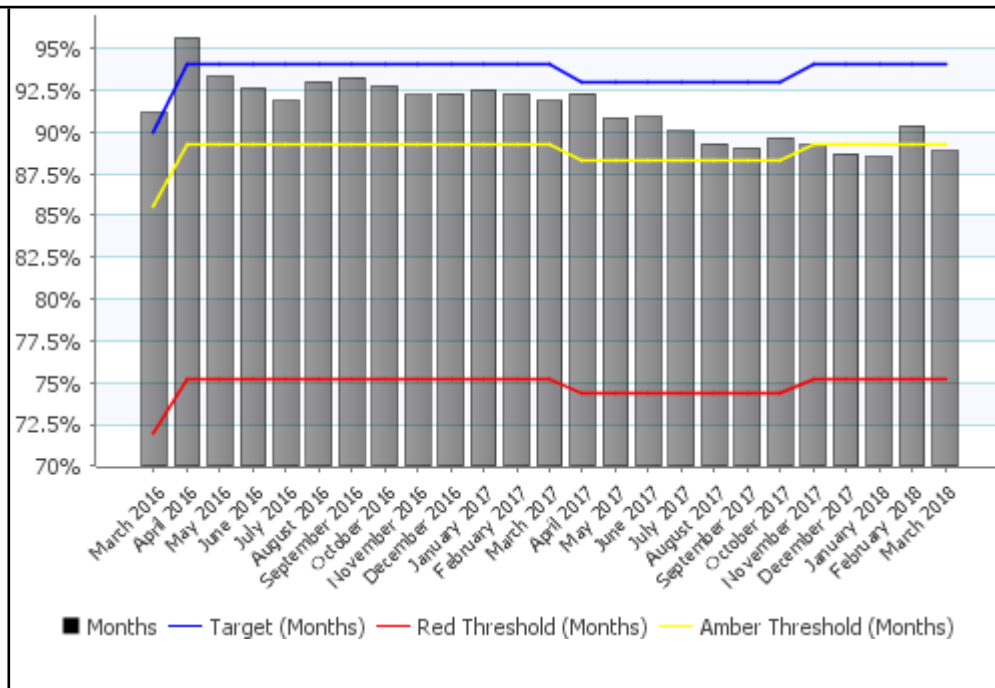
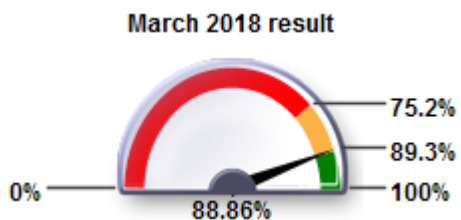
**Responsible officer:**

Helen Moir

**Last Updated:**

March 2018

YTD % of new homeless tenancies sustained for more than a year



Why is this important?

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

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

**Benchmark Information:**

The 2016-17 YTD % of new homeless tenancies sustained for more than a year was 92.09% against the Scottish LA average of 87.7%

**Target:**

The 2017/18 target for YTD % of new homeless tenancies sustained for more than a year is 94%.  
Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

The percentage of new homeless tenancies sustained for more than 1 year 2017-18 is **88.86%**. April 18 **90.48%**. While tenancy sustainment rates remain high, levels of sustainment have fallen when compared with the 92.09% achieved in 2016/17. There have been 85 homeless households that have not sustained their tenancy compared with 44 the previous year. Of the tenancies not sustained 7 were allocated permanent accommodation on the basis of a SSST. Increases in abandonments, evictions and routine terminations have been recorded this year which contribute towards the decline.

We are reviewing how support is delivered to homeless customers following some improvement work to develop the analytics around the assessed needs of our customers, including any performance trends and correlations with tenancy sustainment. This analysis will inform how resources are better directed going forward. We will also be implementing greater monitoring around homeless cases following discharge from our service so that interventions can be targeted prior to reaching crisis. Closer locality working between housing management, support services and the financial inclusion team should serve to enhance the early intervention and prevention culture and contribute towards improved tenancy sustainment.

**Responsible officer:**

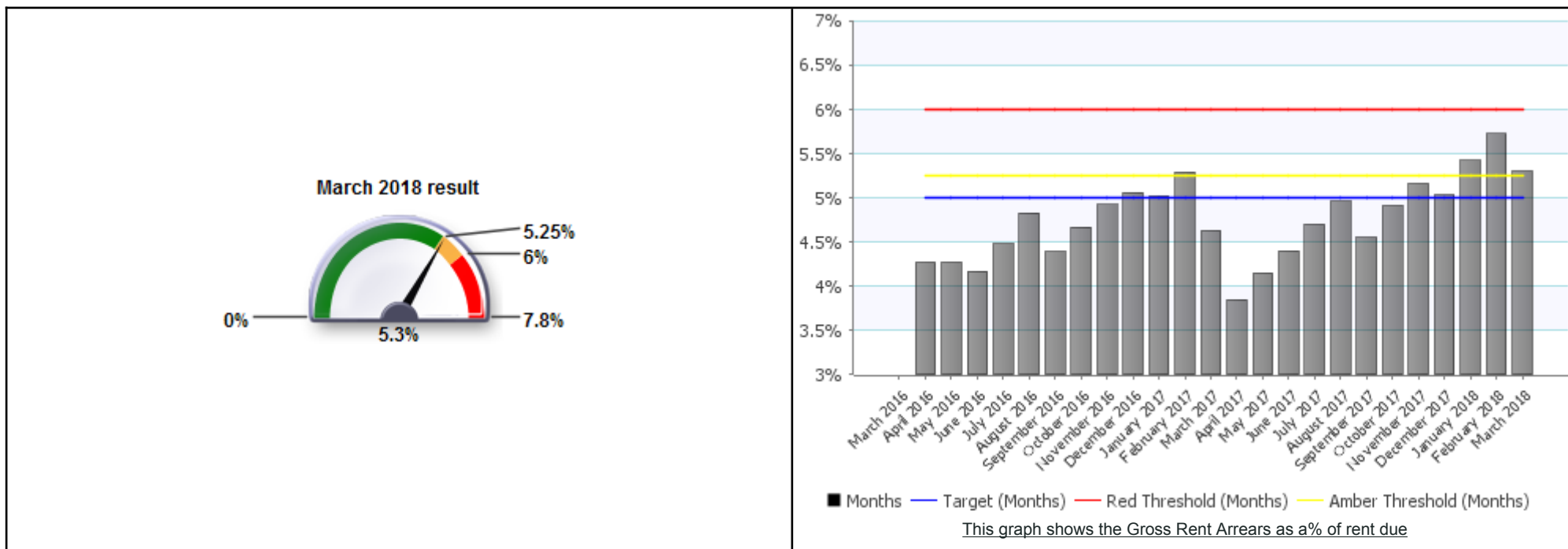
Bellann Wylie/Alana Nabulsi

**Last Updated:**

March 2018



Gross rent Arrears as a percentage of rent due and Value of Former Tenants Arrears.



**Why is this important?**

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

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

Rental income pays for our housing services and capital investments.

**Benchmark Information:**

Our rent collection performance is considered to be very strong and in 2016-17 our year-end figure for Gross Rent Arrears as a percentage of rent due was **4.6%** below the Scottish LA average of **6.1%**.

No comparable Benchmarking is currently available on the Value of Former Tenants Arrears

**Target:**

Targets 2017/18

The year-end target for Gross Rent Arrears as a percentage of rent due is **5%**.

The year-end target for former tenant residential arrears for 2017/18 has been set at **£603,157**.

Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

Gross Rent Arrears as a percentage of rent due for 2017-18 is **5.3%**. The April 18 is also **5.3%**

We amongst the highest performing Council's in the country in collecting rental income.

Although our figures increased by £390,000 from the same time last year, our focus is very much on trying to assist tenants to sustain their tenancies. We have reduced the number of Notice of Proceedings issued from 1756 for 2016/17 down to 1215 in 2017/18, a 31% reduction.

The number of new cases lodged in court has also reduced, 1010 in 2016/17 down to 763 in 2017/18 a 25% reduction. We have also reduced the number of evictions carried out, in 2016/17 we evicted 147 tenants, and in 2017/18 this dropped to 122.

Amount of Former Tenancy Arrears 2017-18 is **£980,401**. April 18 **£981,373**. It is fair to say that due to staff shortages, that there has been less focus on the collection of former tenant's arrears, however we did collect £204,158 during 2017/18 an increase of more than £20,000 from 2016/17.

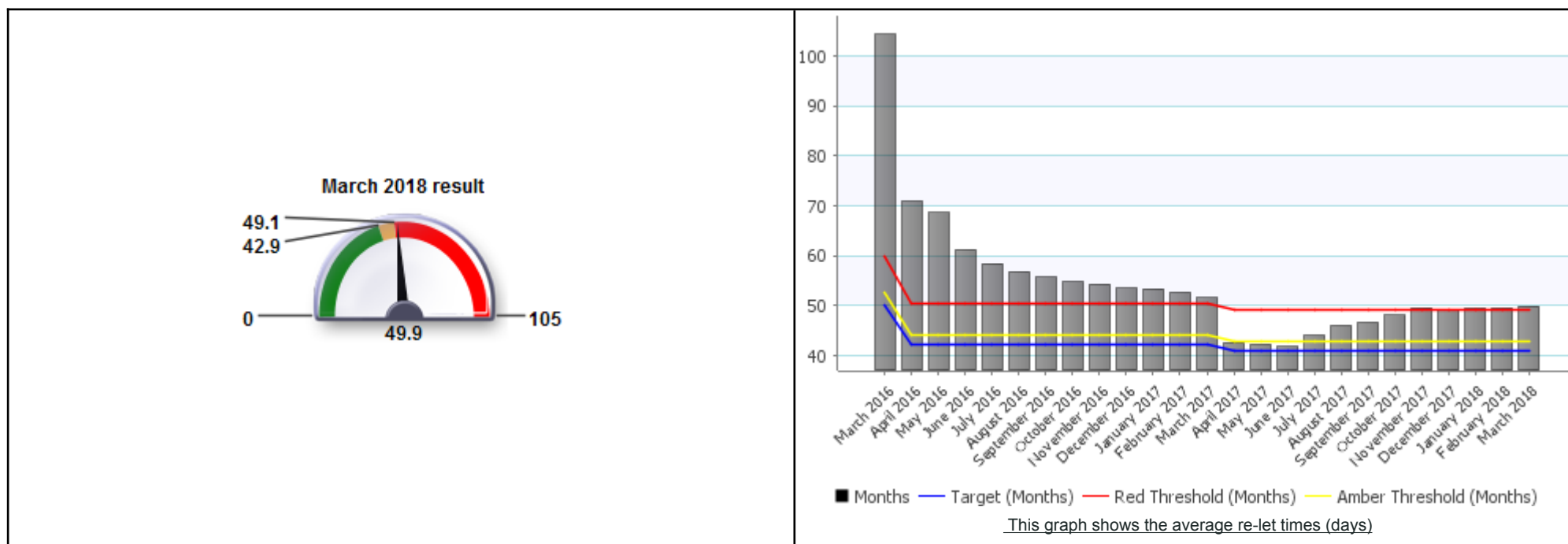
**Responsible officer:**

Neil Carnegie

**Last Updated:**

March 2018

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



**Why is this important?**

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

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that:

*People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

**Benchmark Information:**

**2016-17**

Average relet times was **51.5** days against the Scottish LA average of **38.4** days.

Rent Loss due to Voids was **0.98%** against the Scottish LA average of **0.9%**

Percentage of new tenants satisfied with the standard of their home when moving in was **84.3%** against the Scottish LA average of **85%**

**Target:****Targets 2017/18**

Average number of days to relet all properties was set at **40.9** days.

Rent Loss due to Voids was set at **0.87%**

Percentage of new tenants satisfied with the standard of their home when moving in was set at **73.3%**

Targets for the coming financial year have not yet been set and are currently under review.

**Intelligence:**

For the reporting year 2017/18 the average time to re-let all properties is **49.89** days. April 18 **49.3%**

For the reporting year 2017/18 the % of rent lost due to void properties is **1.19%** April 18 **1.38%**

For the reporting year 2017/18 the % of tenants reporting that they are satisfied with the standard of their home when moving in YTD is **64.4%**. April 18 **63.2%**

We implemented a void performance action plan in late 2015 and this resulted in a 50% reduction in void periods. We have slightly improved on this performance in 2017/18. We continue to meet fortnightly to review performance and delivery of improvement actions.

There has been a significant rise in terminations this year (due in the main to people moving into the private sector which has far lower rents than over recent years) and we have relet 177 more properties than in the previous year, hence we have had around 10% more voids and have slightly improved our performance.

Our current focus is on reducing offer refusals and have developed an action plan to achieve this. We continue to apply the minimal letting standard agreed in 2015 and this approach has been critical to improving void periods however it has resulted in reduced satisfaction with the property at the time of letting. As part of the approach we undertake additional works within the first four weeks of a tenancy and satisfaction rates increase following completion of all works. We have also recently reinforced responsibilities of transferring tenants and ensuring properties they leave behind are in a good state of repair. Staff are also committed to maximising the pre-termination inspections and revised guidance has been issued in connection with this.

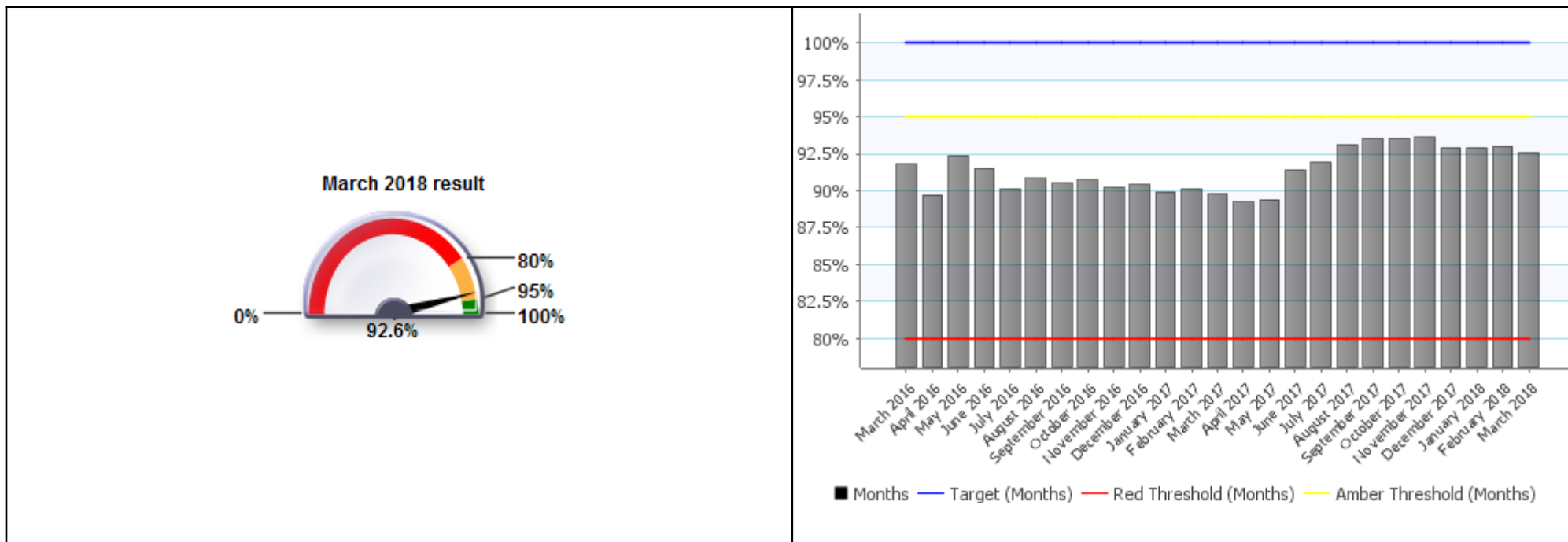
**Responsible officer:**

Neil Carnegie

**Last Updated:**

March 2018

Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale



**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, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'

**Benchmark Information:**

No Benchmarking available across other Local Authorities

**Target:**

The 2017/18 target for the % of Tenancy Management/Statutory Actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) which saw a decision/outcome made within our statutory targets is **100%**. This target level will be maintained in the coming financial year.

**Intelligence:**

For the reporting year 2017/18 the % Statutory Actions completed within target was **92.6%** - April 18 **100%**

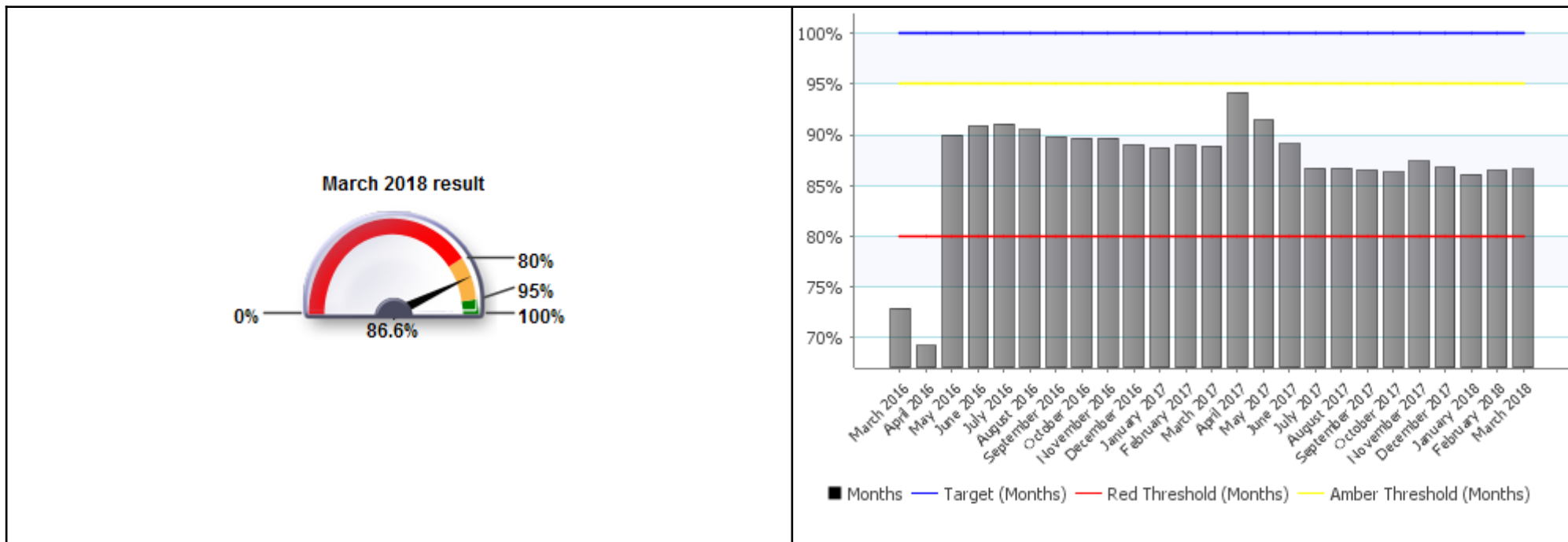
We have improved our recording systems to assist accurate recording of actions and also supported colleagues to meet performance targets. We have achieved 100% completion within target in April 2018.

**Responsible officer:**

**Last Updated:**

Neil Carnegie March 2018

**New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)**



Page 71

**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, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'

**Benchmark Information:**

No Benchmarking available across other Local Authorities this is a local measure and not a statutory one.

**Target:**

The 2017/18 target for the % of New Tenant Visits and recorded outcomes completed within 28 day local target is **100%**. This target level will be maintained in the coming financial year.

**Intelligence:**

For the reporting year 2017/18 the % of New Tenant Visits was **86.6%** - April **95.8%**

We will prioritise routine visits on a case by case basis, however overall we currently prioritise dealing antisocial behaviour, tenancy variations, letting and rent management higher than new tenant visits.

**Responsible officer:**

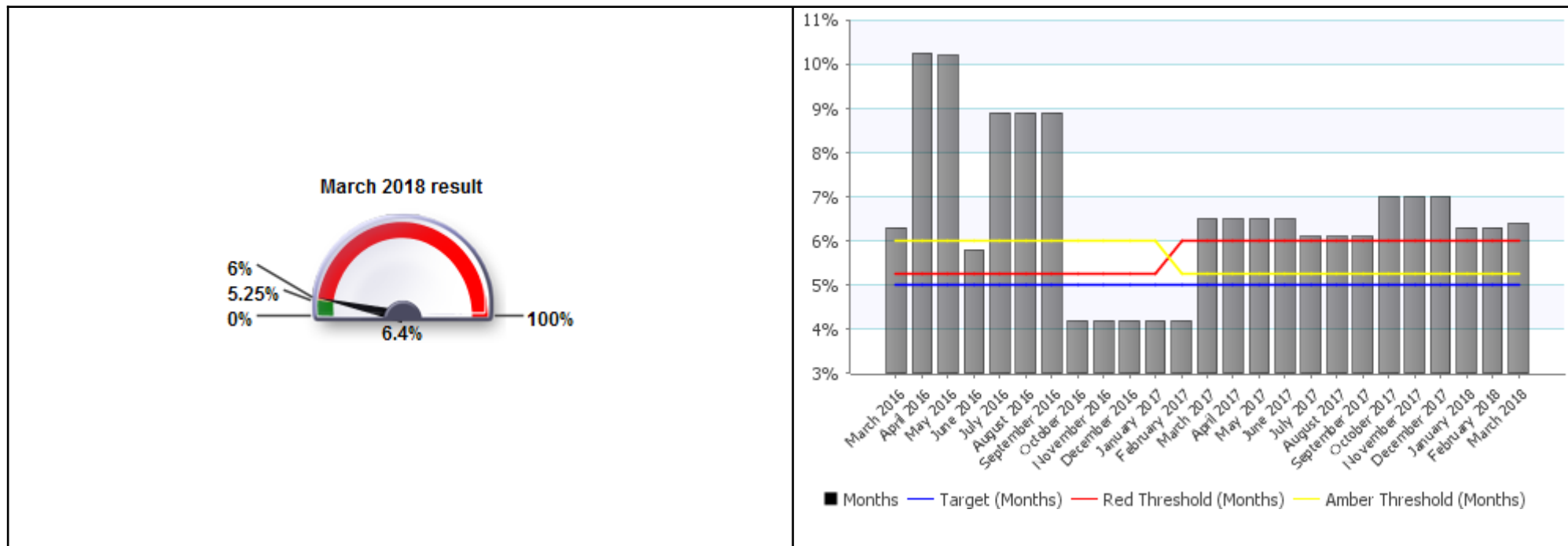
Neil Carnegie

**Last Updated:**

March 2018



% of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed.



**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 2016-17 % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed was **5.5%** against the Scottish LA average of 6.7%

**Target:**

The 2017/18 target for % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **5%**.  
The target for the coming financial year has not yet been set and is currently under review.

**Intelligence:**

For 2017-18 the outcome for this indicator was 6.4%.  
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 prisons.

**Responsible officer:**

Bellann Wylie/Alana Nabulsi

**Last Updated:**

March 2018

## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Health and Social Care Standards
<b>REPORT NUMBER</b>	OPE/18/021
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Bernadette Oxley
<b>REPORT AUTHOR</b>	David Bliss
<b>TERMS OF REFERENCE</b>	1

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### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide assurance that the delivery of Children’s Services is compliant with the new Health and Social Care Standards which were published in June 2017 and came into effect on 1 April 2018.

### 2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:
- 2.1.1 notes the content of the report; and
- 2.1.2 endorses the next steps outlined in paragraphs 3.19 – 3.21 below.

### 3. BACKGROUND / MAIN ISSUES

- 3.1 The Health and Social Care Standards “*My support, my life*”, have been developed through extensive public consultation focusing on what really matters to people who use care. They replace 23 separate sets of standards which have been developed since 2002 for different settings. These included 10 sets of standards for services for adults, 6 for services for children and 7 for services for everybody. Within Children’s Services these covered:
- Adoption agencies
  - Care homes for children and young people
  - Childcare agencies
  - Early education and childcare up to the age of 16
  - Foster care and family placement services

- School care accommodation services
- 3.2 The new single set of standards which replace these reflect a greater focus on human rights and well-being. They also apply to everyone, irrespective of age or ability, on the basis that we are all entitled to the same high-quality care and support. As such the standards can be applied to a diverse range of services from childminding and daycare for children in their early years; to housing support and care at home for adults; to hospitals, clinics and care homes for all.
- 3.3 The new standards are built around five headline outcomes which are:
- I experience high quality care and support that is right for me
  - I am fully involved in all decisions about my care and support
  - I have confidence in the people who support and care for me
  - I have confidence in the organisation providing my care and support
  - I experience a high-quality environment if the organisation provides the premises
- 3.4 Each of these headline outcomes is in turn underpinned by five principles: dignity and respect; compassion; be included; responsive care; and support and wellbeing, around which statements have been developed to illustrate the standard of practice that should be expected.
- 3.5 One key difference about the new Standards is that they not only relate to the way that services are delivered, but also to the way that they are planned and commissioned.
- 3.6 The Care Inspectorate and Healthcare Improvement Scotland have both indicated that they expect local authorities and integrated joint boards, amongst others, to be using the new Standards from April 2018. In turn, they will be using them in subsequent inspections of services and when making decisions about registered care and health services, although the Care Inspectorate is planning to phase in implementation from April 2018, starting with care homes for older people.

### **Children's Social Work**

- 3.7 Adherence to expected standards of practice are an essential element of the delivery of a professional social work service. This has been evidenced in recent years by the investment in training in systemic practice which has been a key part of the implementation of Reclaiming Social Work. Such standards are also embedded within the policies and procedures that underpin and support that practice. Where appropriate, these will be reviewed to ensure that they reflect both the principles and outcomes of the new standards. This will ensure that the service is prepared ahead of any subsequent inspection by the Care Inspectorate.
- 3.8 The Alternative Family Care Service, which includes Fostering, Adoption and residential Children's Homes, has developed an ethos of care underpinned by therapeutic principles and approaches which inform how care is delivered and planned. This is informed by a relational approach based on Dyadic Developmental Psychotherapy (DDP). DDP is used to help children and young people in their recovery from early trauma. The approach aims to help children and young people address difficulties with attachment (eg. finding it

hard to feel safe with parents or in primary relationships) and inter-subjectivity (eg. finding it hard to give and take within relationships).

- 3.9 The service has adopted a whole system approach in the application of DDP, which is evidenced across all aspects of how residential and foster care is practiced by the workforce and experienced by children and young people. For example, the Alternative Family Care Service is committed and working to achieve the values of: compassion; ambition; respect and equity.
- 3.10 These values clearly form a part of the new Standards and are firmly embedded, reflected and articulated in practice. This is being evidenced in several measures, including recording of improved outcomes for our young people. For example, young people have fewer changes in placement, remaining in local placements for longer periods, creating opportunities for better development of trusting relationships and demonstrating that the young people in our care are claimed. This has resulted in over 70% of them remaining in placement for over two years and their views are reflected in planning with them for continuing care and other changes which may impact upon their experiences of being cared for.
- 3.11 The residential service has a strong record of seeking the views of young people in its care. For example, a plan is being currently developed to undertake a survey with our young people regarding improvements that we can make in their experiences. In this context our local Children's Homes as well as Fostering and Adoption, are well prepared for future establishment inspections where we are invited to evidence our adherence to the new Standards.
- 3.13 The commissioning of external services will in future reflect the new Standards which will be built into contracting arrangements. Whilst the new Standards are not explicitly covered in current contracts, reference to former National Care Standards can be assumed to include an expectation that the Standards which have replaced them will be the benchmark going forward.

### **Early Years**

- 3.14 The new standards will apply to all services providing early education and childcare for children up to the age of 16. Unlike previous National Care Standards which only applied to registered health and social care services, this new integrated set of Standards will apply to registered and non-registered services. The Standards can equally be used for internal quality assurance as well as external scrutiny.
- 3.16 The Early Years' Service has worked together with colleagues from Aberdeenshire and Moray to establish the Early Learning and Childcare Academy. This has a remit to support all those in the early education and childcare sector in relation to their continuous professional learning. The Early Learning and Childcare Academy has already arranged events for the sector to raise awareness of the new Standards. One event was held in March 2018 at the Beach Ballroom with another planned for May 2018.
- 3.17 Practice development opportunities included in the Aberdeen City Early Learning and Childcare Training Programme will support staff to improve their

understanding of the new Standards and their personal role and responsibilities to meet them.

- 3.18 The quality assurance process for registered services providing funded early education and childcare has been reviewed to ensure that it supports staff to meet the new Standards and make use of these to quality assure the services that they provide.

**Proposed Next Steps**

- 3.19 Training and familiarisation with the new standards will continue within the relevant services as described above. In addition, briefings will be provided throughout the Service over the summer to all Units and Teams with an expectation that they undertake self-assessment and audit of their practice against the relevant Standards during the autumn.
- 3.20 Similarly, the new standards will be applied to the review and development of both internal and externally commissioned services and built into subsequent tenders and contracts.
- 3.21 Opportunities for more integrated professional learning between Children’s Social Work and Early Years staff and between Children’s Social Work and Adults Social Work colleagues, will also be explored over the coming months to ensure that all practitioners have opportunities to work to the standards expected of their profession, including both the new standards and the SSSC Code of Practice.

**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no direct financial implications of the implementation of the new standards.

**5. LEGAL IMPLICATIONS**

- 5.1 There are no direct legal implications of the implementation of the new standards.

**6. MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	There are none.	-	-
<b>Legal</b>	There are none.	-	-
<b>Employee</b>	Staff need to be aware of	L	Staff will be briefed, and

	the new Standards ahead of any subsequent inspections.		information sessions will be provided where necessary. The Standards will be incorporated into relevant staff training and policies & procedures.
<b>Customer</b>	Risk of poor quality services for children and families within Aberdeen that do not meet the expectations of the new Standards.	L	Qualified and knowledgeable staff are more able to provide a quality service to children and families within Aberdeen that meets the expectations of the new Standards.
<b>Environment</b>	There are none.	-	-
<b>Technology</b>	There are none.	-	-
<b>Reputational</b>	As a provider of services covered by the new Standards, the Council has expectations to meet.	L	Regulated services within the council are already used to aiming to meet national standards and anticipate being able to ensure that they meet the expectations of the new Standards within their business as usual approach.

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	Aberdeen will be served by qualified and knowledgeable staff working to provide high standards of care.
<b>Prosperous People</b>	Opportunities for improved outcomes for children and families within the city will be maximised by being provided with high standards of care.
<b>Prosperous Place</b>	Aberdeen will be served by qualified and knowledgeable staff working to provide high standards of care.
<b>Enabling Technology</b>	The development of digital solutions will enable staff to provide high quality care.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The new Standards enable services to understand the expectations that their users have of them, to clarify their accountabilities and to support them to deliver high quality council services.
<b>Organisational Design</b>	There is none.
<b>Governance</b>	The new Standards will help the council to set expectations of the workforce alongside the relevant professional Standards of the SSSC which also govern the practice.
<b>Workforce</b>	The new Standards will support the workforce to provide high standards of care along with the SSSC Standards which also govern professional social work practice.
<b>Process Design</b>	There is none.
<b>Technology</b>	There is none.
<b>Partnerships and Alliances</b>	The new Standards apply equally to services provided for adults and older people by the IJB.

## **8. IMPACT ASSESSMENTS**

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Not required.
<b>Privacy Impact Assessment</b>	Not required.
<b>Children's Rights Impact Assessment/Duty of Due Regard</b>	Not required.

## **9. BACKGROUND PAPERS**

9.1 There are none.

## **10. APPENDICES (if applicable)**



10.1 There are none.

**11. REPORT AUTHOR DETAILS**

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Carers Strategy
<b>REPORT NUMBER</b>	OPE/18/022
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Bernadette Oxley
<b>REPORT AUTHOR</b>	David Bliss
<b>TERMS OF REFERENCE</b>	1

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval of the Aberdeen City Carer's Strategy – 'A Life Alongside Caring' which is attached as an Appendix and to provide an overview of next steps in relation to the strategy's implementation subject to that approval.
- 1.2 The strategy has already been approved by the IJB at its meeting on 27 March 2018<sup>1</sup>. However, given the duty that the Carers (Scotland) Act 2016 places councils under, and that the strategy is a joint one covering both adult and young carers, it is being submitted to the Operational Delivery Committee for final approval.

### 2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:
- (i) approves the final draft of the Aberdeen City Carers Strategy.
  - (ii) approves the next steps in relation to the launch and implementation of the Aberdeen City Carers Strategy.
  - (iii) instructs 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

<sup>1</sup>: Although the Carers Act was implemented on 1 April 2018 there was no requirement to have the local strategy published ahead of that date. The publication of the draft strategy in advance was sufficient.

proposals for the commissioning of additional services for young carers when confirmed.

- (iv) instructs Officers to bring back to a future meeting of this Committee in early 2019, an update on the implementation of the Strategy and the subsequent development of services for Young Carers.

### **3. BACKGROUND / MAIN ISSUES**

- 3.1 On 1 April 2018, the Carers (Scotland) Act 2016 came into effect. It extends and enhances the rights of Carers in Scotland to help improve their health and well-being so that they may continue to care, if they so wish, and have a life alongside caring.
- 3.2 The Carers (Scotland) Act 2016 places a duty on local authorities and health boards to prepare and publish a local Carers Strategy, covering both adults and young carers.
- 3.3 The draft strategy was considered at the IJB meeting on 12 December 2017 and at Education & Children's Services Committee on 25 January 2018 where approval was given to undertake public consultation.
- 3.4 The subsequent consultation ran for 6 weeks. Specifically, consultation was organised with approx. 250 young people attending both primary and secondary education. This involved conversations with young people who identified themselves as young carers as well as through discussions with whole class groups. These sessions were invaluable in giving an insight into young carers' lives and their views, as well as the responses of their peers to their caring role.
- 3.5 The consultation with young people helped us to understand what young carers and their peers thought about their caring role. This showed a range of conflicting emotions: from depression, worry and loneliness; to feelings of happiness and pride that they can support a loved one. They also told us what might stop a young carer seeking support, which included bullying and lack of peer understanding; lack of teacher understanding; not knowing where or who to seek support from; or being taken away from their parents, or their parents may be placed in a home.
- 3.6 In terms of the support that they would want, young people frequently said that they would recognise their Named Person as a point of contact, or their Pupil Support Assistant (PSA), extended family, social work or ChildLine. The sort of help that they would want included: better communication between their guidance and teaching staff; support with their homework; a quiet space within school; someone to talk to, such as a Befriender; or a holiday with their family.
- 3.7 Most of the responses received to the overall consultation related to the format and presentation rather than to the content. As a consequence, a Foreword has been added and some of the introductory chapters were merged and streamlined. The section on consultation and engagement was augmented particularly in relation to the consultation undertaken with children and young people.

- 3.8 The final draft strategy also contains an Action Plan following confirmation of the funding available from the government to implement the Carers (Scotland) Act 2016. This has now been set at £725,000 in financial year 2018/19 to fund the implementation of the Carer's Strategy for both young and adult carers, although this does incorporate the Carer Information Strategy (CIS) funding, which was previously allocated to Health Boards. However, it is in addition to the current funding that the partnership provides to the commissioned service for adult carers.
- 3.9 The precise allocation of this funding for new or additional services is yet to be agreed, particularly as precise levels of demand going forward with the implementation of the Carers (Scotland) Act 2016 are hard to predict. For example, whilst relatively small numbers of carers are currently known, potentially much larger numbers of unpaid carers who do not identify as such may come forward seeking support once more people become aware of the Act and its provisions.
- 3.10 As the additional funding was received by the local authority but has been paid over to the IJB, a funding adjustment will be made from the IJB back to the Council to cover the development of services for young carers. The proposed spend of this money will be by the development of a Service Specification using the same approach as that used for the recent re-commissioning of services externally funded through Children's Social Work. Approval for this approach will be sought from the Strategic Commissioning Committee in September 2018 once the budget is confirmed and the specification is developed. The remaining funds will be held centrally within the IJB budget and business cases will be developed and submitted for the allocation of funding to the May meeting of the IJB.
- 3.11 From a young carer's perspective the Action Plan accompanying the Strategy will include three key stages:
- Think Young Carers** – including piloting the Young Carers Toolkit with schools and other services; introducing the Young Carers Statement; providing training for staff to develop their awareness and recognition of the role of young carers.
- Support Young Carers** – developing information and advice; creating opportunities for support groups and short breaks; involving young carers in the commissioning of new services.
- Make a difference for Young Carers** – reviewing use of Young Carers Statements; updating consultation; promoting greater awareness amongst the wider community.
- 3.12 Operational processes and procedures have been revised to facilitate the launch of both the Carers (Scotland) Act 2016 and the strategy, including arrangements for emergency and future planning for carers; particular cognizance for those caring for the terminally ill; and increased involvement of carers in the hospital discharge process. The information and advice available for carers is being reviewed and updated and staff training and awareness sessions are planned from April 2018. In addition, work is ongoing to enable us to meet the new requirements for data submission for the annual Carers Census.

- 3.13 The Carers (Scotland) Act 2016 also requires that a Short Breaks Services Statement (SBSS) is published before the end of the year. A national SBSS Think Tank has been set up, of which the IJB Lead Strategy and Performance Manager is a member, and work is on-going to develop a best practice template for all local authority and partnership areas to use. It is proposed that the SBSS for Aberdeen will be submitted to the October meeting of the IJB for approval.

### **Proposed Next Steps**

- 3.14 There are events planned nationally to launch the new legislation. Considering the approval process and timescale noted above it is intended to formally launch Aberdeen City's Carers Strategy during Carers Week which is 11 - 17 June 2018.
- 3.15 Overall progress on the implementation of the Carers Strategy will continue to be driven by the multi-agency Carers Strategy Implementation Group, which in turn will be monitored by the Clinical and Care Governance Committee of the IJB. A similar multi-agency Young Carers Development Group will also continue to oversee the development and commissioning of additional services for young carers, which will be managed within the Children's Social Work commissioning arrangements

## **4. FINANCIAL IMPLICATIONS**

- 4.1 £725,000 is being made available in financial year 2018/19. This incorporates the Carer Information Strategy (CIS) funding, which has previously been allocated to NHS Boards and is in addition to the current funding that the partnership provides to the commissioned service for Carer Support.

## **5. LEGAL IMPLICATIONS**

- 5.1 Aberdeen City Council and NHS Grampian have approved amendments to the Integration Scheme to allow the duties under the Carers (Scotland) 2016 Act to be formally delegated to the IJB. The revised Scheme was approved by Scottish Ministers in April 2018.

## **6. MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	The allocation of the funds available to support implementation of the	L	Work is on-going between those involved in the Act's implementation to ensure a

	Carers (Scotland) Act 2016 is to be agreed.		fair allocation between Adults and Young Carers services.
<b>Legal</b>	There are none.	L	
<b>Employee</b>	Staff within Integrated Children & Family Services are not aware of their responsibilities in relation to Young Carers.	L	The development and launch of the Young Carers Toolkit will improve awareness and develop skills amongst staff who are likely to have contact with Young Carers.
<b>Customer</b>	Young Carers will not receive the assessment and support that they are entitled to.	L	The launch of the Toolkit and the development of a new service for Young Carers, supported by the Carers Act Implementation Grant, will increase opportunities for Young Carers to be appropriately supported.
<b>Environment</b>	There are none.	L	
<b>Technology</b>	There are none.	L	
<b>Reputational</b>	There is a risk that the Council and the IJB and the services that they provide, or commission fail to meet performance standards or outcomes as set by regulatory bodies.	L	The Carers Strategy – <i>A Life Alongside Caring</i> ensures that the Council and the IJB will meet their legislative duties under the Carers (Scotland) Act 2016.

## 7. OUTCOMES

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

<b>Prosperous Place</b>	The implementation of the single Carers Strategy covering young and adult carers gives all carers equal recognition.
<b>Enabling Technology</b>	The development of digital solutions to increase information and advice will enable carers to be better informed about the support that they are able to receive.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The Young Carers Toolkit will enable staff to understand their roles and responsibilities in relation to this vulnerable group of customers and will support them to deliver high quality council services in response.
<b>Organisational Design</b>	The Carers (Scotland) Act 2016 Implementation Group represents staff and thus services, from across a range of agencies, but in particular from the Council and the IJB.
<b>Governance</b>	There is none.
<b>Workforce</b>	The Carers (Scotland) 2016 Act and the Aberdeen City Carers Strategy bring a number of new and different obligations for staff. Dedicated resource is available to ensure that both the Carers (Scotland) Act 2016 and the strategy are implemented. Appropriate information and training will be given to all staff along with revised tools and processes.
<b>Process Design</b>	There is none.
<b>Technology</b>	There is none.
<b>Partnerships and Alliances</b>	The Carers (Scotland) Act 2016 Implementation Group represents staff and thus services, from across a range of agencies, including the Council and the IJB.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights</b>	An Equalities & Human Rights Impact Assessment was completed in respect of the submission of the Carers



<b>Impact Assessment</b>	Strategy to the IJB and this confirmed no adverse impact.
<b>Privacy Impact Assessment</b>	Not required.
<b>Children's Rights Impact Assessment/Duty of Due Regard</b>	Not required.

## 9. BACKGROUND PAPERS

9.1 There are none.

## 10. APPENDICES (if applicable)

10.1 Appendix One: Carer's Strategy Final Draft for Approval.

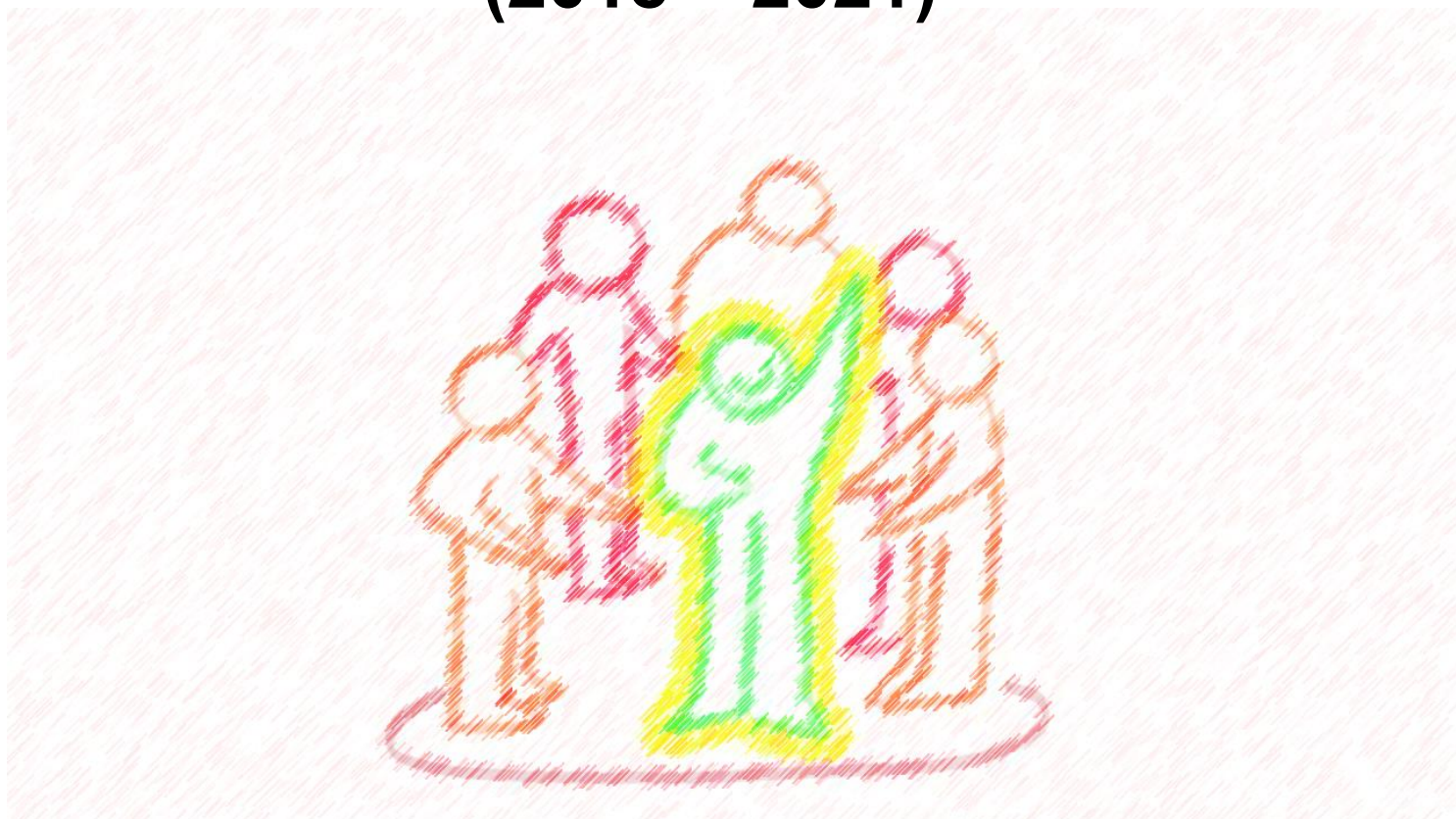
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# **Aberdeen City Carers Strategy (2018 – 2021)**



**A Life Alongside Caring**

This document is also available in large print, other formats and other languages, on request.

Please contact the Aberdeen City Health & Social Care Partnership on 01224 625729

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## Foreword

We welcome the publication of the Aberdeen City Carer's Strategy. The strategy recognises the significant contribution that unpaid carers make to the health and wellbeing of the citizens of Aberdeen and the value that we as Aberdeen City Health and Social Care Partnership and Integrated Children's Services Partnership place on the role that unpaid carers have.

The publication of this strategy is our response to the implementation of the Carers (Scotland) Act 2016 on 1<sup>st</sup> April 2018. The Act extends and enhances the rights of unpaid carers. Our strategy seeks to take into account those areas of a carers life that may be impacted by their caring role and identify the provision of a variety of support in order that they can continue in that role should they wish to do so. Our aim is that they are enabled to have a life alongside caring.

It is our ambition is that the role of unpaid carers is recognised, that their views are heard and used in designing and delivering services, not only for themselves but for those that they care for. We know that undertaking a caring role can often be a demanding and complex task and we hope that this strategy offers opportunities to lighten the load.

We acknowledge the demographic and financial challenges that we face and we recognise that unpaid carers are key to the sustainability of the health and social care system. Whilst funding is limited we will ensure we target what funding we have the areas that need it most.

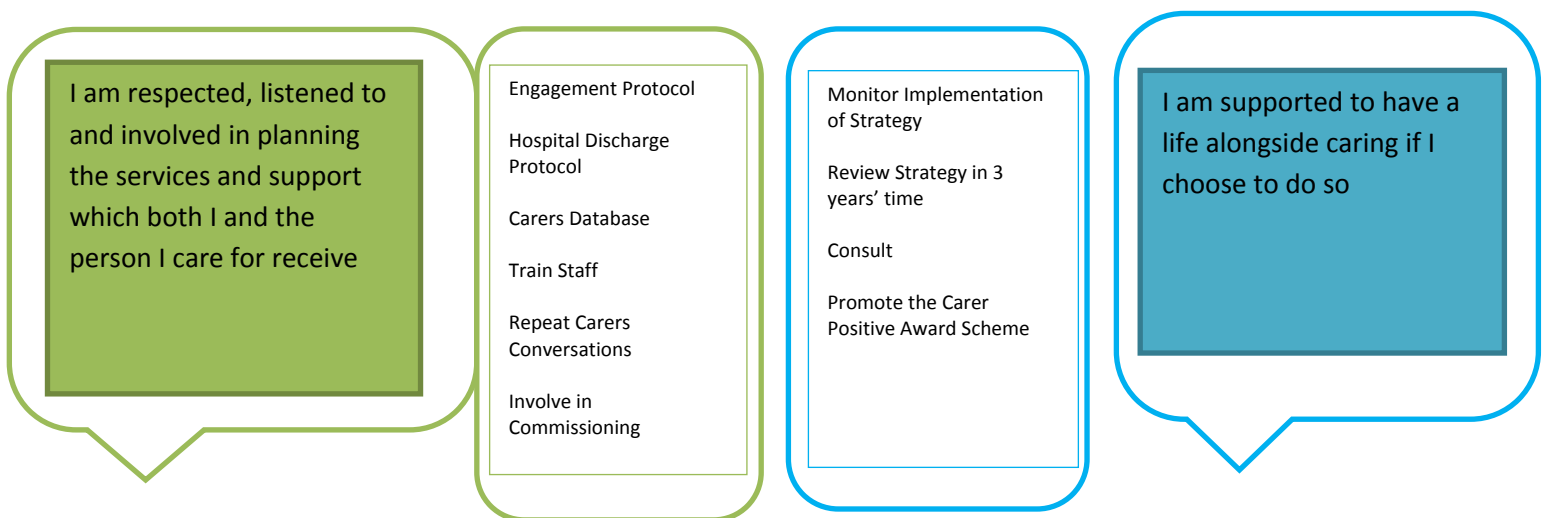
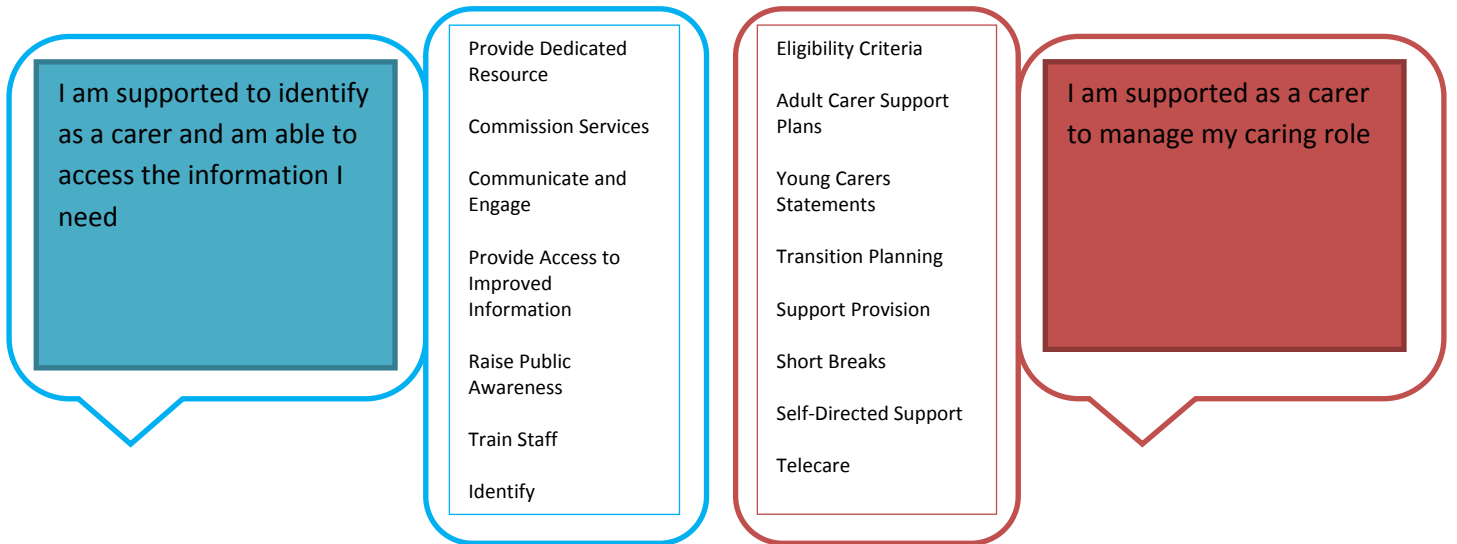
We are committed to ensuring that young carers are seen as children and young people first and foremost and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Chair,  
Aberdeen City Health and Social Care Partnership Integration Joint Board

Chair,  
Aberdeen City Integrated Children's Services Partnership

# Carers Strategy at a glance

What we want carers in Aberdeen City to be able to say as a result of this strategy and what we plan to do:



## How can this strategy help carers?

Area of Life	Issues	How this strategy might help?
<b>Health &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>• Mental health (stress, worry, depression)</li> <li>• Sleep &amp; energy levels</li> <li>• Physical health</li> </ul>	<ul style="list-style-type: none"> <li>• Respite/Short Break</li> <li>• Additional services for the cared-for person</li> <li>• Support groups and activities for carers</li> <li>• Information and advice</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Strained relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Respite/Short Break</li> <li>• Additional services for the cared-for person</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Reduced income</li> <li>• Additional costs</li> <li>• Debt or money worries</li> </ul>	<ul style="list-style-type: none"> <li>• Support to maintain employment</li> <li>• Access to benefits such as Carers Allowance</li> <li>• Help with heating/travel costs</li> </ul>
<b>Life Balance</b>	<ul style="list-style-type: none"> <li>• Reduced ability to socialise</li> <li>• Feeling too tired/stressed</li> </ul>	<ul style="list-style-type: none"> <li>• Respite/Short Break</li> <li>• Additional services for the cared-for person</li> </ul>
<b>Future Planning</b>	<ul style="list-style-type: none"> <li>• Careers advice</li> <li>• Training opportunities</li> <li>• Socialisation</li> </ul>	<ul style="list-style-type: none"> <li>• Support groups and activities for carers</li> <li>• Information and advice</li> </ul>
<b>Employment &amp; Training</b>	<ul style="list-style-type: none"> <li>• Unable to work</li> <li>• Reduced hours</li> <li>• Restricted opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Additional help with care</li> <li>• Support from employers: flexibility and understanding</li> </ul>
<b>Living Environment</b>	<ul style="list-style-type: none"> <li>• Adaptations</li> <li>• Location</li> </ul>	<ul style="list-style-type: none"> <li>• Information and advice</li> <li>• Link to relevant services to support</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Access to education</li> <li>• Restrictions on positive destinations</li> <li>• Ability to engage with education</li> </ul>	<ul style="list-style-type: none"> <li>• Information on opportunities available</li> <li>• Young carers supported in schools, colleges and universities</li> <li>• Additional help with care to enable participation in education</li> </ul>

# Background

On 1<sup>st</sup> April 2018 the Carers (Scotland) Act 2016 comes into effect. The Act aims to give adult and young carers new rights, whilst bringing together all the rights carers currently have, under one piece of legislation. The Act places a duty on local authorities and health boards to prepare a local Carers Strategy. Aberdeen's strategy encompasses all ages and relates equally to young carers as it does to adult carers. The strategy sets out how the Aberdeen City Health and Social Care Partnership (ACH&SCP) and the Integrated Children's Services Partnership (ICSP) intend to deliver the requirements of the Act particularly in relation to:

- identifying both adult and young carers
- understanding the care that they provide and their support needs
- providing comprehensive and easily accessible information on the type of support available as well as how and where to get it.

Importantly, the Act brings changes to how carers can access support through 'Adult Carer Support Plans' and 'Young Carers Statements'. Under previous legislation, a carer had to provide 'regular and substantial' care in order to access a support plan. This has been removed and all carers will be entitled to one, if they want one. Additionally, the new Act requires a focus on assessing the needs of the carer separately from the needs of the cared-for individual.

The Act also brings a range of new duties and powers:

Adult Carer Support Plans & Young Carers Statements	Adult Carer Support Plans will replace carers' assessments and consider a range of areas that impact on a carer. Young Carer statements must also be produced.
Eligibility Criteria	Eligibility criteria for access to social care services for carers must be published. However, not all support offered to carers will be subject to the criteria.
Carer Involvement	Carers must be involved in both the development of carers services and in the hospital discharge processes for the people they care for.
Local Carers Strategies	Local Carers' strategies, such as this one, must be produced and reviewed within a set period.
Information and Advice	An information and advice service must be provided for relevant carers, with information and advice about rights, advocacy, health and wellbeing (amongst others)
Short Breaks Statements	To prepare and publish a statement on short breaks available in Scotland for carers and cared for persons.



## Governance

One of the priorities of ACH&SCP's Strategic Plan is to: ***“Value and support those who are unpaid carers to become equal partners in the planning and delivery of services, to look after their own health and to have a quality of life outside the caring role if so desired.”***

The AH&SCP is committed to delivering on the nine National Health and Wellbeing Outcomes. Outcome six is: ***“People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing.”***

ACH&SCP's commitment is that the significant role of unpaid carers will be recognised, that their views will be included, that their health and wellbeing will be nurtured and the impact of their caring role on their everyday lives reduced.

The ICSP is committed to ensuring that young carers are seen as children and young people first and foremost and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

## Development

The development of this strategy was co-ordinated by a Steering Group with representatives from ACH&SCP, the ICSP, third and independent sectors, and the two IJB carer representatives. It was informed by the output from various workshops, a Carers Conversation programme, a dedicated consultation with children and young people in schools and the work of various sub groups of the Steering Group including a Young Carer's Development Group looking at the different requirements of the legislation.

## Approval and Delivery

Following consultation with relevant stakeholders, the strategy was approved by the Integration Joint Board (IJB) on 27<sup>th</sup> March 2018, the Integrated Children's Services Board (ICSB) on 24<sup>th</sup> April 2018, and Aberdeen City Council on 22<sup>nd</sup> May 2018. It will be published on the AH&SCP and the ICSP websites and will be reviewed and refreshed in three years' time. An Action Plan has been developed which details what we will do to deliver on the strategy. The Action Plan can be found at the end of this document. The delivery of the strategy will be driven and monitored by a Carer's Strategy Implementation Group (CSIG) which will have a similar membership to the Steering Group mentioned previously in that it will again include representatives from the AH&SCP, the ICSP, third and independent sectors, and the two IJB carer representatives. The IJB, ICSB and Aberdeen City Council will oversee the delivery via annual progress reports provided by CSIG.

# Vision, Principles and Values

We recognise that our services across health, social care, education, third and independent sectors need to better support children, young people and adults in a caring role including, in some areas, improving practices and culture. Without carers' vital contribution the health and social care 'system' could not survive.

The focus of Aberdeen City Health and Social Care Partnership is on support in localities, rather than institutional care; increased personalisation of services and choices; and working to improve the outcomes for carers. In addition the partnership is seeking to tackle health inequality and developing a stronger preventative emphasis to its activities and interventions.

The Integrated Children's Services Partnership focuses its work through outcome groups based on the SHANARRI indicators. Each of these looks to ensure that services are developed to meet the needs of all children and young people including young carers.

## Vision

***Our vision is that organisations communities and citizens work together to ensure that carers in Aberdeen are fully valued, respected and supported and that their vital contribution is recognised.***

## Principles

Equal Partners in Care (EPiC) is a joint project between NHS Education Scotland (NES) and the Scottish Social Services Council (SSSC) aimed at achieving better outcomes for all involved in the caring relationship. The project has a set of core principles which were developed in consultation with a wide range of stakeholders and are based on key outcomes. These are very relevant to this strategy and as such we have adopted these as the best practice we will work to.

The 'Equal Partners in Care' (EPiC) Principles are:

1. Carers are identified.
2. Carers are supported and empowered to manage their caring role.
3. Carers are enabled to have a life outside of caring.
4. Carers are fully engaged in the planning and shaping of services.
5. Carers are free from disadvantage or discrimination relating to their role.
6. Carers are recognised and valued as equal partners in care.

## Values

Values are a set of accepted standards. Our values for this strategy are noted below. These underpin everything we do from communicating with carers, to designing services, to planning for and providing support.

<b>V A L U E S</b>	<ul style="list-style-type: none"><li>• Equality of Access</li><li>• High Quality</li><li>• Collaboration</li><li>• Integration</li><li>• Localisation</li></ul>
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<b>S T R A T E G Y</b>	<ul style="list-style-type: none"><li>• Identify all those with a caring role in Aberdeen City (even those who may not see themselves as carers). (EPiC 1 &amp; 6)</li><li>• Meaningfully engage on an ongoing basis with carers. (EPiC 2)</li><li>• Support carers to maintain their health and wellbeing. (EPiC 3 &amp; 5)</li><li>• Increase the profile of carers and the recognition of their unique contribution. (EPiC 4 &amp; 6)</li><li>• Further develop our staff to increase carer support. (EPiC 2)</li></ul>
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## Equality, Diversity and Human Rights

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under this legislation and that no carer is disadvantaged due to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child. These say that nobody should treat a child or young person unfairly and that when adults make a decision about a child or young person it is what's best for the child or young person that should be the most important thing to consider. The child or young person must have their say too.

As an adult or young carer, being aware of their rights and those of the person they care for can help both get fair access to things that most people take for granted.

# Consultation and Engagement

In line with the National Standards for Community Engagement that were put in place following the implementation of the Community Empowerment (Scotland) Act 2015 we sought the views of carer and other relevant stakeholders across Aberdeen to inform the development of the Carers Strategy and the Action Plan.

The Carers Strategy Steering Group included representatives from ACH&SCP, the ICSP, the third sector, the independent sector and the two carer representatives who are appointed to the Integration Joint Board.

In addition, we spoke to many carers throughout the city through a programme of 'Carers Conversations'. This programme had a number of parts including:

- a large-scale event for Carer Organisations
- a large-scale public 'drop-in' event for carers
- survey consultation including the City Voice survey and a 'Carers Conversation' questionnaire developed by the group
- formal and informal carer's conversations achieved through attending carers meetings, one to one conversations and group conversations.
- consultation sessions with children and young people in both primary and secondary schools.

It is estimated that approximately 1000 carers, young carers and other interested parties were able to provide their views. These consultation and engagement activities were valuable sources of information and it is intended that similar events will be repeated throughout the lifespan of this strategy to test how we are doing with its implementation as well as providing an opportunity to revise the content of the strategy if necessary.

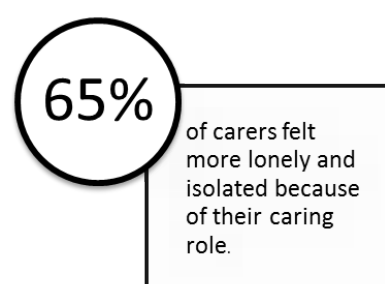
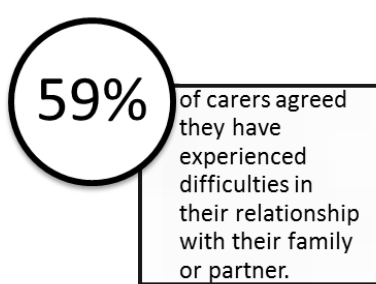
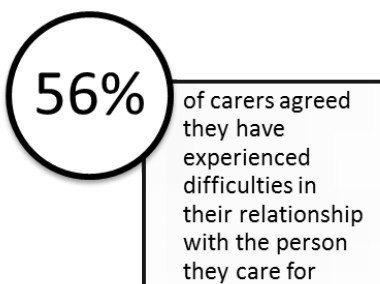
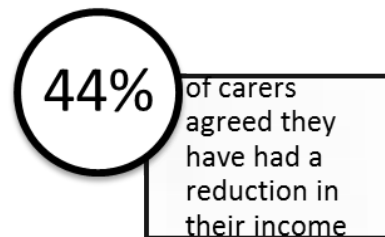
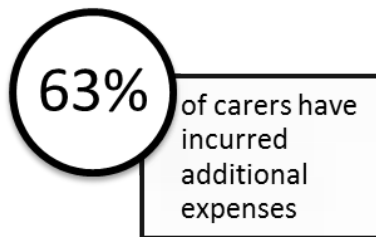
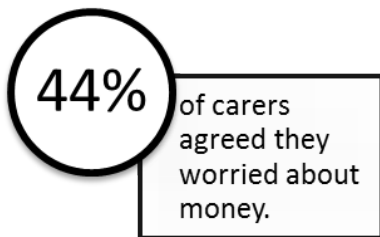
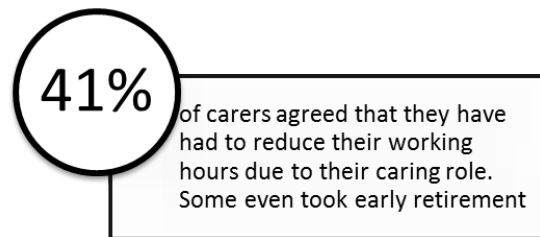
## What the consultation told us in relation to adult carers:

In general, adult carers feel that they do not have access to any formal support. Only 20% identified that they had a Carer's Assessment. Those who had had one had mixed opinions on the impact that it had. Many identified that it had a positive effect saying that it helped to feel that someone had listened to them and that they were seen as an individual in their own right as well as providing information and help for them to access support such as Attendance Allowance. Others felt that it had been a waste of time, a paper exercise that did not improve their situation.

Adult carers did cite support groups and various activities that they were able to participate in within their community such as a "Knit and Knatter" Group or a fortnightly "Dementia Café".

The strongest theme that emerged when adult carers were asked to describe any forms of support that they received, was that of support that they received from friends and family, whether this was sharing the caring role; allowing for “me time”; or simply being there to listen to the carer’s concerns and frustrations. The majority stated that they got no support whatsoever, and that they felt they were on their own.

The two things that adult carers said would have the most impact upon their caring role were the provision of regular and appropriate respite, and the cared-for person themselves receiving adequate services in their own right. They also said they wanted recognition for the work that they do; peer support from other carers; support to maintain employment and help to access benefits and help with heating and travel costs.



## Adult Carer's Stories

My husband was diagnosed with Alzheimer's and vascular dementia over 18 months ago following over a year of noticing changes.

He thinks he is still capable of most things but can no longer work the microwave which he has been using for years. The intruder alarm is now also a problem and other everyday things. It seems that number order is a problem along with his memory for names and places.

For me it is extremely difficult to leave him because of these things and the fact that he wants to be with me all the time. Also, recently we have entered the realms of delusion and I fear for what might happen if he was alone or out. These experiences really frighten me.

When this came into our lives I was already extremely exhausted with caring for my elderly mother and family with health problems. On top of these I am now feeling grief as bits of my husband – of 53 years – character which made me love him are fading as he changes. I love him deeply and the changes hurt. I am depressed and frightened for the future as I do not know how I will cope without help. He can do many things including driving and does not believe he has any problem whereas I am losing such a lot of my life. And not just the luxuries! I stopped having coffees with a couple of friends as he didn't want me to go. I have forgotten what it is like to look around a shop. Now, I badly need new underwear!! I REALLY need quiet time and I cannot get it.

We have a small group of friends and as he doesn't feel there is anything wrong I can hardly ask them to amuse him. He would wonder what was going on. It all sounds and feels so bad, but when the moments come when he lets me help with tasks like tablets or injections or trusts my word on his doubts or delusions it is wonderful."

“I was at school when my father had his first heart attack. I remember being very unsure as to what was really happening. Going to school and not knowing how to express how I felt and how to handle the instability of the future. It was equally difficult as my mum was upset. I had never witnessed my mum upset before. In many ways I felt I had to lie to my mum and play down what was happening so she wouldn't worry so much. This led her to believing that I wasn't as concerned about my father as I should be.

As an adult I am better equipped to deal with these emotions and circumstances.

My daily routine consists of going to work full time. During my break at work I will call my father and see how he is. I tend to see my father about 4 times a week. I am extremely active in my community and attend various meetings. I have learned to juggle my time to fit caring for my father, working and attending meetings. There's always a constant worry if you hear the telephone ring and it's late at night or an unknown number as your first thought is that something is wrong with dad. I have very little time to attend social activities with friends as dad comes first. If I do attend anything I try and bring him along too.

I like him enjoying an evening even if it's only for an hour or so. Positively it's enabled me to be more understanding of the struggles that people go through and it's made me a more caring and non-judgmental person. Even though I have had to juggle time and put my caring role first there are many positive sides to caring. It can provide you with a whole host of knowledge and in fairness I've never met a better chess player than my dad! Caring is not an easy job. You will be tired, stressed, worried, unsure, and anxious at times too but there is help at hand. If you feel this way you need to tell someone so support can be provided.”

### What the consultation told us in relation to young carers:

Children and young people reported that conflicting emotions were linked to the caring role. As well as the feelings of worry and loneliness that might be expected there were also feelings of happiness and pride at being able to support a loved one.

Children and Young people identified concerns about bullying and a lack of understanding from both their peers and their teachers as barriers to young carers seeking support. There were also concerns around knowing where and who to seek support from and concerns that they may be taken away from their parents or that their parents may be placed in residential care.

The consultation identified that some of the support that would be most valued by young carers included:

- ❖ better communication between guidance and teaching staff
- ❖ support for doing their homework or extra support for their studies
- ❖ having a quiet space within the school environment
- ❖ having someone to talk to or a befriender
- ❖ having a holiday with the family
- ❖ having a plan for some time off from the caring role
- ❖ pet therapy

### Young Carer's Story

Cara's mum has a long history of poor mental health. Cara (14) is increasingly taking the role of a young carer due to mum's poor health both physically and emotionally. She can present as mature but it can be a pseudo-maturity as she will often revert to being "young" when mum's mental health is good. She has had several house and school moves and has fallen behind with education due to this.

Cara is socially isolated and is increasingly using social media. Mum has a lack of awareness of internet safety and there is concerns regarding inappropriate TV programmes on Netflix.

This is what Cara says: -

'Being a young carer is like role reversal – parenting a parent. I have to remind my mum to take her medication or to eat breakfast. It is a stressful complicated life. I want to go out with my friends but I can't because I am too worried about something happening at home.

One day my French teacher was very cross at me after I had been up all night with my mum and I found it hard to concentrate in class. I usually love French but all I wanted to do was go home and check up on my mum. It was the longest day. All I did was worry about my mum. I stopped going to French class after that.'



### What the consultation with other relevant stakeholders told us:

We also spoke to staff and a number of partner organisations and providers of care who come into contact with carers on a regular basis and were able to give us their views on the caring situation. Some of the key things they told us were:

- ❖ The strategy will allow providers to look where we can align and build in resource and support for carers.
- ❖ Carers need support when their loved one is transitioning to residential care and this should be put in place as early as possible.
- ❖ Carers need help to understand the care that is on offer in a residential setting and be supported to positively negotiate any role they wish to play in that.
- ❖ We're dealing with the same people in Housing and Community Learning and Development. By working together we can complement the support each other provides.
- ❖ Could "Making Every Opportunity Count" be used to help carers identify with the caring role?
- ❖ Hospital admission and discharge needs to be planned with carers in mind.
- ❖ Employers need to be educated in relation to carers and the impact of the caring role.
- ❖ Could support networks for employed carers be established in workplaces?
- ❖ Carers need support to plan and prepare for the end of life of the cared-for person.

### So what does this all mean?

The outcome of the consultation and engagement with carer and other relevant stakeholders informed and influenced the development of this strategy. It helped design our vision and values and confirmed that the EPiC principles were valid and relevant. It shaped the 4 statements of achievement that we want carers in Aberdeen City to be able to say as a result of this strategy:

- 1. I am supported to identify as a carer and am able to access the information I need**
- 2. I am supported as a carer to manage my caring role**
- 3. I am respected, listened to and involved in planning the services and support which both I and the person I care for receives**
- 4. I am supported to have a life alongside caring if I choose to do so**

The information we gathered during the consultation and engagement was used to identify the commitments we needed to make in this strategy and the actions we needed to take to deliver on these. Our commitments and actions are detailed in later chapters.

# Carers in Aberdeen City

## Definition

The Carers (Scotland) Act 2016 defines a carer as: -

***“an individual who provides or intends to provide care for another individual (the “cared-for person”)”***

***A “Young Carer” is someone who is under the age of 18, or over 18 but still at school.***

***An “Adult Carer” is someone who is 18 years old or over and not a Young Carer.***

## Who are carers?

A carer can come from all walks of life; be any age, including young children; employed, in education or neither; and have other responsibilities in terms of family to look after. The lives of children and young people within a family environment who are not the direct care-giver can nonetheless be significantly impacted by the caring situation.

A carer can provide care for a few hours a week or 24/7. The care they provide can be light touch or intensive. Some carers have to care for more than one person, which presents unique challenges. They may have had a caring role their whole life or it may be for only a short time.

The “cared-for person” can often be a family member, friend or neighbour. They can also be young or old and have a range of care needs from support within the home, to help with getting out and about, to end of life care. Some cared-for people may have multiple care needs.

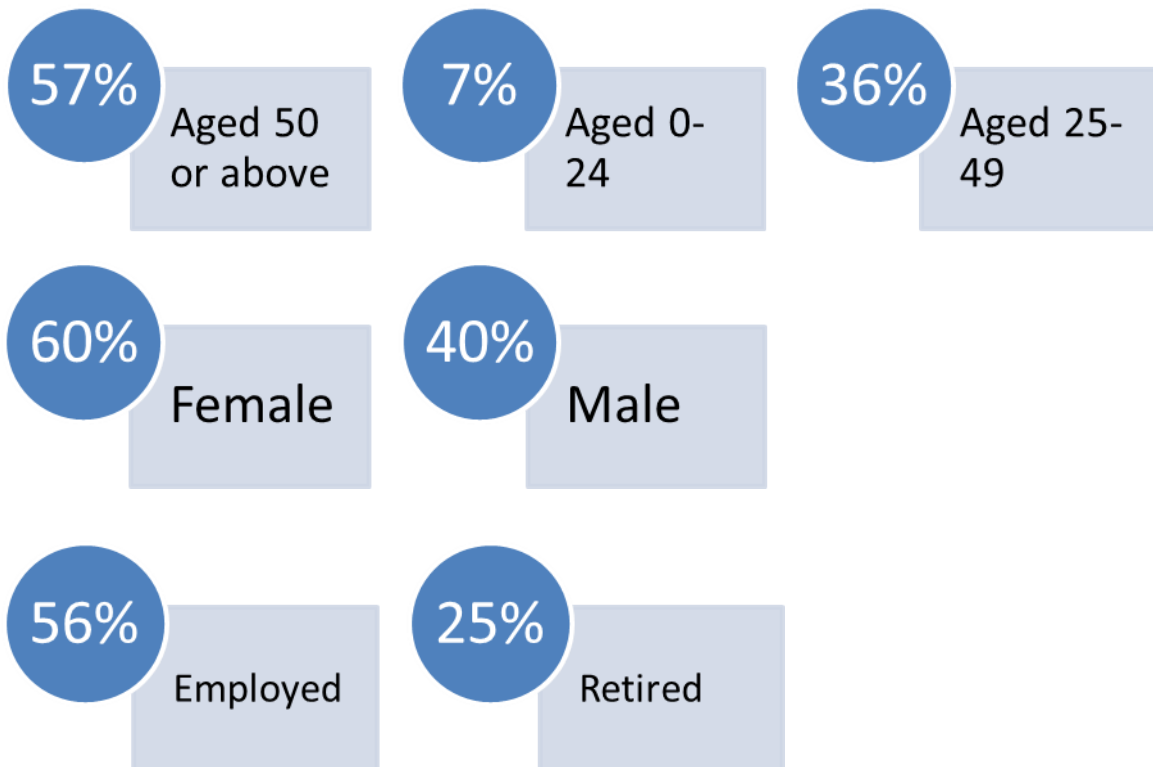
Many people providing care do not see themselves as a ‘carer’. They are first and foremost a husband, wife, son, daughter, or friend, who is undertaking acts of kindness, perhaps sometimes seen as duty, for their loved one.

There are, however, some communities of carers we know very little about, most notably: refugees, asylum seekers, Gypsy Travellers and carers who themselves have disabilities, including learning disabilities.

For the purposes of the legislation and this strategy though, all of these people are defined as “carers”. The term carer used throughout this strategy refers to those in an unpaid caring role.

As the types of carer are varied, the approaches we take to support them must also be diverse and nuanced. A one size fits all is not going to work.

### Carer Profile Aberdeen City



**51%** of carers provide 35+ hours of care per week. For many this is a 24/7 role.

**32%** of carers felt involved and listened to, when determining the support that the person they care for receives.

## The number of carers in Aberdeen

It's difficult to estimate the numbers of adult carers for a number of reasons including:

Caring activities can often be seen as just a part of the relationship and the term 'carer' can seem alien to people.

Caring often starts at a low intensity so can go unnoticed.

Accepting the identity of carer means acknowledging the other person needs care, which can be difficult.

There may be a general lack of awareness of the role of a carer

Accurately identifying the number of young carers is even more challenging. Many young people will not identify themselves as a young carer for a number of reasons.

- They do not realise that they are a carer or that their life is different to their peers.
- They don't want to be any different from their peers.
- They believe that the school will show no interest in their family circumstances.
- They want to keep their identity at school separate from their caring role.
- It's not the sort of thing they feel can be discussed with friends.
- There has been no opportunity to share their story.
- They are worried about bullying.
- They worry that the family will be split up and taken into care.
- They want to keep it a secret and/or are embarrassed.
- They see no reason or positive outcome as a result of telling their story.

It is our responsibility to educate not only professionals to assist in the identification of adult and young carers but also to inform them and in terms of young carers the people who support them, of their right to identify themselves as a carer if they so wish and what this would mean for them.

The Scottish Health Survey (SHeS) estimates that there are 759,000 adult carers and 29,000 young carers (under the age of 16) in Scotland.

These individuals are critical to health and social care in Scotland, as the estimated value of the care provided is huge and nearly the equivalent of the entire NHS Scotland budget<sup>2</sup>:

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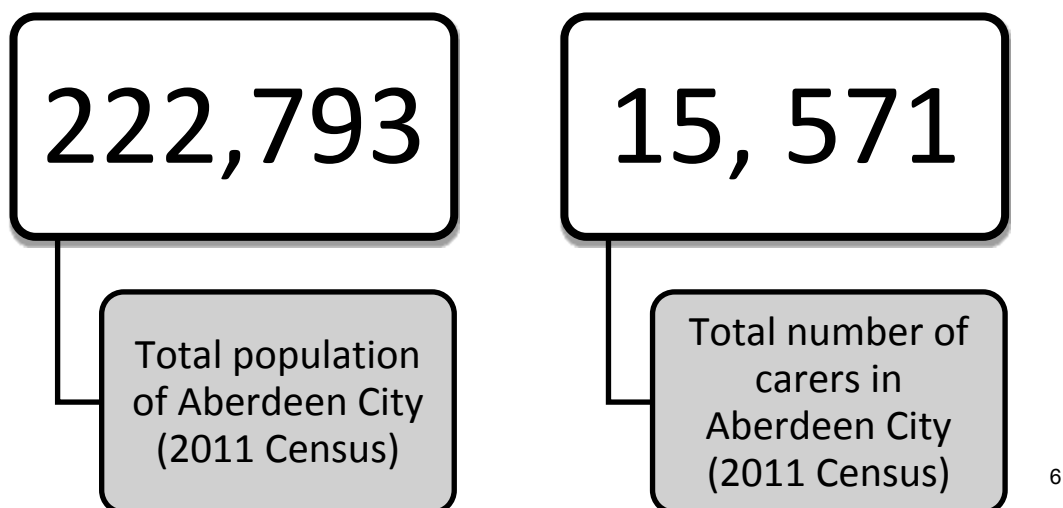
<sup>2</sup> <http://www.audit-scotland.gov.uk/reports/e-hubs/transforming-health-and-social-care-in-scotland>



It is difficult to come to an accurate figure for how many carers there are in Aberdeen. We can provide many different answers looking at different sources to estimate how many carers are known:

<b>Adult Carers with a Carers Assessment</b>	<b>542 carers<sup>3</sup></b>
<b>Adult Carers registered with Social Care databases</b>	801 Carers. <sup>4</sup>
<b>Adult Carers known to the commissioned Carers' Support service</b>	1200 Carers <sup>5</sup>

However, if we consider the 2011 census data, we get a much larger answer:



<sup>3</sup> Unpaid carers with a carers assessment recorded on Aberdeen City's CareFirst system as of July 2016.

<sup>4</sup> People recorded on Aberdeen City's Care First system with role of unpaid carer as of July 2016.

<sup>5</sup> Carers on the VSA Carers' Database as of September 2016.

<sup>6</sup> Scotland Census Results & Data <http://www.scotlandscensus.gov.uk/census-results>

Furthermore, according to the report Scotland's Carers (2015)<sup>7</sup>, the Scotland Census 2011 may be a poor reflection of the number of carers in Scotland.

Whilst the census identified that 10% of Scotland's population are carers, the Scottish Health Survey (SHeS) estimates this figure at 17% of the adult population.

The main difference between the two surveys appears to be those carers who only care a few hours a week. Generally, the SHeS is thought to provide the best estimate.

This means we could have up to **37,874** carers in Aberdeen City, approximately **1,300** of which could be young carers aged between 0 and 14.

There is a bit of a gap between the maximum number of carers we know about (1200) and the maximum potential number of carers (37,874). We have a huge challenge on our hands to close that gap. We will attempt to do this by:

- Raising awareness generally about the caring role
- Training staff to recognise carers
- Improving our communication to consider how this reaches carers
- Implementing the "Think Young Carer" approach
- Investigate the creation of a Carers Database
- Maximise the opportunity for identification of and engagement with carers at any and all events the partnership and its partners hold
- Promote the role of the IJB carer representatives and explore ways to improve carer access to them
- Promote the Carer Positive Award Scheme

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<sup>7</sup> Scotland's Carers (2015) Report <http://www.gov.scot/Resource/0047/00473691.pdf>

# The impact of the caring role

The National Carer Organisations (NCO) has produced a Best Practice Framework for Local Eligibility Criteria for Unpaid Carers. In it they have identified seven areas of a carer's life which may be impacted by their caring role. Aberdeen City Health and Social Care Partnership is using the framework to help determine their Eligibility Criteria for adult carers as, by considering each of the areas of impact, we can ensure we have a comprehensive assessment of a carer's needs and begin to identify appropriate support to help minimise any potential adverse impact of the caring role. Each of the seven areas may not be impacted upon for all carers and not every carer will be impacted upon to the same degree, but the areas are relevant for consideration for all carers both young carers and adult carers and in all circumstances.

At the beginning of 2016, Aberdeen City Health and Social Care Partnership undertook a 'Carers Conversation' programme. What carers told us in that could all be linked to the seven areas identified by the NCO and some of what they told us is reflected in the narrative against each of the areas below:

**Health & Wellbeing** – This is perhaps the most obvious area where the impact of the caring role is seen. The impact could be on mental or physical health or well-being and could range from feeling a bit worried about things to depression; from a general feeling of tiredness to serious joint and/or muscle damage; or from perhaps having to assist with lifting and moving the cared-for person.

**Relationships** – Caring for a loved one can often be upsetting particularly if the person is physically deteriorating or their personality is changing. This can affect the carer's emotions and in some cases their experience can be similar to grief or feeling bereaved. Relationships with family and friends can become strained.

**Finance** – The caring role can affect the carer's ability to work which in turn can affect their finances. The act of caring can incur additional expenses with the cost of transport and/or parking whilst attending medical appointments. Having to buy specialist equipment or products, replacing clothing, turning up the heating or doing more laundry all bring added expense. If the cared-for person was the main earner and their condition has meant that they have had to give up work this affects the overall household income. Some carers told us that they had taken out a loan or fallen behind with bill payments as a direct result of their caring responsibilities.

**Life Balance** – Dedicating time to caring can mean that the carer often cannot find time to socialise or even just have some "me time" to do things that they want to do for themselves. Often they put the needs of the cared-for person first and don't have the time or the energy to fully consider their own needs leading to these being neglected.

**Future Planning** – In some situations it can be difficult for the carer to make any plans whether they are short, medium or long term. This can be in any area of their life from their career, their education and development, or even their social life. Even a simple invitation to a night out at the weekend may be impossible to accept. For some, future planning may include ensuring care will continue for the cared-for person should the time come when the carer is no longer around to do it themselves.

**Employment and Training** - Caring can affect the carer's ability to work and access to training opportunities. It can also impact on their choice as to what type of employment they do or training they undertake, where they work and how many hours they do. They may be forced to delay starting work or training at all, have to give up work or a course, take early retirement, or reduce their working hours as a result of their caring role. They may not be able to focus on career development, or apply for promoted posts and may be restricted to particular jobs in certain areas that allow them to continue to provide care. Carers told us that not all employers understand the caring role or are flexible enough to accommodate it.

**Living Environment** – In some cases a carer may have to adapt their home to accommodate the needs of the cared-for person. This fundamentally changes their own living experience. Other carers do not live with the person that they care for but their living environment can still be impacted upon. Some carers told us that they are considering moving house to make their caring role easier.

#### Particular Impact on Young Carers

In addition to the principles noted above, the assessment of the impact of caring upon a young person needs to consider the SHANARRI indicators. For example, caring responsibilities may impact negatively upon a young carer's participation in education and their educational attainment, especially if professionals in school are unaware of the situation within which they live.



## Support currently available for carers

This section of the strategy details what support is currently available for carer in Aberdeen.

- Within Aberdeen City Health and Social Care Partnership there is provision within the Care Management Standards and National Eligibility Criteria for a consideration of the risks and priorities relating to carers. As with the criteria for any social care service, risks must be substantial or critical to be eligible for support. Eligibility Criteria for carers will be developed specifically in line with the requirement of the Carer (Scotland) Act 2016. The Carers Assessment and Support documentation and process is being reviewed in consultation with carer representatives and a new form will be designed and made available to support the development of Adult Carer Support Plans.
- Aberdeen City Health and Social Care Partnership commission a third sector provider to provide a Carers Support Service for adult carers over 18. The current contract with them runs until September 2019 although there is likely to be a variation required initially to reflect the new legislation. There are five elements to the service :
  - Information, advice and signposting
  - Support and wellbeing
  - Awareness and training to support the caring role
  - Carer consultation
  - Priority Discharge
  - Adult Carer Support Plans (including Emergency and Future Planning)
- The Integrated Children’s Services Partnership also has guidance on Eligibility Criteria for children and young people. The Eligibility Criteria Matrix for Children in Need in Aberdeen has three levels from children who are vulnerable with low priority needs through to children and families in crisis needing urgent intervention. Young Carers whose caring responsibilities are adversely affecting their development are at Level 2 on this current matrix – “children with moderate priority needs requiring targeted intervention”. Again the guidance will be reviewed to meet the needs of the Carers (Scotland) Act 2016 and a process for the identification of young carers and the development of Young Carers Statements devised.
- Aberdeen City Council currently commissions a third sector provider to support young carers who already meet eligibility criteria for children’s social work.

- There are many more other informal supports for carers available. These range from third party providers who, although not directly commissioned to deliver carer support will do this at the same time as they are delivering services to the cared-for person. The support carers need can often come in the form of existing services such as the Citizen's Advice Bureau, Housing, Energy, Benefits or Financial Advice teams, Mental and Physical Health Services etc. Friends, family, neighbours and existing social and faith groups can also be a source of valuable support for carers. In many cases the support required for the carer is to put them in touch with these groups, help them make the connection and encourage them to make full use of what is available.

## Our strategic intentions in relation to carers

We have our vision for carers and we have agreed values and principles. We have identified the statements we would wish carers in Aberdeen to be able to make which would demonstrate that we have achieved our vision. We have the feedback from our consultation and engagement with carers, with staff and other relevant stakeholders. We have a profile of the carers in Aberdeen and a sense of the scale of the number of carers we have yet to identify. We have an understanding of the impact that the caring role can have and we know the support that is currently available to carers. All of this information has led us to develop a number of strategic intentions in relation to carers to enable more carers to identify as such; to enhance and improve the support available to carers; to reduce the impact of the caring role; and to involve carers more in the design and delivery of services both for carers and for the people they care for. In Aberdeen we want to ensure that we get it right for all adult and young carers.

The following paragraphs provide a high level overview of our strategic intentions grouped under each of the statements of achievement. The Action Plan in the next section contains more detail on how and when we will deliver. Successful delivery of the Action Plan will be driven and managed by a Carer's Strategy Implementation Group (CSIG) consisting of senior officers of ACH&SCP and the ICSP, as well as independent and third sector partners and the IJB carers' representatives.

The financial challenges we face are acknowledged and whilst funding is limited we will aim to target what funding we have to those carers and services that need it most. We will maximise opportunities for access to existing support and services available within the partnership, the Council, partner organisations and in the carer's family network and the wider community.

### **Statement 1: I am supported to identify as a carer and am able to access the information I need**

ACH&SCP values carers and the support that they provide to cared-for people. As a measure of that value the partnership intend to ensure that a **dedicated resource** is aligned to support carers. We will provide a dedicated officer with lead responsibility for service user and carer involvement in Aberdeen City.

The current Carer's Support service for adult carers is commissioned from a third sector provider. The current contract ends in September 2019. Prior to this date we will review the existing contract and **enhance the arrangements** through a formal variation to meet the requirements of the Carers (Scotland) Act 2016. When the contract is due for renewal the specification will take account of the new requirements, learning from the first 18 months of the Act's implementation.

Recognising that carers come from all areas of our wider population, we will seek to **engage** with them in a variety of ways that is appropriate to their needs, but is also familiar to them. For example, we will utilise social media such as Facebook and Twitter. All communication and engagement will take account of any particular needs of carers in relation to the nine protected characteristics as described by the Equality Act 2010.

A dedicated **Information and Advice** sub group will be convened, reporting to the Carers Strategy Implementation Group and it will develop and manage the information available to all carers ensuring that it is continuously updated and improved. The dedicated Information and Advice service for carers which is already commissioned may need review and further development in future. A Communication and Engagement Plan will be developed by the sub-group. The type of information made available to carers will be:

- Information on their rights, including those set out in the Carer's Charter
- Income maximisation
- Education and training
- Information on the role of the Named Person in supporting young carers under the age of 18
- Advocacy/Brokerage
- Health and wellbeing
- Bereavement support
- Emergency care planning
- Future care planning

It is clear that we need to increase the **identification** of young carers in Aberdeen. It is our responsibility to educate not only professionals to assist in this but also to inform young carers and people who support them of their right to identify themselves if they so wish and what this would mean for them. We will ensure that we sensitively identify young carers within schools via awareness raising, training and continuous professional development building on the principles of GIRFEC.

A series of **awareness raising events** will be run to help people understand the role of adult and young carers and the challenges that they face and we will maximise every opportunity at other events and in other strategies, policies and guidance to raise the profile of carers and enable people across Aberdeen City to identify as a carer if that is what they wish to do. This will include supporting people to end their caring role if that is what they wish to do.

## Statement 2: I am supported as a carer to manage my caring role

Both the ACH&SCP and the ICSP already have Eligibility Criteria for access to social care services which make reference to carers. Carers are a valued element of the broader health and social care workforce however with limited funding available eligibility criteria will need to be set for access for funded support. The ACH&SCP will prepare and publish **eligibility criteria specifically for carers**. This will make it clear who is eligible to be supported and what criteria will be used for determining that eligibility. The eligibility criteria will also make it clear what support and advice is available for anyone who does not meet the criteria for formal, funded support. In preparing the eligibility criteria we will involve and consult with carers. The criteria will be reviewed every three years in line with the Carer's Strategy.

The ICSP will review the existing eligibility criteria for the level of service that a young carer can access based on their needs. These criteria will be incorporated within the GIRFEC model of tiered intervention and the Eligibility Criteria Matrix for Children in Need in Aberdeen.

All young carers will have a right to access a minimum level of advice and information. We will develop a tiered approach to service delivery ranging from the pro-active and comprehensive availability of information and advice for young carers with low level needs; through support from a commissioned service for those with moderate needs and requiring early help such as support via a short break; to support from a specialist and individualised service to promote the young person's resilience, for those with high level needs.

Similarly, both the ACH&SCP and the ICSP already have an assessment process which identifies outcomes and needs for social care services and also what support will be provided to meet those needs.

ACH&SCP will review the template and the processes used for these assessments in order that they meet the needs of adult carers under the new legislation and are able to inform the **Adult Carer Support Plans (ACSP)**. In particular we will ensure that **emergency** arrangements and **future planning** are areas that are covered in these plans in order that carers can successfully plan for periods of transition or crisis. We will give consideration to those caring for the **terminally ill** ensuring that they plan for their life after caring, including young carers who may be left without a parent or other significant adult in their lives. We will use NHS Grampian's Palliative and Supportive Care Plan template for this purpose. The responsibility for the methodology of care and support planning will remain with ACH&SCP.

We will develop **Young Carer's Statements (YCS)** to provide a framework for the identification of individual needs and personal outcomes, based on the SHANARRI indicators, for supporting young carers who have been identified either by a

professional or by themselves. A YCS is separate from other forms of assessment that a young person may be entitled to, such as a Child's Plan or Co-ordinated Support Plan (CSP). This is to address some of the barriers that have previously been acknowledged that prevent young carers being identified. Careful consideration will however be given as to how a YCS sits alongside these other forms of assessment.

A YCS will include the nature and extent of care provided, or to be provided, as well as the impact of caring upon the young carer's wellbeing and day-to-day life. It will also include information about whether a young carer has in place arrangements for emergency care planning (sometimes referred to as contingency planning), future care planning, anticipatory care planning and advanced care planning (for when the cared-for person is receiving end of life care). A YCS will also show if support should be provided in the form of a break from caring.

We will ensure that we have clear procedures about who will complete a YCS, how it will be completed and by when. We will look at the role of the Named Person, school nurses and any commissioned services to ensure that the most appropriate person undertakes the assessment.

Young carers will be provided with information about what to expect when they request, or accept the offer of a YCS. All Statements will be reviewed within a given time frame, particularly if the health of the young carer or the cared-for person deteriorates, or if the cared-for person is being discharged from hospital.

A key stage for young carers is the point at which they **transition** from being a young carer to an adult carer. This age group is often characterised by life transitions such as the transition to college, university and work; living away from home; wanting to reduce the caring role; or not wanting to be a carer at all. These may impact upon and change the caring role and/or the need for support. This should be reflected in the YCS. When a young carer transitions to being an adult carer, the YCS will still be considered relevant until an Adult Carer Support Plan has been provided. We will not wait until the young carer reaches 18 to start this process.

In response to what carers told us that they wanted, we will seek to maximise the opportunities for carers to access support groups and activities. As required by the legislation, we will prepare and publish a '**Short Breaks Services Statement**' by 31<sup>st</sup> December 2018. The statement will cover both traditional and bespoke commissioned respite services and endeavour to provide more innovative and flexible arrangements. A 'Short Break' will be further defined as a short break away from the caring role. Short Breaks will be based on assessed needs and will be outcome focused. Our aim is that Short Breaks will be planned, reliable, and positively anticipated by carers and the cared-for person. We also recognise that young carers may need to combine their caring role with other family activities, responsibilities, education and employment.

Recognising the Social Care (***Self-directed Support***) (Scotland) Act 2013 and the fact that carers are entitled to have choice and control over how their support is delivered we will ensure that, as part of the process to prepare the Adult Carer Support Plans and Young Carer Statements, that the four options are explained and offered to all carers who are eligible. In addition, we will ensure that the use of **Telecare** options is explored to further assist with the caring role.

### **Statement 3: I am respected, listened to and involved in planning the services and support which both I and the person I care for receive**

Engaging with service users and carers is vital in ensuring that services and support which are delivered are high quality and appropriate. We will develop a ***Service User and Carer Engagement protocol*** that will ensure that service users and carers are involved in planning services and support for both carers and cared-for people. The protocol will include specific sections on hospital discharge and commissioned services.

In terms of ***hospital discharge*** we will review patient admission documentation to ensure that it prompts consideration of and engagement with carers at an early stage, building on our person-centred approach. Using funding from the Scottish Government we ran a pilot on hospital discharge using a care assurance tool and the learning from that has informed our future approach.

The Carers (Scotland) Act 2016 brings a number of new and different obligations for staff and we will ensure that they are ***trained*** appropriately to understand these responsibilities and also in the use of the Service User and Carer Engagement protocol.

It is essential that we know who our carers are in Aberdeen City. We will develop and maintain a ***database*** of all known carers which will be used for communicating and engaging with them. The database will be developed and maintained in full alignment with relevant Data Protection legislation, based entirely on an informed and explicit willingness of carers to be included in this.

The ***Carers Conversation Programme*** used to develop this strategy was very successful and well-received. We plan to repeat that on a regular basis as a means of monitoring the impact the implementation of the strategy is having and of understanding how carers are feeling and whether anything has changed that we need to take account of.

There are two ***carer representatives on the IJB*** and we commit to provide ongoing support to them to ensure that their voice is heard appropriately. The carers'

representatives will change over time and we will develop recruitment and selection protocols to inform and support future appointments. We will also develop a reference group of carers with different caring experience to support the two IJB carer representatives and examine ways in which we can improve the accessibility to and communication with them.

We aim to involve young carers in every step of the implementation of the new strategy from the development of the YCS to what is needed from a young carers' service. We need to take into consideration young carers' willingness to take part and ensure that any involvement meets their needs as well as ours. As such different approaches will be taken from group activities to one-to-one consultations where appropriate.

### **Statement 4: I am supported to have a life alongside caring, if I choose to do so**

All of our strategic intentions are about ensuring that carers are supported to have a life alongside caring if they choose to do so. We will **monitor** the implementation of the strategy and **report** on this regularly and appropriately to ensure that it is having the desired effect on reducing the impact of caring upon the health and wellbeing of carers.

In addition, we will seek to promote the **Carers Positive Award Scheme** in Aberdeen City to signify the importance that we place on the value of the caring role.

We will **review** the strategy after 3 years.



# Action Plan

I am supported to identify as a carer and am able to access the information I need

## 1.1 Provide a dedicated resource for carers within wider ACH&SCP

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Establish a Planning and Development Officer (Carers) post.	December 2017	Worker in post with sole focus on carer development/support.	Lead Strategy and Performance Manager (ACHSCP)
Enhance commissioned Carer Support service for Adult Carers to take account of the new legislation.	November 2017	Commissioned services adapted to account for new legislation and described accordingly.	Lead Strategy and Performance Manager (ACHSCP)
Review commissioned service arrangements for Adult Carers, out with existing, and prepare for contract renewals as appropriate, taking cognisance of requirements of the new legislation.	March 2019	Contract renewals are appropriate agreed in line with new legislation and described accordingly.	Lead Strategy and Performance Manager (ACHSCP)

## 1.2 Increase meaningful engagement with carers across Aberdeen City.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Engage with all carers using social media via carer specific websites e.g. Facebook, Twitter and other platforms.	March 2019	Increase number of followers, number of hits and number of likes on social media and relevant websites.	Carers Strategy Implementation Group Commissioned Service

## 1.3 Continuously improve the information provided to Aberdeen citizens relating to carers

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Create an Information and Advice sub-group to the Carer Strategy Implementation Group to develop and manage communication with carers.	March 2018	Sub-group is established and contributing towards carer communication	Carers Strategy Implementation Group
Develop and publish a Communication and Engagement Plan.	September 2018	Communication and Engagement plan is published and actioned.	Information and Advice Sub-Group

## 1.4 Create opportunities for more people across Aberdeen City to identify as a carer.

What will we do?	When will we have done it	How will we know it is working?	Who will be responsible?
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	by?		
Deliver awareness raising events throughout the City both carer specific events and participation in other events.	Ongoing	Number of citizens attending events. Evaluation of events (such as benefits of attending).	Carers Strategy Implementation Group
Pilot the 'Think Young Carer' Toolkit within the St Machar ASG and following evaluation introduce across all schools within Aberdeen.  Improve awareness of Young Carers and the issues that they face through training and CPD for multi-agency staff across ASG Partnerships, building on the principles of GIRFEC.	Ongoing	Increased number of Young Carers recorded on SEEMiS. Number of staff participating in awareness raising training. Availability of 'Think Young Carer' Toolkit across all services.	Integrated Children's Services Young Carers Development Group
Deliver briefings and training to relevant staff across the Aberdeen City Health and Social Care Partnership.	Ongoing	Briefings circulated, training delivered and number of participants.	Lead Strategy and Performance Manager (ACH&SCP)

I am supported, as a carer, to manage my caring role.

## 2.1 Ensure all identified carers have comprehensive Adult Carers Support Plans or Young Carers Statements.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
<p>Prepare and publish Eligibility Criteria for Adult Carers.</p> <p>Enhance the Integrated Children's Services Operational Guidance 2016 to make clear the eligibility criteria for Young Carers.</p>	June 2018	Eligibility criteria is published and being utilised.	<p>Lead Strategy and Performance Manager (AH&amp;SCP)</p> <p>Young Carers Development Group</p>
<p>Review Eligibility Criteria for Adult Carers after three years.</p> <p>Review the eligibility criteria for Young Carers Integrated Children's Services Operational Guidance 2016 to make clear.</p>	June 2021	Revised Eligibility Criteria approved, published and utilised	<p>Lead Strategy and Performance Manager (AH&amp;SCP)</p> <p>Young Carers Development Group</p>
<p>Revise templates and procedures for Adult Carer Support Plans, Anticipatory Care Planning and Patient Admission/Discharge. The former to include sections for Emergency Arrangements and Future Planning.</p> <p>Develop Young Carer's Statement template in parallel with Child's Plan to include additional sections for Emergency Arrangements and Future Planning.</p>	June 2018	Templates revised and in use.	<p>Lead Strategy and Performance Manager (AH&amp;SCP)</p> <p>Young Carers Development Group</p>
<p>Review use of Adult Carer Support Plans and Young Carer's Statements.</p>	June 2019	<p>Increase number of completed Adult Carer Support Plans and Young Carer Statements.</p> <p>Annual audit of the value of the completed plans with the individual carers.</p>	<p>Adult Social Care; Integrated Children's Services (ACC)</p> <p>Commissioned Service</p>
<p>Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 &amp; 17 year old Young Carers.</p>	December 2018	Transitions pathway and protocol developed and utilised	<p>Lead Strategy and Performance Manager (AH&amp;SCP)</p> <p>Multi-agency Group for 16/17 year olds</p>

## 2.2 Maximise the opportunities for relevant support that carers want.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Maximise opportunities for carers to access support groups and activities.	March 2020	Feedback from carers	Carers Strategy Information Group
Prepare and publish a short breaks statement.	December 2018	Statement published and in use.	Lead Strategy and Performance Manager (ACH&SCP)
Increase the numbers of carers being offered the 4 options under Self-Directed Support.	Ongoing	SDS Statistical Report.	Lead Social Work Manager (ACH&SCP)
Increased use of Telecare options to support carers (and reduce transport costs).	March 2020	Increased number of telecare packages in place.	Lead Social Work Manager (ACH&SCP)

3. I am listened to and involved in planning the services and support which the person I care for receives.

### 3.1 Ensure carers are involved in planning the specific services and support the person they care for receives

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Development of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	March 2019	Protocol developed and in use.	Carers Strategy Implementation Group
Develop specific guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers.	March 2019	Guidance developed and in use.	Carers Strategy Implementation Group
Revision of practitioner training to include requirements of new legislation and Engagement Protocol including awareness and recognition of the role of Young Carers.	September 2019	Practitioner training revised to include requirements and described accordingly.	Carers Strategy Implementation Group

### 3.2 Ensure carers are listened to and consulted in the availability and design of services for them

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Develop database of carers in Aberdeen City.  Ensure that SEEMiS is used to accurately record Young Carers within Aberdeen City.	March 2019	Database created.  Increased number of Young Carers recorded on SEEMiS.	Information and Advice Sub-Group  Integrated Children's Services
Hold bi-annual 'Carers Conversation' events.  Develop Young Carers feedback loops within each ASG following successful pilot within St Machar ASG.	Ongoing	Events are held and evaluated (including number of attendees and feedback on events)  Feedback from Young Carers evaluated and used to develop and review support available to them.	Carers Strategy Implementation Group  Young Carers Development Group
Carers to be involved in future commissioning of Carer Support Services and other ACHSCP services and are recognised as a specific consultation group.  Young Carers involved in the commissioning of additional specialist services to support the current universal and targeted provision.	June 2019	Carers identified and engaged in services through commissioning work planning.	Lead Strategy and Performance Manager (ACH&SCP)  Young Carers Development Group
Provide on-going support as required to the carer representatives to the IJB in consultation with them as to	March 2019	Feedback from carers representatives	Carer Strategy Implementation

<p>their specific needs.</p> <p>Develop recruitment/selection protocols for future IJB representative appointments.</p> <p>Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.</p>		<p>Protocols developed and in use</p> <p>Reference group in place Communication arrangements in place</p>	<p>Group</p>
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4. I am supported to have a life alongside caring, if I choose to do so.

**4.1 Monitor implementation of strategy and the affect it is having on reducing the impact of caring on the health and wellbeing of carers.**

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Monitor the implementation of the Carers Strategy and report regularly on progress.	Ongoing	Monitoring of delivery of action plan through CSIG meeting minutes  Annual reports delivered to IJB, Children's board and ACC	Carer's Strategy Implementation Group
Review strategy after 3 years	March 2021	Strategy revised, approved, published and implemented	Carer's Strategy Implementation Group
Undertake regular consultation with Carers to check that they are supported and readjust activity if required.	Bi-annually	Consultation results	Carer's Strategy Implementation Group
Promotion of the Carer Positive Award Scheme within Aberdeen City Health and Social Care Partnership in order that they are seen by carers and staff as 'carer positive' and also promote this across wider businesses and organisations in Aberdeen City.	December 2019	'Number of businesses and organisations participating in the scheme and achieving awards	Lead Strategy and Performance Manager (AH&SCP)

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Roads Winter Maintenance Operations 2017 - 18
<b>REPORT NUMBER</b>	OPE.18.029
<b>DIRECTOR</b>	Rob Polkinghorne – Chief Operating Officer.
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Angus Maciver
<b>TERMS OF REFERENCE</b>	1,3,5

### 1. PURPOSE OF REPORT

This report is intended to provide Members with an overview of the strategy that the roads operations operated throughout the city during the winter of 2017/18.

The report also highlights opportunities to develop the service and risks that face the winter service in the next 24 months. The report also requests authorisation to incur additional expenditure to develop areas of the service.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1.1 Note there was an additional expenditure of £149,000 on de-icing salt to ensure the city council could respond to the extreme winter weather conditions in 2017/18;
- 2.1.2 Instruct officers to examine the possible benefits and savings achievable through route optimization and automated gritting;
- 2.1.3 Instructs 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.
- 2.1.4 Instruct Operations officers to continue with the comparison of similar urban authority's winter services both in terms of operation and cost;
- 2.1.5 Instruct officers to incorporate where appropriate, within the Winter Services Plan for 2018-2019, 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 2017-2018

- 2.1.6 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 were possible
- 2.1.7 Instruct the Chief Officer for Operations 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.
- 2.1.8 Instructs the Chief Officer for Operations to review the footway treatment regime, reporting back to committee as part of the 2018/19 Roads Winter Operational Plan.

### 3. BACKGROUND

#### 3.1 Winter Weather Pattern and Service Delivered

The start of Winter Maintenance operations for 2017-18 was again held back in order to achieve part of the previous approved budget savings. Commenced with early morning operations on 13 November. Treatment was undertaken on 97 days this winter. The prolonged winter weather resulted in multiple treatments being required on the majority of these days.

Number of treatments carried out during the 97 nights/days requiring treatment.				
Month	Pre-salts	Overnight operations	Early Morning operations	Snow/Ice/Frost operations
Oct 17		1	1	1
Nov 17	12	10	17	21
Dec 17	11	15	18	18
Jan 18	5	5	19	20
Feb 18	5	8	18	20
Mar 18	4	11	14	17

Analysis of the salt returns provided by each city council indicates that Aberdeen City was required to carry out more treatments than the other three major cities, confirming that the winter in Aberdeen was more prolonged than other cities in the south of Scotland.

On 109 nights during the winter saw temperatures at or below freezing. The lowest temperatures recorded by the sensors around Aberdeen were -8.8 °C road surface temperature and an air temperature of -9.5 °C both on 09/12/2017.

#### 3.2 Basic Winter Rota Operations

	<u>Commenced</u>	<u>Finished</u>
Early morning operations	13/11/2017	1/04/2018
Stand-by Operations	13/11/2017	
1/04/2018		

Response operatives and the night attendant were in attendance throughout the year to carry out operations when required.

This basic operating system for staff was carried out throughout the winter period but was added to when a forecast of snow or severe ice conditions was received.

### 3.3 Footpath & Cycle Path Operations

The priority footpaths, as set out in the Winter Services Plan, were 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. A review of the footway prioritization and treatment regime may now be appropriate.

Footpath operations were given additional support from Environmental Services when necessary. These operatives carried out hand spreading to some footpaths. With over 1200km of footways it was not feasible to have widespread coverage as anticipated by some members of the public. With a further 480 km of remote paths and areas within our Council housing estates requiring treatment the widespread expectation of “black” footpaths and car parks is not achievable in the worst winter conditions

This winter brine and de-icing chemicals were trialed a number of times at locations in the city centre and on cycleways. The benefits including the elimination of the spread of salt into shops and private properties. The treatment also remained effective for longer than standard salt. It would be proposed to continue to use this treatment at suitable locations.

### 3.4 Grit Bins

Grit bins were filled prior to the start of the winter season and maintained throughout the period. The policy for a number of years has been not to add further grit bins to the network.

It is proposed to trial at locations throughout the city up to 20 large capacity grit bins that can be quickly filled from a small truck; these should allow the public easier access to salt during storm condition, promote self-help and meet the community demand for more avenues to access salt.

It is proposed to allow an expenditure of up to £40,000 from the winter maintenance budget to purchase fill and replenish these for next winter. These large bins can be quickly filled from a lorry, this is particularly beneficial when there are competing demands on the frontline staff. Additionally, they should reduce the public concerns regarding delays in filling standard grit bins during storm conditions.

### 3.5 1 Tonne Salt Bags

This scheme allows community groups to request a 1 Tonne bag of salt for self-help as an alternative to grit bins. A total of 93 valid requests were received before the 1 December and issued by early December at a cost of approx. £150 each.

By early December there was an unprecedented demand for salt bags with the total number of applications received being 717. The vast majority of these were after the onset of the winter weather and made filling and deliver of such a large number impossible due to the limited staff resource being involved in winter duties.

### 3.6 Salt

A total of 15,321 tonnes of rock salt was used on the Aberdeen City Roads network during the financial year. This is in comparison to 4602T in 2016/7, 7,763 T in 2015/6, 9,483 T in 2014/5.

### 3.7 Future Developments

As the Aberdeen Western Peripheral Road nears completion it is anticipated that a considerable length of the current trunk road network, 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 1<sup>st</sup> April 2019.

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.

To mitigate against the additional burden from the de-trunked roads it is proposed that the ongoing works on route optimisation should be continued and extended to include the possibility of automated gritting. Significant savings have been reported by other cities that have adopting this approach.

It is proposed to review the current operational plan taking into account developments in the national standards such as “Well Managed Highway infrastructure” and the Society of Chief Officers of Transportation in Scotland (SCOTS), Winter Service Subgroup guidance on the consistent approach to implementation in Scotland.

Vehicle location and history systems are available that provides live gritter location information that can be accessed by both the service and the public. It is proposed to fit vehicles with the equipment required to introduce this system.

The available options to progress this are to be explored by the Chief Officer Digital & Technology as part of the ‘Being Digital Strategy’ who will present any recommendations to committee.

#### 4. FINANCIAL IMPLICATIONS

4.1 Members will be aware that the Council Revenue Budget for 2017/18 for winter maintenance was £1.727M, The final expenditure was £2.333M, therefore £0.606 M above the budget allocation, and underlines the severity of the weather during this winter.

These additional costs are largely attributable to the increased number of treatments undertaken resulting in an additional 10,719 tonnes of salt being used. This resulted in an increased expenditure of £375,000 on salt in comparison to 2016/17.

It should be noted that the expenditure for the previous three winters has been £1.260M in 2016-2017, £1.752M in 2015-2016 and £1.977M and in 2014-15. The expenditure this winter has been higher than the long term trend.

The total expenditure on salt this financial year has been in the order of £649,000.

#### 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 3<sup>rd</sup> 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:

<b>Risk Reputational/Technological/ Customer /citizen</b>	<b>Risk Level</b>	<b>Mitigation/Controls</b>
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.
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<b>Risk</b>	<b>Risk Level</b>	<b>Mitigation/Controls</b>
<b>Reputational and Financial</b>		
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	Look at methods of introducing overtime winter operations into the mainstream work practices.

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	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.
<b>Prosperous People</b>	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.
<b>Prosperous Place</b>	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.
<b>Enabling Technology</b>	The Council is committed to examining technological and innovative methods to solve winter maintenance problems and to communicate with the public regarding ongoing treatments.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The proposed enhancements to the winter service outlined in section 3.7 Future developments are beneficial to the customer engagement and needs.
<b>Organisational Design</b>	The use of self-help principal is a move away from being a provider to the customer to facilitating engagement with the customer.
<b>Governance</b>	This report seeks to comply with the Governance Principles set out in the Target Operating Model.
<b>Workforce</b>	This report seeks to comply with the Workforce Principles set out in the Target Operating Model.
<b>Process Design</b>	This report seeks to adopt appropriate national standards to help comply with the Processes Principles set out in the Target Operating Model.
<b>Technology</b>	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.
<b>Partnerships and Alliances</b>	The winter service seeks to use joint working across and outwith the organisation to deliver the service.

## 8. IMPACT ASSESSMENTS

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

**9. BACKGROUND PAPERS**

<http://councilcommittees.acc.gov.uk/documents/s75671/CHI.17.253%20Roads%20Winter%20Service%20Plan%202017-18.pdf>

**10. APPENDICES (if applicable)**

**11. REPORT AUTHOR CONTACT DETAILS**

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	29 <sup>th</sup> May 2018
<b>REPORT TITLE</b>	Subsidised Transport and Safe Walking Routes to Lochside Academy
<b>REPORT NUMBER</b>	PLA/18/001
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Gale Beattie / Mark Reilly
<b>REPORT AUTHOR</b>	Chris Cormack / Jack Penman
<b>TERMS OF REFERENCE</b>	Purpose 1

### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise members on the routing of bus services for pupils accessing Lochside Academy and on the outcome of the tendering exercise for supported bus services for accessing Lochside Academy.
- 1.2 This report also advises members of the work undertaken in relation to the issues raised around the safe walking routes to Lochside Academy.

### 2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee
  - 2.1.1 Notes the routes to be operated by bus services for pupils accessing Lochside Academy.
  - 2.1.2 Notes the outcome of the tendering exercise for supported bus services for accessing Lochside Academy.
  - 2.1.3 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.
  - 2.1.4 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 service update.
  - 2.1.5 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.

- 2.1.6 Notes 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.
- 2.1.7 To instruct the Chief Officer for Operations and Protective Services to proceed with the installation of the lighting on South Loirston Road.
- 2.1.8 Note that Core Path 82 will be upgraded as per the planning conditions.
- 2.1.9 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.

### **3. BACKGROUND**

#### **3.1 Background**

- 3.1.1 At the Education and Children's Services Committee meeting on 16<sup>th</sup> November 2017, the committee instructed: **"the Interim Head of Planning & Sustainable Development to discuss adjustments to the routes of service buses 3/3G, 18 and the new supported public services detailed as were necessary to ensure that Lochside pupils were dropped off & picked up on Wellington Circle (or in the school grounds if appropriate) and report back on the outcome of those discussions";** and **"to instruct the Interim Head of Planning & Sustainable Development to concurrently enter into discussions with bus providers with a view to re-routing services in Torry to ensure that pupils were picked up from safe locations and report back on the outcome of discussions."**
- 3.1.2 At the Finance, Policy and Resources Committee meeting on 1<sup>st</sup> February 2018, the committee instructed: **"the Interim Head of Planning and Sustainable Development to provide a brief report to members in June 2018 on the outcome of the tendering exercise for the supported bus service detailing what fares will apply."**
- 3.1.3 At the Education and Children's Services Committee meeting on 16<sup>th</sup> November 2017, the committee instructed: **"the Head of Public Infrastructure and Environment to carry out a study and option appraisal and budget analysis for the following measures in respect of safe walking routes to school for pupils residing in Cove and to report the outcome to the appropriate Committee to ensure that these works, if approved, were implemented prior to the opening of Lochside Academy."**

The proposed measures are addressed in section 3.4 of this report.

#### **3.2 First Aberdeen Services**

- 3.2.1 Officers have been engaging with First Aberdeen on the routings of their services 3 and 18 and in particular have requested First Aberdeen to consider routing both into Wellington Circle at school opening and closing times and to route service 3 through Torry to avoid pupils having to board and alight services on Wellington Road.
- 3.2.2 First Aberdeen have considered the matter by reviewing road layouts, pupil locations and considered the request in conjunction with their service timetabling and existing passenger base.
- 3.2.3 First Aberdeen has confirmed that both the services 3 and 18 will route into either Lochside Academy or Wellington Circle on specific services operating at school times, in order to avoid pupils boarding and alighting on Wellington Road.
- 3.2.4 First Aberdeen are still working on options for the service 3 to route through Torry to avoid pupils boarding/alighting on Wellington Road at school times and a decision will be made prior to the summer holidays. If First Aberdeen are not able to route away from Wellington Road, pupils utilising the service 3 will be directed to bus stops at Victoria Bridge and Menzies Road, which is a maximum of 650m walking distances for the furthest away pupils.
- 3.2.5 In addition, First Aberdeen are still considering timetables, routes and vehicle deployment on the services 3 and 18 for school opening and as such amended services will likely operate, which will be specific school service variations on the services 3 and 18. Officers will provide a Service Update report to Members when First Aberdeen have finalised their commercial service provision. Officers will also be keeping community and parent groups updated through briefing sessions to be held in June and July 2018.
- 3.2.6 Work is ongoing between the Council, First Aberdeen and Transport Scotland for the bus pass provision for all Leggart, Torry and Kincorth pupils, to be added to the Accord Card, in order that this can be used as a Smart Travelcard. It is anticipated this work will be completed prior to the summer holidays and pupils will have their Accord Card loaded with the bus pass provision prior to the summer holidays for those currently in S1 to S5 and those currently in P7 will be issued with a pre-loaded card. If work is not able to be completed prior to summer holidays, then Officers will ensure events are held over the summer, in order the pupils return to school with their bus pass provision added to their Accord Card. The issue of the bus pass will be communicated to pupils and parents in due course.
- 3.2.7 The Travelcard will be operational Monday to Friday, school term time only, between 07:00 – 18:00, between the areas of Leggart, Torry and Kincorth and Lochside Academy only. The Travelcard must be used on both the First Aberdeen services and the supported bus services for Leggart and Balnagask. The noted limitations will be built onto the Travelcard, so the ticket machine won't accept the pass outwith these times, areas, or on other bus services.

### **3.3 Supported Bus Services**

- 3.3.1 There will be two supported bus services for Lochside Academy: one operating between Leggart, Balnagask/Girdleness and Lochside Academy and one operating between Charleston, Cove and Lochside Academy. The Public Transport Unit tendered for these services in April 2018. These services have been contracted for 3 years and will operate until Summer holidays 2021. Should there be any requirement to amend service provision, each contract can be terminated with 30 days' notice, but as these are registered local bus services at least 42 days' notice must be given to the Traffic Commissioner to amend or cancel a service.
- 3.3.2 The Charleston/Cove service will operate school term time only and will be operated by First Aberdeen utilising 2 high capacity buses with pupils paying a fare to use the service. The fares applicable on the service will be in line with First Aberdeen's commercial fare structure, which will allow pupils to use any day or season passes to travel on other First services.
- 3.3.3 The Charleston/Cove service will operate the following route:
- Service 21a - Charleston Drive, Cove Road, Charleston Road, Charleston Road North, Wellington Road, Wellington Circle, Lochside Academy.
  - Service 21b - Loirston Road, Cove Road, Earns Heugh Road, Loirston Avenue, Loirston Road, Langdykes Road, Wellington Circle, Lochside Academy.
- 3.3.4 The Leggart/Balnagask will operate school term time only and will be operated by First Aberdeen utilising 4 high capacity buses, with up to two of the buses operating via Leggart, with pupils using a bus pass provided by the Council to access the service. As the service will be operating at school times only, the bus pass provided will also provide access to the First Aberdeen service 3 and 18 between the hours of 07:00 – 18:00, Monday to Friday, during school term time only, for pupils to attend any extra-curricular activities.
- 3.3.5 The Leggart/Balnagask Service operates the following route, in both directions:
- Service 22a - Leggart Terrace, Great Southern Road, West Tullos Road, Abbotswell Road, Wellington Road, Girdleness Road, Balnagask Road, Balnagask Circle, Girdleness Road, Wellington Road, Wellington Circle, Lochside Academy.
  - Service 22b AM only - Balnagask Circle, Girdleness Road, Wellington Road, Wellington Circle, Lochside Academy.
  - Service 22c - Victoria Road (at Mansefield Road), St Fitticks Road, Balnagask Road, Wellington Road, Wellington Circle, Lochside Academy.
- 3.3.6 Both supported services will access the bus turning circle in the grounds of Lochside Academy.

3.3.7 A full list of bus stops served by all bus services accessing Lochside Academy, along with route maps and timetables for supported bus services are detailed in Appendix 1.

### 3.4 Safe Walking Routes

At the Education and Children’s Services Committee meeting on 16th November 2017, the committee instructed: **“the Head of Public Infrastructure and Environment to carry out a study and option appraisal and budget analysis for the following measures in respect of safe walking routes to school for pupils residing in Cove and to report the outcome to the appropriate Committee to ensure that these works, if approved, were implemented prior to the opening of Lochside Academy.”** These recommendations are responded to below.

3.4.1 ***“Puffin crossing at an estimate cost of £30-35k on Cove Road to ensure the safety of pupils crossing this road with the location of the crossing determined in consultation with local Elected Members, Parent Council and the Community Council.”***

Aberdeen City Council assesses and prioritises the requirement for crossing facilities using the PV<sup>2</sup> survey method as in Local Transport Note 1/95 – The Assessment of Pedestrian Crossings, and as per Aberdeen City Councils approved policy.

This method determines a conflict value based on the number of pedestrians crossing the road P, which is then multiplied by the number of conflicting vehicles V<sup>2</sup>. The PV<sup>2</sup> value is calculated from the arithmetic average of the four highest hourly values over a typical day. Allowances are made within this calculation for additional factors which give a more site specific final value, known as the modified PV<sup>2</sup> value. Examples of the additional factors which can be considered include the proximity of local services (shops, schools, bus stops, medical facilities etc.), percentage of elderly or young pedestrians, accident stats and local site conditions.

The table below details the values which must be met, and the appropriate response based on the modified PV<sup>2</sup> value.

<b>Modified PV<sup>2</sup> Value</b>	<b>Type of facility to be considered</b>
Less than 0.7	Does not qualify for any type of crossing facility but can be reviewed at an appropriate later date should there be deemed a significant change in local circumstance.
Between 0.7 and 1.0	Will qualify for the provision of a central refuge island.
Greater than 1.0	Qualifies for the provision of a controlled crossing facility.

**Table 1 PV<sup>2</sup> values and appropriate responses**

The location for each survey and the results from the assessment are available in Appendix 2.

Three sections of Cove Road were surveyed and the results for each are:

- A) 0.03
- B) 0.02
- C) 0.04

Even when combining all the pedestrian movements along the route the PV<sup>2</sup> value is 0.09.

As can be seen, these results fall below the agreed threshold outlined in table 1 to consider providing any additional pedestrian crossing facilities. Officers recommend that we do not progress with a puffin crossing on Cove Road.

**3.4.2 “Puffin crossing in the vicinity of Langdykes Road at an estimated cost of £30-35k to ensure the safety of pupils crossing this road with the location of the crossing determined in consultation with Elected Members, Parent Council and the Community Council.”**

Whilst officers have not conducted a PV<sup>2</sup> survey (as above) at this location, as there is no current demand for a crossing at this location, a desk based assessment identified this as an important route for pupils when the new school opens. Pupils from a number of different locations will cross Earns Heugh Road when heading to the main crossing point on Wellington Road.

Officers recommend the implementation of a puffin crossing on Earns Heugh Road in proximity to its junction with Langdykes Road

An indicative plan of a puffin crossing at this location is shown in Appendix 3.

**Estimated Cost - £35,000**

**Funding Source –** Lochside Academy Infrastructure capital budget.

**3.4.3 “Investigate the adoption of the land between Charleston Drive and Charleston Crescent and the subsequent upgrading and lighting of the footpath at an estimated cost of £30-35k (works only not inclusive of the purchase of any land) as a route away from vehicular traffic for pupils to use travelling to and from the new Lochside Academy.”**

Officers have confirmed that the land is council owned.

Officers believe that the upgrading of this path would provide a good link for the community towards the commercial shopping areas and for pupils travelling to the new Lochside Academy.

An indicative plan of the proposed path is shown in Appendix 4 along with a breakdown of the estimated costs. The suggested line of the path is to ensure the area is still available as amenity space.

Officers support this recommendation subject to the identification of a suitable funding source.

**Estimated Cost – £40,000**

3.4.4 ***“Resolve drainage issues, and delivery of upgraded lighting, on South Loirston Road as an identified safe route to the new Lochside Academy at an estimated cost of £25k (street lighting only).”***

The developer must address the drainage issue through the installation of a soakaway. This has been raised with the developer through the Roads Construction Consent process. No further action is required in relation to this report.

The upgrading of the lighting on South Loirston Road will bridge this missing link and will help promote this as a safe walking route. Officers request permission to proceed with the installation of the lighting on South Loirston Road.

An indicative plan of the upgraded lighting and the proposed soakaway is available in Appendix 5.

**Estimated Cost - £22,000**

**Funding Source - Lochside Academy Infrastructure capital budget.**

3.4.5 ***“Consider the installation of barriers between the pavement and road on Wellington Road, between Souter-Head Roundabout and the junctions of both Charleston Road North and Wellington Circle.”***

Guardrail has often been employed in the past to direct pedestrians to designated crossing points, more recent guidance is to presume against the implementation of pedestrian guardrail unless strictly necessary.

Long sections of guard railing are unsightly, provide additional street clutter and increased maintenance costs. Many local authorities have actively reduced the amount of guardrailing in their respective areas without adversely impacting on safety.

An approximate cost for the cost of the guardrail would be £43,036.74, based on an approximate distance of 373 metres. Installation costs including traffic management would be in the region of £15,000. With an approximate total

cost of £58,036.74.

The Local Transport Note 2/09, issued by the Department for Transport, highlights that excessive segregation of pedestrians and vehicles may result in higher vehicle speeds in certain locations, as drivers may perceive a reduced risk of conflict with pedestrians. This has the potential to lessen the effectiveness of the part-time 20mph speed limit agreed on Wellington Road during peak school times.

The Aberdeen Active Travel Action Plan 2017-2021 policy recognises the restrictions which pedestrian guardrail poses to people walking and the dangers it poses to people cycling on road. Guardrail can result in pedestrians being trapped on the carriageway and in some circumstances, cyclists and motorcyclists can become trapped against the guardrail by turning vehicles at junctions.

The existing site characteristics would prevent guardrail being installed uniformly along the route as it could not cover the existing bus laybys. Furthermore, as the guardrail would have to be offset 0.5m from the kerb line this would reduce the effective width of the shared use paths on Wellington Road. This would result in either the shared use paths having to be revoked or paths having to be widened.

Through consideration of the above, officers do not recommend the installation of guard rail at this location.

- 3.4.6 ***“To instruct the Head of Public Infrastructure and Environment to upgrade, as per planning conditions, the path which runs from south end of Boyd Orr Avenue in a south east direction to Redmoss Road (noted as Core Path 82 on page 122 of the Report) to improve the safe walking route from the southern end of Kincorth.”***

As per the planning conditions Core Path 82 will be upgraded.

A plan is provided in Appendix 6.

- 3.4.7 ***“To request the Head of Public Infrastructure and Environment to report to Communities, Housing and Infrastructure Committee for approval to undertake the necessary legal process to implement a loading ban in Wellington Circle to ensure traffic restrictions were in place between Lochside Academy and Wellington Road.”***

The Traffic Regulation Order for the loading ban has completed the necessary



legal process and received no objections. The order will be created ahead of the school opening.

**Estimated Cost** - £3,000

**Funding Source** – Lochside Academy Infrastructure capital budget.

## 5. FINANCIAL IMPLICATIONS

5.1 There are no financial implications as a result of the recommendations of this report. All financial considerations with regards to Lochside Academy transport have already been considered by Committee.

## 6. LEGAL IMPLICATIONS

6.1 The Council must adhere to the legislative requirements for bus services as determined by the Transport Act 1985 and Transport (Scotland) Act 2001 and any procurement must be conducted in line with standing orders and an open Tender process would be required through Public Contracts Scotland

## 7. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	There are no financial risks as a result of the recommendations of this report	L	N/A
<b>Legal</b>	There are no legal risks as a result of the recommendations of this report	L	N/A
<b>Employee</b>	There are no employee risks as a result of the recommendations of this report	L	N/A
<b>Customer</b>	There are no customer/citizen risks as a result of the recommendations of the recommendations of this report.	L	N/A
<b>Environment</b>	There are no environmental risks as a result of the	L	N/A

	recommendations of this report.		
<b>Technology</b>	There are no technological risks as a result of the recommendations of this report	L	N/A
<b>Reputational</b>	As the supported services are open to the general public and these are proposed to operate into the school grounds there is a risk that members of the public may be able to alight from the bus and enter the school grounds without signing in.	L	As the services only operate between Torry/Cove and the school this will be of little benefit to the general public, as such it is not anticipated there will be many members of the public utilising these services.  If there are problems once the school is open then this will be reviewed, but the preference of parents is for buses to operate into the school grounds or at least Wellington Circle

## 8. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	Investment in Infrastructure - a high quality public transport system is important for any thriving economy in transporting people to work and education and directly support the business and education sectors and ensures the workforce can travel effectively and that all have access to appropriate education opportunities and access to all facilities in a cost effective way. The provision of transport to Lochside Academy will ensure appropriate access to education.
<b>Prosperous People</b>	Children are our future; Best Start in life, safe and responsible - by ensuring that all pupils at the school have appropriate means by which to travel to school, the Council will be helping to improve equity in educational outcomes.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>

<b>Customer Service Design</b>	<p>Co-design: We will design our services with input from our customers to better meet their needs - the services and routings have been designed following feedback from the school community.</p> <p>Prevention and Early Intervention: We will design services to focus on upstream prevention and early intervention to reduce costs while improving outcomes for individuals and families – the provision of these bus services will ensure equal access to the school from the outset, preventing any concerns for those travelling some distance from the school who would have been required to walk alongside and cross busy roads and the provision of free transport will ensure families do not face financial burdens for their children travelling to the school, given its new location.</p>
<b>Organisational Design</b>	<p>Outcome Led: We will commission services organised around the LOIP outcomes - the services provided ensure access to Education, recognising that children are our future and are safe and responsible.</p>
<b>Partnerships and Alliances</b>	<p>Shared vision and values: While recognising and respecting differences – and welcoming dialogue and debate – sufficient common ground must be found for our partnerships and alliances with others to be viable – partnership working with our partner First Aberdeen to ensure the services meet the needs of the pupils travelling to Lochside on the commercial bus services while also ensuring there is no significant impact to the traveling public as a whole.</p>

## 9. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Not Required
<b>Privacy Impact Assessment</b>	Not Required
<a href="#"><u>Children's Rights Impact Assessment/Duty of Due Regard</u></a>	Not Applicable

## 10. BACKGROUND PAPERS

10.1 Local Transport Note 1/95 – The Assessment of a Pedestrian Crossings

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/330269/ltn-1-95\\_Assessment-Crossings.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/330269/ltn-1-95_Assessment-Crossings.pdf)

10.2 Local Transport Note 2/09 – Pedestrian Guardrailing

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/328996/ltn-2-09\\_Pedestrian\\_guardrailing.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/328996/ltn-2-09_Pedestrian_guardrailing.pdf)

10.3 Aberdeen Active Travel Plan 2017-2021

<https://www.aberdeencity.gov.uk/sites/aberdeencms/files/Aberdeen%20Active%20Travel%20Action%20Plan.pdf>

## **11. APPENDICES (if applicable)**

11.1 Appendix 1 – Bus Routes, Timetables and Stopping Points

11.2 Appendix 2 - Cove Road survey area and PV<sup>2</sup> analysis

11.3 Appendix 3 - Plan of puffin crossing in vicinity of Langdykes Road

11.4 Appendix 4 - Plan of path between Charleston Drive and Charleston Crescent

11.5 Appendix 5 - Plan of street lighting on South Loirston Road

11.6 Appendix 6 – Plan of upgraded Core Path 82

## **12. REPORT AUTHORS CONTACT DETAILS**

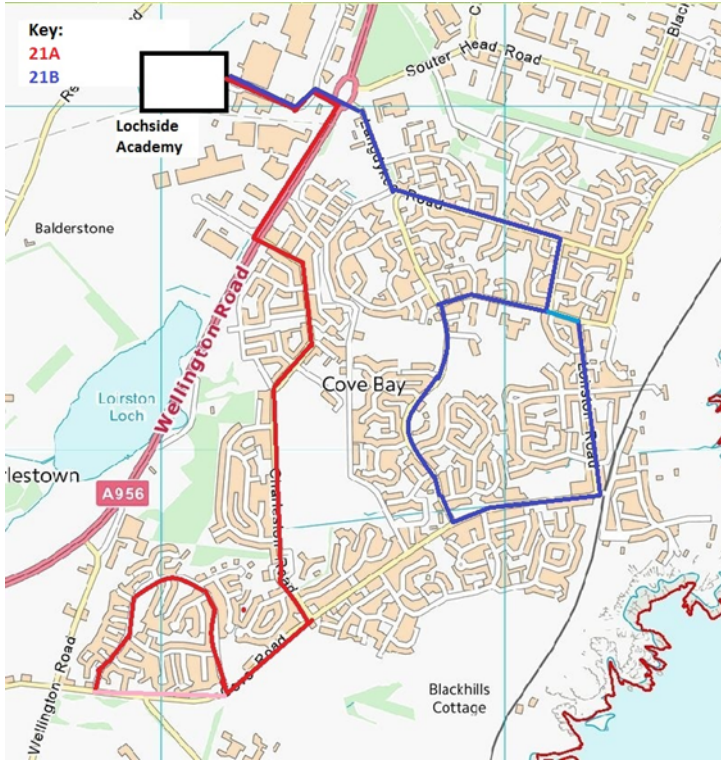
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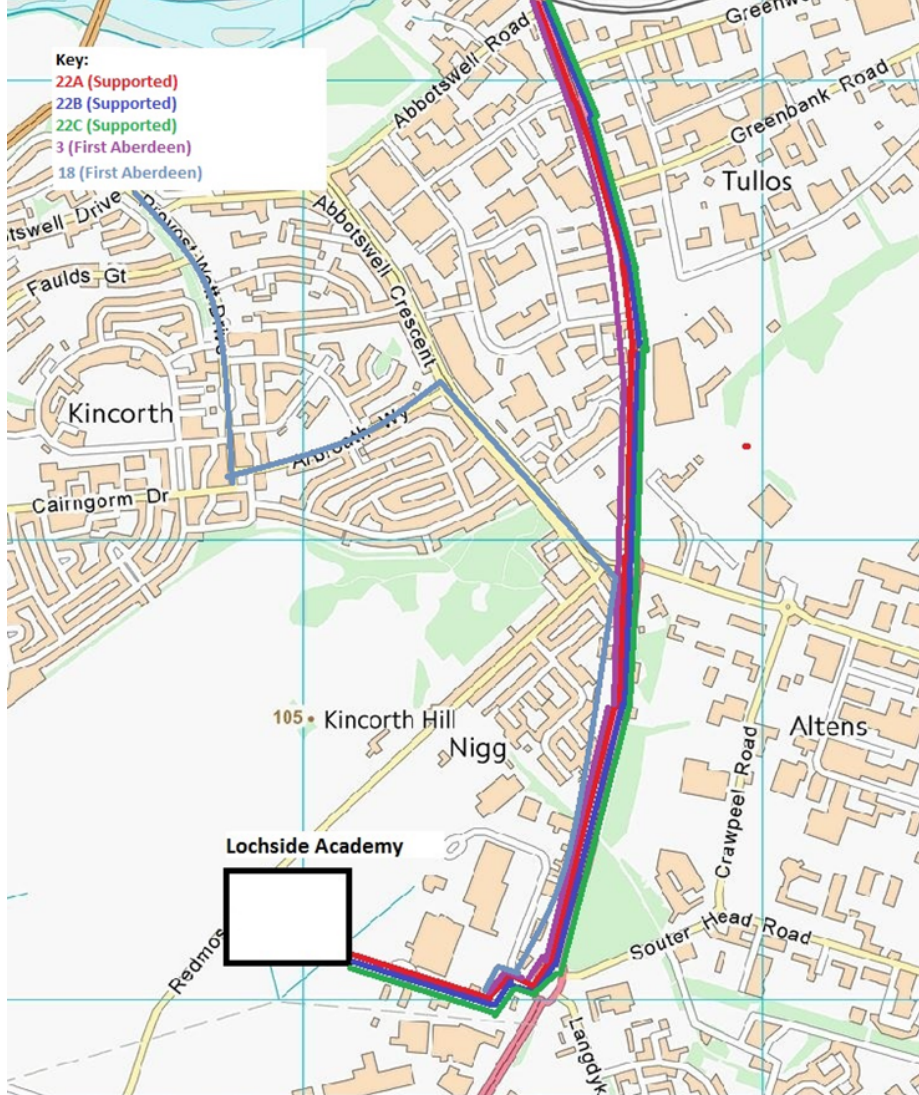
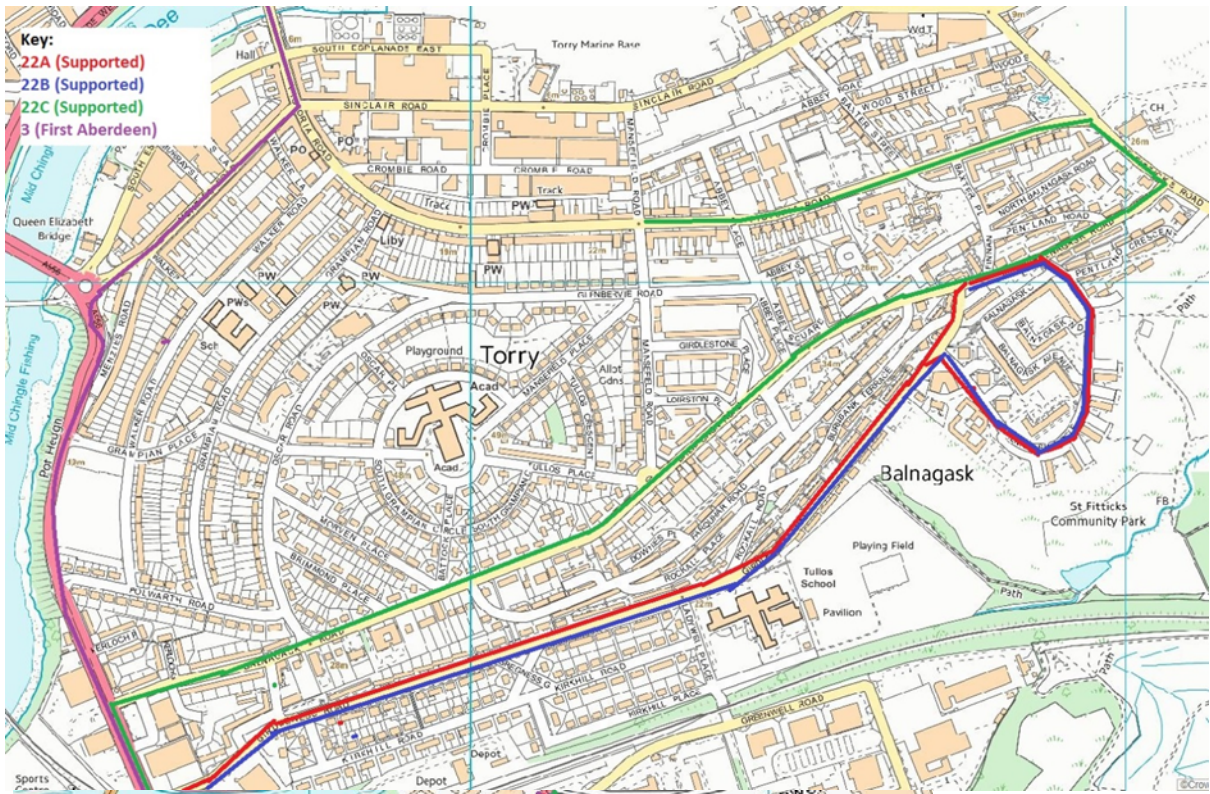
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# Appendix 1

## Bus Routes, Timetables and Stopping Points

Bus Routes:





## Timetables:

### Service 21 a (Charleston – Lochside Academy)

Charleston Road	08:09
Lochinch Gardens	08:15
Lochside Academy	08:25

	Mon, Tues	Wed - Fri
Lochside Academy	15:50	15:00
Lochinch Gardens	16:00	15:10
Charleston Road	16:09	15:19

### Service 21 b (Cove – Lochside Academy)

Cove Road	08:13
Loirston Road	08:18
Lochside Academy	08:25

	Mon, Tues	Wed - Fri
Lochside Academy	15:50	15:00
Loirston Road	15:57	15:07
Cove Road	16:02	15:12

### Service 22a (Leggart – Lochside Academy via Balnagask Circle and Girdleness Road)

Leggart	07:40
Balnagask Circle	08:00
Lochside Academy	08:25

	Mon and Tues		Wed to Fri	
Lochside Academy	15:50	15:55	15:00	15:05
Wellington Road at Girdleness Road	16:00	16:05	15:10	15:15
Balnagask Circle	16:10	16:15	15:20	15:25
Leggart	16:30	16:35	15:40	15:45

**Service 22b**  
**(Balnagask Circle – Lochside Academy via Girdleness Road)**

Balnagask Circle	07:55
Wellington Road at Girdleness Road	08:10
Lochside Academy	08:20

**Service 22c**  
**(Torry – Lochside Academy, via Balnagask Road)**

Victoria Road	07:50	07:55
Balnagask Road at Balnagask Circle	07:55	08:00
Wellington Road at Girdleness Road	08:10	08:15
Lochside Academy	08:20	08:25

**Mon and Tues**

**Wed to Fri**

Lochside Academy	15:50	15:55	15:00	15:05
Wellington Road at Girdleness Road	16:00	16:05	15:10	15:15
Balnagask Road at Balnagask Circle	16:10	16:15	15:20	15:25
Victoria Road	16:15	16:20	15:25	15:30

**Service 3**  
**(Torry – Lochside Academy, via Menzies Road)**

- [https://www.firstgroup.com/aberdeen/plan-journey/timetables/?day=1&source\\_id=2&service=3%2F3G&routeid=20223731&operator=19&source=sp](https://www.firstgroup.com/aberdeen/plan-journey/timetables/?day=1&source_id=2&service=3%2F3G&routeid=20223731&operator=19&source=sp)
- First Aberdeen are still considering timetables, routes and vehicle deployment for school opening, so amended services will likely operate. It is likely that First will operate specific school services on the service 3 between Torry and Lochside Academy, with timetables to be confirmed.



## Service 18 (Kincorth – Lochside Academy, via Provost Watt Drive)

- [https://www.firstgroup.com/aberdeen/plan-journey/timetables/?day=1&source\\_id=2&service=18&routeid=20223801&operator=19&source=sp](https://www.firstgroup.com/aberdeen/plan-journey/timetables/?day=1&source_id=2&service=18&routeid=20223801&operator=19&source=sp)
- First Aberdeen are still considering timetables, routes and vehicle deployment for school opening, so amended services will likely operate. It is likely that First will operate specific school services on the service 18 between Kincorth and Lochside Academy, with timetables to be confirmed.

### Bus Stops:

#### 21A (Charleston – Lochside)

- **AM Services (Boarding points for pupils)**
  - Charleston Drive, west side at Lochinch Way
  - Charleston Drive, west side at Lochinch Walk
  - Charleston Drive, east side at Lochinch Avenue
  - Charleston Road, west side at Scylla Drive
  - Charleston Road, west side at Charleston Crescent (south)
  - Charleston Road, west side at Charleston Crescent (north)
  - Charleston Road North, west side at Wellington Green
  - Charleston Road North, south side at Langdykes Avenue
- **PM Services (Alighting points for pupils)**
  - Charleston Road North, north side at Langdykes Avenue
  - Charleston Road North, east side at Wellington Green
  - Charleston Road, east side at Charleston Crescent (north)
  - Charleston Road, east side at Charleston Crescent (south)
  - Charleston Road, east side at Charleston Circle
  - Charleston Drive, west side at Lochinch Way
  - Charleston Drive, west side at Lochinch Walk
  - Charleston Drive, east side at Lochinch Avenue

## 21B (Cove – Lochside)

- **AM Services (Boarding points for pupils)**
  - Loirston Road, east side at Catto Crescent
  - Loirston Road, east side at Loirston Place
  - Loirston Road, east side at Colsea Road
  - Cove Road, south side at Cove Court
  - Earns Heugh Road, west side at Earns Heugh Circle
  - Earns Heugh Road, west side at Whitehills Rise
  - Earns Heugh Road, west side at Earns Heugh View
  - Earns Heugh Road, west side at Partan Skelly Avenue
  - Loirston Avenue, north side at Loirston Road
  - Loirston Road, west side at Langdykes Road
  - Langdykes Road, south side at Marchmont Street
  - Langdykes Road, south side at Strathburn Street (east)
  - Langdykes Road, west side at Strathburn Street (west)
- **PM Services (Alighting points for pupils)**
  - Langdykes Road, east side at Strathburn Street (west)
  - Langdykes Road, north side at Strathburn Street (east)
  - Langdykes Road, north side at Marchmont Street
  - Loirston Road, east side at Loirston Manor
  - Loirston Road, east side at Catto Crescent
  - Loirston Road, east side at Loirston Place
  - Loirston Road, east side at Colsea Road
  - Cove Road, south side at Cove Court
  - Earns Heugh Road, west side at Earns Heugh Circle
  - Earns Heugh Road, west side at Whitehills Rise
  - Earns Heugh Road, west side at Earns Heugh View
  - Earns Heugh Road, west side at Partan Skelly Avenue
  - Loirston Avenue, north side at Loirston Road

## Service 22A (Leggart – Lochside, via Balnagask)

## Service 22B (Balnagask Circle – Lochside)

- **AM Services (Boarding points for pupils)**
  - Leggart Terrace, north side at Leggart Road (**22A only**)
  - Leggart Terrace, north side at Leggart Place (**22A only**)
  - Balnagask Circle, east side at Pentland Crescent
  - Balnagask Circle, east side at Balnagask Wynd
  - Balnagask Circle, west side at Grampian Court
  - Girdleness Road, south side at Balnagask Circle
  - Girdleness Road, south side at Rockall Road
  - Girdleness Road, south side at Ladywell Place
  - Girdleness Road, south side at Gregness Gardens
  - Girdleness Road, south side at Kirkhill Lane
  - Girdleness Road, south side at Fernie Brae
  - Girdleness Road, south side at Wellington Road

- **PM Services (Alighting points for pupils)**

- Girdleness Road, north side at Wellington Road
- Girdleness Road, north side at Girdleness Terrace
- Girdleness Road, north side at Fernie Brae
- Girdleness Road, north side at Gregness Gardens
- Girdleness Road, north side at Ladywell Place
- Girdleness Road, north side at Rockall Road
- Girdleness Road, north side at Balnagask Circle
- Balnagask Road, north side at Finnan Brae
- Balnagask Circle, east side at Pentland Crescent
- Balnagask Circle, east side at Balnagask Wynd
- Balnagask Circle, west side at Grampian Court
- Leggart Terrace, north side at Leggart Place **(22A only)**
- Leggart Terrace, north side at Leggart Road **(22A only)**

### 22C (Torry – Lochside, via Balnagask)

- **AM Services (Boarding points for pupils)**

- Victoria Road, north side at Mansefield Road
- Victoria Road, north side at Baxter Street
- St Fitticks Road, north side at North Balnagask Road
- Balnagask Road, south side at Pentland Road
- Balnagask Road, south side at Finnan Brae
- Balnagask Road, south side at Balnagask Place
- Balnagask Road, south side at Farquhar Avenue
- Balnagask Road, south side at Tullos Place
- Balnagask Road, south side at Farquhar Road

- **PM Services (Alighting points for pupils)**

- *We will look to add a new bus stop in at Balnagask Road, north side at Farquhar Road (currently does not exist)*
- Balnagask Road, north side at Farquhar Avenue
- Balnagask Road, north side at Balnagask Place
- Balnagask Road, north side at Finnan Brae
- Balnagask Road, north side at St Fitticks Road
- Victoria Road, south side at St Fitticks Road
- Victoria Road, south side at Baxter Street
- Victoria Road, south side at Abbey Place

### First Aberdeen Service 3 (Torry – Lochside)

- To be confirmed by Service Update report.

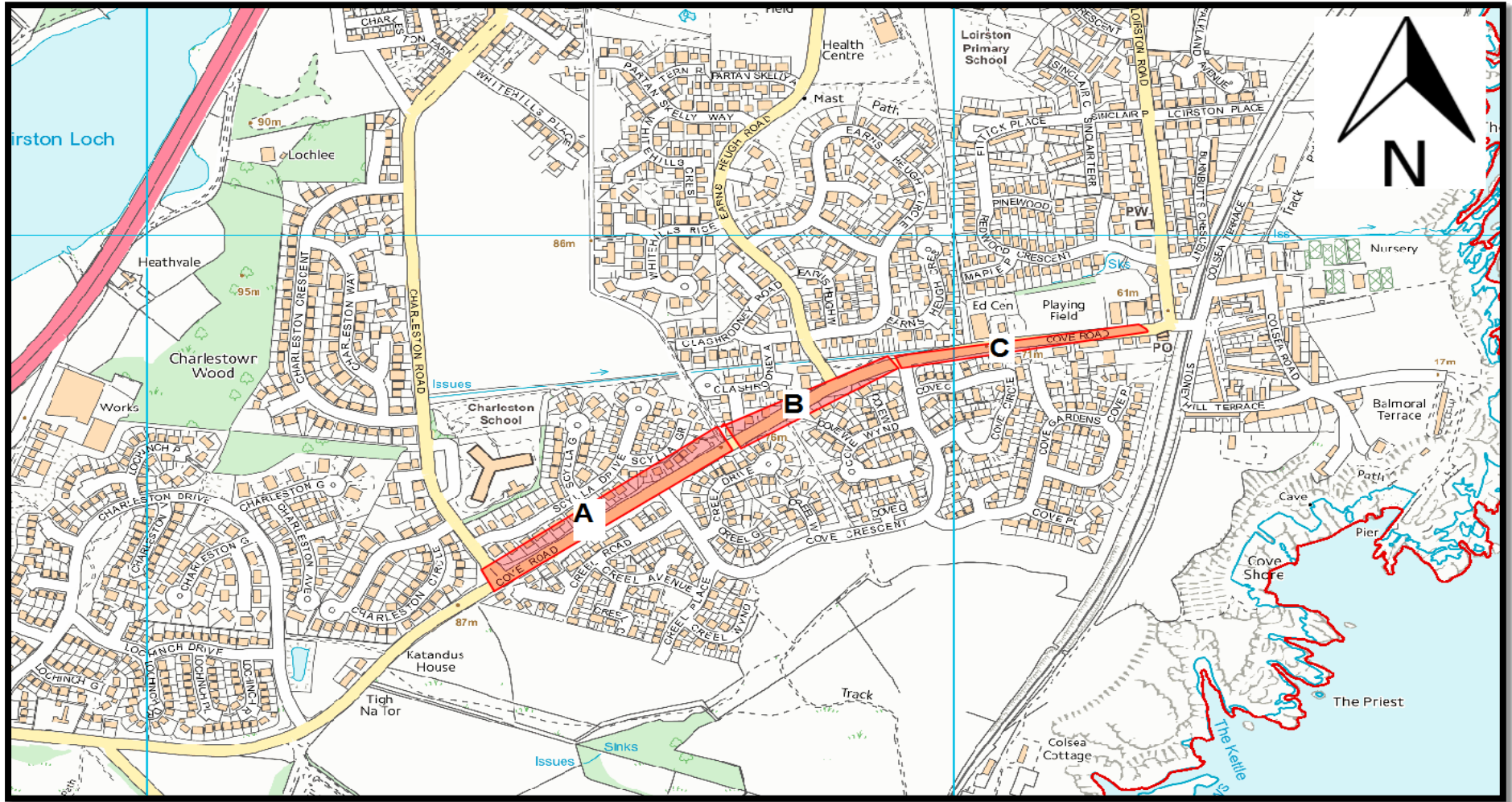
## First Aberdeen Service 18 (Kincorth – Lochside)

- **AM Services (Boarding points for pupils)**
  - Provost Watt Drive, east side at Kincorth Crescent
  - Provost Watt Drive, east side at Abbotswell Crescent
  - Provost Watt Drive, east side at Corthan Crescent
  - Provost Watt Drive, east side at Faulds Row
  - Provost Watt Drive, east side at Kincorth Shopping Centre
  - Arbroath Way, north side at Tollohill Square
  - Arbroath Way, north side at Arbroath Place
  - Arbroath Way, north side at Abbotswell Crescent
  - Abbotswell Crescent, east side at Tollohill Place
  - Abbotswell Crescent, east side at Nigg Way
  
- **PM Services (Alighting points for pupils)**
  - Abbotswell Crescent, west side at Nigg Way
  - Abbotswell Crescent, west side at Tollohill Place
  - Arbroath Way, south side at Abbotswell Crescent
  - Arbroath Way, south side at Cairngorm Crescent
  - Arbroath Way, south side at Tollohill Square
  - Provost Watt Drive, west side at Kincorth Shopping Centre
  - Provost Watt Drive, west side at Faulds Row
  - Provost Watt Drive, west side at Kincorth Sports Centre
  - Provost Watt Drive, west side at Abbotswell Drive
  - Provost Watt Drive, west side at Kincorth Crescent

Any changes to service 18 will be confirmed by Service Update Report.

Appendix 2

Cove Road Survey Areas



When conducting a PV<sup>2</sup> survey the first step is to conduct a desk top study of the area. This is used to inform the additional factors which will be included in the modified PV score.

**Existing facilities-** Cove Road is currently subject to a mandatory 30 mph speed limit, has street lighting and over a section of road covering the junction with Charleston Road there is a part time 20mph speed limit. This operates during peak school times.

There are four pedestrian refuge islands located on Cove Road. These allow the pedestrians to cross the road in two stages. The islands are located in proximity to the path from Cove Road to Charleston Drive, Charleston Road junction, Earns Heugh junction and the community centre. These allow pedestrians to cross the carriageway in two distinct steps. They make it easier to cross carriageways as it is more likely to find two smaller gaps in traffic than one where gaps in both directions coincide. Islands help to reduce waiting times and improve safety as pedestrians are less likely to use gaps that turn out to be too short for safe crossing. Furthermore, using the refuge islands requires pedestrians only to judge one lane of traffic at a time.

**Site Specifics-** Cove Road has no properties fronting on to it and the carriageway is relatively straight and flat with good forward visibility for both drivers and pedestrians.

The carriageway is approximately 7 metres wide and there is adequate footpath on both sides along the majority of the route.

**Accident Data** – The accident stats for Cove Road collected by Police Scotland through the STATS 19 process were examined for the period 2014-2017.

Accidents are classified as Slight, Serious and Fatal. On Cove Road for this period there has been three slight accidents recorded. None of these involve a pedestrian.

**Traffic Speed and Volume** – The traffic speed and volume were recorded on Cove Road using a Radar Recorder. The results for the peak school period are summarised below:

<b>Time</b>	<b>Total</b>	<b>85th</b>	<b>Mean</b>
<b>Begin</b>	<b>Vol.</b>	<b>%ile</b>	<b>Ave.</b>
07:30	211	34.9	31.2
07:45	223	34.4	28.6
08:00	199	34.9	28.8
08:15	184	35.2	30.2
08:30	104	34.6	29.5
08:45	95	33.6	27.5
09:00	90	35.8	28.9
09:15	61	34.1	27.4
12:00	62	34.5	28.1
12:15	69	34	27.1
12:30	93	34.8	28.5
12:45	69	33.8	27.8
13:00	64	33.4	26.7
13:15	63	35	29
13:30	68	34.4	27.1
13:45	53	36.6	29.1
14:00	48	35.8	29.7
15:00	75	34.1	28.2
15:15	83	33.9	28.1
15:30	86	34.3	27.9
15:45	82	35.8	30.1
16:00	105	34.9	29.5
16:15	101	35.2	29.7
16:30	167	36.4	30.4
16:45	162	34.7	29.7

Traffic Survey data during peak school period

The additional factors included in the PV calculation were:

- A significant proportion of those crossing the road were classified as vulnerable road users.
- Cove Road is deemed to divide a substantial community.

These factors gave a multiplication factor of 1.2 which was used to produce the modified PV value.

The results for each section are displayed below:

A			
Time	Total Vehicles	Total Pedestrians	PV Value
07:15-08:15	761	3	0.01737363
08:15-09:15	473	25	0.05593225
12:00-13:00	293	9	0.00772641
15:00-16:00	326	24	0.02550624
		Average:	0.026634633
		4 D.P:	0.0266
		Modified PV:	0.03

Calculations for area A

B			
Time	Total Vehicles	Total Pedestrians	PV Value
07:30-08:30	817	6	0.04004934
08:30-09:30	350	7	0.008575
12:00-13:00	293	5	0.00429245
13:00-14:00	248	2	0.00123008
		Average:	0.013536718
		4 D.P:	0.0135
		Modified PV:	0.02

Calculations for area B

C			
Time	Total Vehicles	Total Pedestrians	PV Value
08:15-09:15	473	24	0.05369496
12:00-13:00	293	14	0.01201886
15:00-16:00	326	32	0.03400832
16:00-17:00	535	7	0.02003575
		Average:	0.029939473
		4 D.P:	0.0299
		Modified PV:	0.04

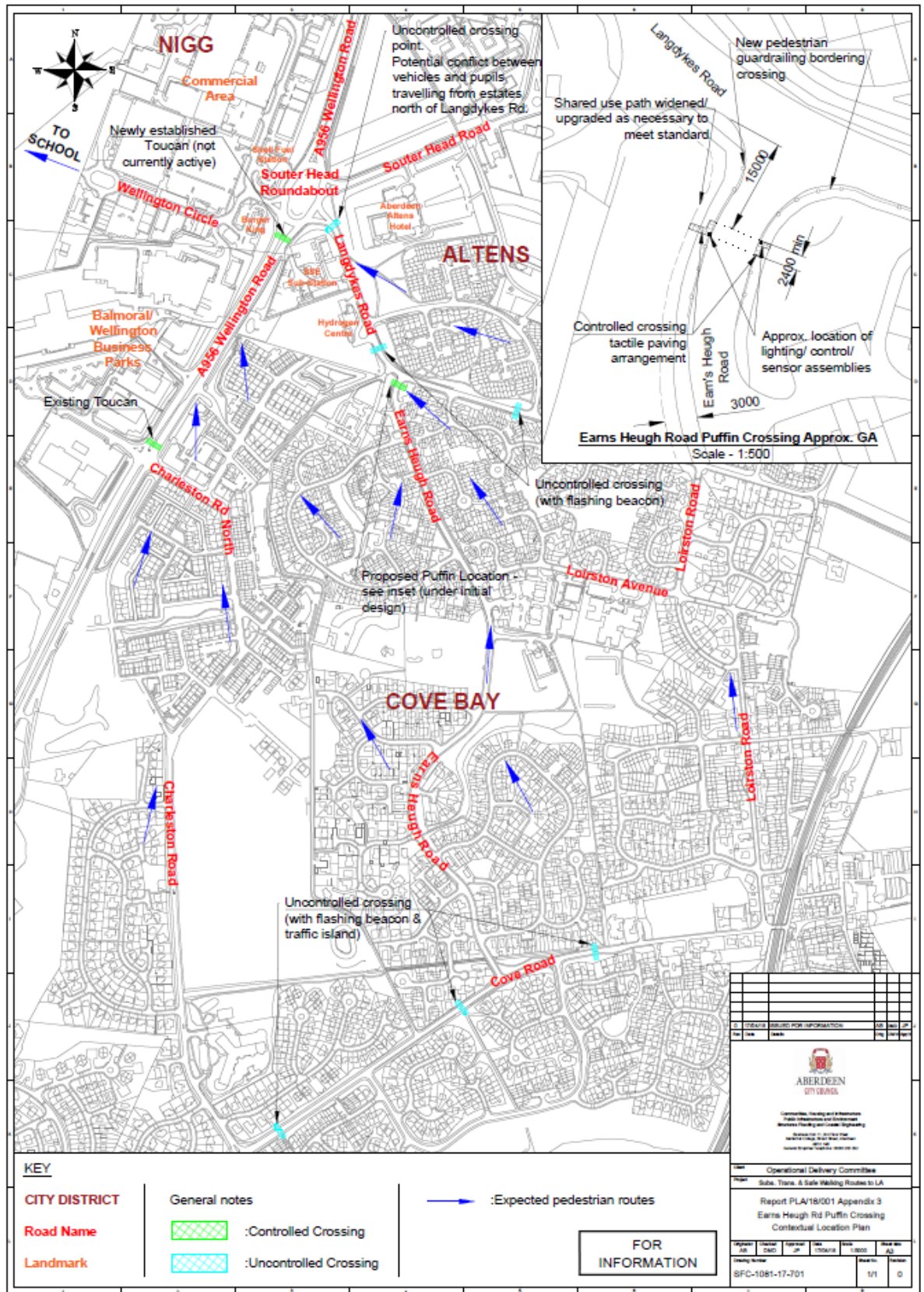
Calculations for area C

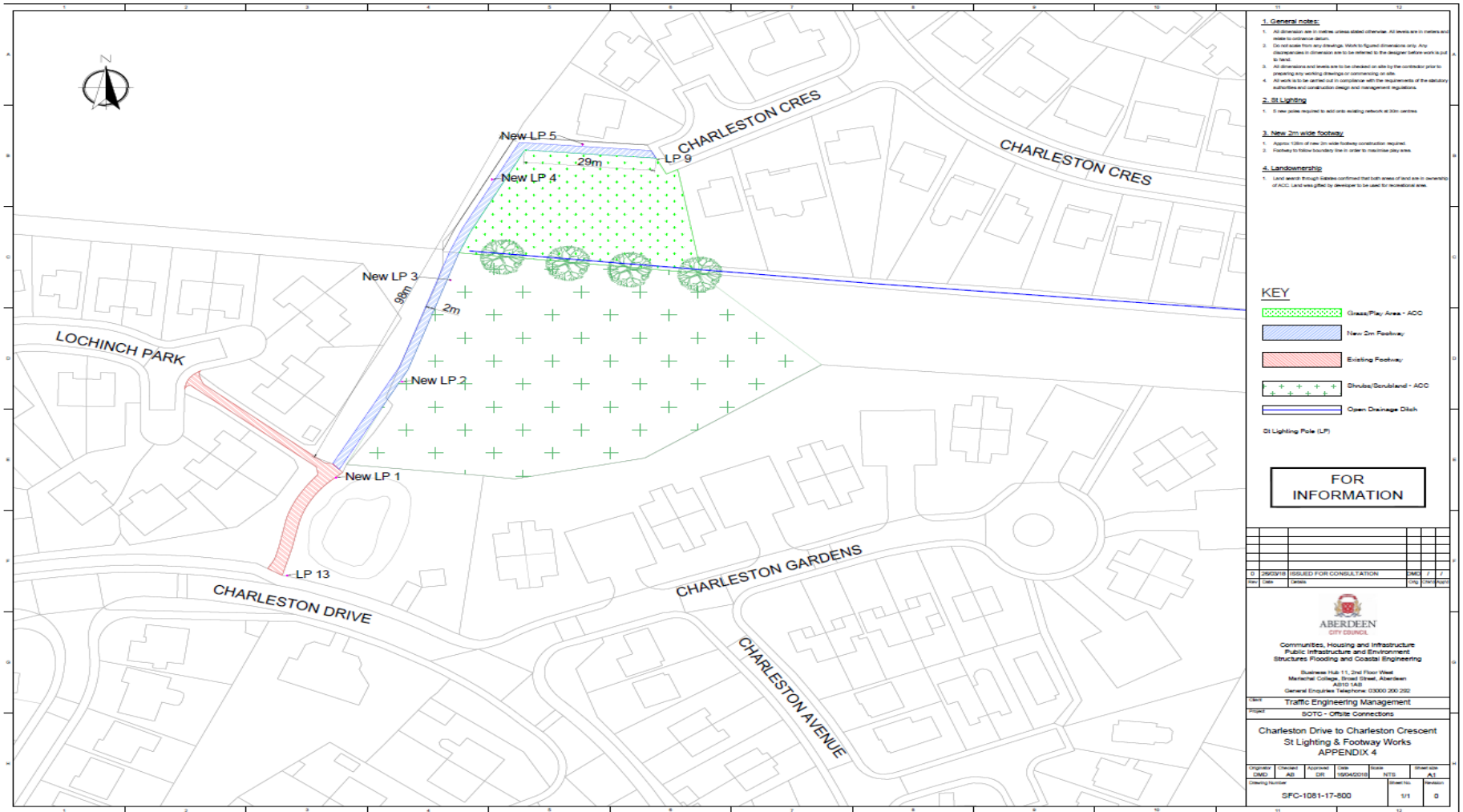


<b>Combined</b>			
Time	Total Vehicles	Total Pedestrians	PV Value
07:15-08:15	761	14	0.08107694
08:15-09:15	473	55	0.12305095
12:00-13:00	293	28	0.02403772
15:00-16:00	326	55	0.0584518
		Average:	0.071654353
		4 D.P:	0.0717
		Modified PV:	0.09

Combined PV values

Appendix 3





- 1. General notes:**
- All dimensions are in metres unless stated otherwise. All levels are in metres and relate to Ordnance Datum.
  - Do not scale from any drawings. Marked figures dimensions only. Any discrepancies in dimension are to be referred to the designer before work is put to tender.
  - All dimensions and levels are to be checked on site by the contractor prior to preparing any working drawings or commencing on site.
  - All work is to be carried out in compliance with the requirements of the statutory Authorities and construction design and management regulations.
- 2. St Lighting**
- 5 new poles required to add into existing network at 30m centres.
- 3. New 2m wide footway**
- Apply 100mm of new 2m wide footway construction required.
  - Footway to follow boundary line in order to maintain play area.
- 4. Landscaping**
- Landscaping through Estates confirmed that both areas of land are in ownership of ACC. Land was gifted by developer to be used for recreational area.

**KEY**

- Grass/Play Area - ACC
- New 2m Footway
- Existing Footway
- + Shrubs/Scrubland - ACC
- Open Drainage Ditch

Lighting Pole (LP)

**FOR INFORMATION**

0 25/03/18 ISSUED FOR CONSULTATION	DMD	/	/	
Rev: Date: Details	Date:	By:	For:	Status:

**ABERDEEN CITY COUNCIL**  
 Communities, Housing and Infrastructure  
 Public Infrastructure and Environment  
 Structures, Flooding and Coastal Engineering

Business Hub 11, 2nd Floor West  
 Marcelline College, Broad Street, Aberdeen  
 AB10 1AS  
 General Enquiries Telephone: 01224 206 200

Traffic Engineering Management  
 SOTC - Office Connections

**Charleston Drive to Charleston Crescent  
 St Lighting & Footway Works  
 APPENDIX 4**

Original DMD	Checked AB	Approved CH	Drawn 1004/0018	Date NTS	Sheet No.	AT
Drawing Number	SFC-1061-17-800		1/1	0		

New 2m wide path (Charleston Drive to Charleston Cres)

Construction of new 2m wide bitumen surface path to connect with existing path:

127.50m = £17,000

*Please note that estimate is based on the following assumptions:*

*a) Ground conditions being reasonable*

*b) No utilities are within the area.*

Installation of new street lighting along path @ £2k/pole.

Distance = 158m.

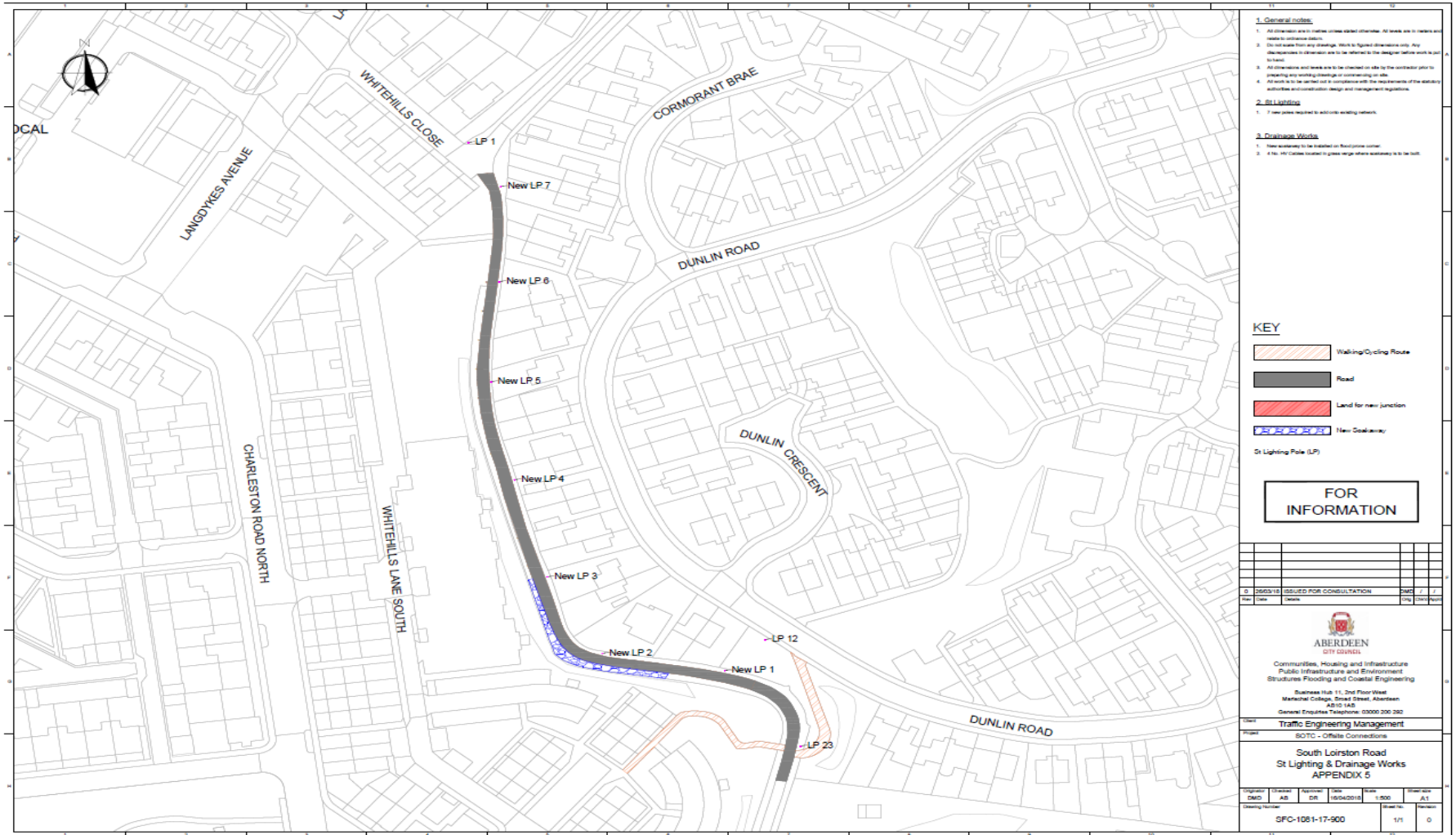
No of poles required = 7

Total St lighting installation costs = £14,000

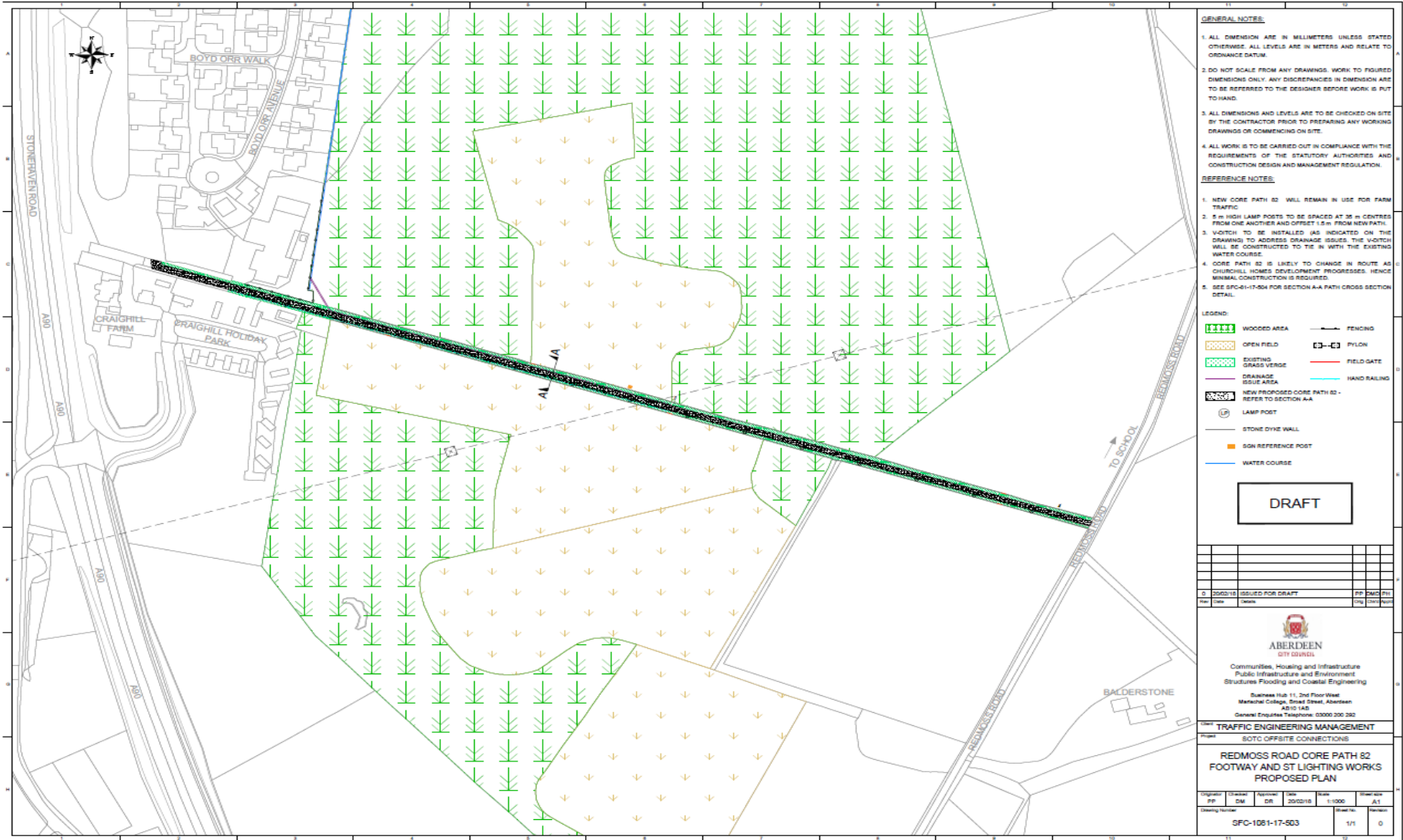
Drainage = £9,000

Total cost of works = £40,000

Appendix 5



Appendix 6



## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Review and proposed amendments to the driveway regulations
<b>REPORT NUMBER</b>	OPE/18/023
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Vycki Ritson
<b>TERMS OF REFERENCE</b>	3

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### 1. PURPOSE OF REPORT

To report on proposed revisions to the Driveway Regulations to reduce the stringency of driveway requirements where road safety will not be compromised and to make the application process easier for customers.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 agree the revised Driveway Regulations as updated in Appendix 1 of this report; and
- 2.1.2 instruct the relevant officers to apply the revised Driveway Regulations and Driveway Application going forward.

### 3. BACKGROUND

- 3.1 On 27th September 2005 a committee agreed the current version of Aberdeen City Council's policy for footway crossings (DR). These regulations guide people to the conditions which should be met before a footway crossing point will be agreed by the Roads Authority.
- 3.2 Since these regulations have been introduced changes have been made to Roads and Planning guidance, and it was felt that a revision of the regulations was now due.
- 3.3 Policy Setting
  - 3.3.1 Manual for Streets (Department for Transport) 2007 (MfS) – providing technical guidance for lightly-trafficked residential streets. MfS states that “A

clear distinction can be drawn between streets and roads. Roads are essentially highways whose main function is accommodating the movement of motor traffic. Streets are typically lined with buildings and public spaces, and while movement is still a key function, there are several others, of which the place function is the most important.”

- 3.3.2 Manual for Streets 2 (Chartered Institution of Highways and Transportation) September 2010 (MfS2) – builds on the guidance set out in MfS to cover the wider built environment outwith residential areas but lesser than trunk road network.

Whilst the guidance is directed at new development, the principles can be used within existing street layouts.

- 3.3.3 Aberdeen Local Development Plan Supplementary Guidance: Transport and Accessibility (SG) – supplementary guidance forms part of the Development Plan and is a material consideration in the determination of planning applications.

### 3.4 Current Situation

- 3.4.1 Throughout Aberdeen there are residential areas which were created in times of lower car ownership. These streets can become overwhelmed as vehicle ownership increases and kerbside space comes under pressure to accommodate these vehicles. On-street parking has both positive and negative effects on neighbourhoods. The bays provide a common resource for residents, visitors and service vehicles; they add activity to streets; they are generally overlooked, providing improved security; and can provide a buffer between pedestrians and traffic. However they also limit points for pedestrians to crossing safely; vehicles can dominate the streetscape; it may lead to footway parking; and vehicles are vulnerable to crime.

- 3.4.2 A miscellaneous transport bill is currently being prepared ahead of its introduction to the Scottish Parliament later this year. This Bill is expected to set out footway parking and double parking restrictions, requiring Local Authorities to exempt streets where footway parking may remain, if very particular criteria can be met. The introduction of this Bill is expected to create increased pressure on officers to address parking issues in high density residential areas.

- 3.4.3 An alternative parking provision can be made in gardens by the introduction of a footway crossing point.

### 3.5 Proposed Changes

- 3.5.1. Aberdeen City Council operates two sets of driveway regulations dependant on whether an applicant requires planning permission for the on-site works or not.

- 3.5.2 These are referred to as Driveway Regulations (DR) and Statutory Guidance: Transport and Accessibility (SG).



### 3.5.3 Proximity to a junction

To address road safety concerns about carrying out complex manoeuvres in close proximity to a junction, the proximity of the driveway access to a junction is stated within each guidance, as follows.

DR - The footway crossing/driveway should not be situated within 15 metres of a road junction.

SG - Driveways should be a minimum of 15 metres from a junction, although there may be circumstances where this may be relaxed when not deemed a road safety issue. In no circumstances, however, will a driveway be permitted within 10 metres of a junction.

Proposed change – In situations where the junction is an access point into a parking area or on to a low volume and speed residential route, the requirement for 15 or 10 metres separation can be onerous. However inter-visibility to ensure safety of pedestrians and other road users is paramount. Whilst the 15 metres minimum distance is applicable in most applications, it is proposed to provide road safety officers with the discretion to reduce this distance when taking into account visibility, turning manoeuvres and traffic volumes/ speeds on the adjacent carriageways.

### 3.5.4 Adjoining Driveways

Raised kerbs define the edge of carriageway, provide protection to pedestrians and guidance to the visually impaired who may use a stick or dog to guide them to safe walking areas. Confusion and road safety concerns can be caused by the lowering of extensive lengths of kerb in order to provide footway crossing points for vehicles therefore parameters are set within our guidance as follows.

DR – A single crossing of 3 metres or double crossing of 5 metres is permitted per property. It should be noted that this can lead to adjoining neighbours seeking consecutive driveways which creates long stretches of lowered kerb.

SG – Single driveways must be at least 3 metres in width. Double driveways must be at least 5 metres in width. The normal width of a footway crossing is 3 metres but this may be increased to 6 metres for a double driveway. This limits neighbouring properties with adjoining driveways to single driveways.

Proposed changes – it is proposed that a maximum dropped kerb length of 10 metres be permitted thus enabling two neighbouring properties to have double driveways. To minimise the disruption to pedestrians, the kerb will return to full height for a minimum distance of 2 metres prior to the next permitted driveway.

### 3.5.5 Internal drainage of driveway

Proposed change – It is proposed to notify applicants that the use of porous lock block will not be sufficient to meet the internal drainage requirements for a driveway. It has been found that this system of drainage is unsuited to many sites and does not provide adequate drainage provision in the longer term.

### 3.5.6 Disabled parking bays

DR – States that “Where an application for a footway crossover is received and a disabled parking bay is already marked out on the public road adjacent to the proposed crossover, this bay, and any associated signposts, will have to be removed.”

Proposed change – It is proposed to clarify the situation in relation to applications impacting on an existing disabled bay. The revision clarifies the need to relocate or remove the bay, dependant on whether the bay is allocated to the applicant or another resident.

### 3.5.7 Unapproved footway crossings

DR – States that “If a driveway is used without a footway crossing and the owner refuses to agree to pay the costs for a crossing then the Council will be at liberty to uplift and remove the driveway and recover the costs for doing so from the owner.”

Proposed change – it is proposed to amend this sentence to say that the Council will be at liberty to take appropriate measures to stop access to the driveway and recover the costs for doing so from the owner.

## 3.6 Driveway Application

It is proposed to amend the Driveway Application form in line with the guidance provided above.

## 4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

4.2 Driveway Guidance currently states “Within a Controlled Parking Zone (CPZ), the loss of on-street parking will need to be taken into account when assessing crossover requests. A vehicular crossing may, therefore, be refused in areas where there is high demand for on-street parking.” There is no proposal to amend this view and as such the proposals above are not expected to impact on parking revenue where control parking zones may be affected.

## 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
<b>Financial</b>	No risks identified		
<b>Legal</b>	No risks identified		
<b>Employee</b>	As there is some proposed relaxation of the existing regulations, there may be a small increase in the number of driveway applications being made as more are likely to be successful. There is a resultant low risk of increased workload for staff.	L	None proposed.
<b>Customer</b>	No risks identified		
<b>Environment</b>	No risks identified		
<b>Technology</b>	No risks identified		
<b>Reputational</b>	No risks identified		

## 7. OUTCOMES

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The amended regulations seek to make the application process clearer for applicants.
<b>Workforce</b>	The amended regulations seek to make determination of applications more flexible for officers and consistent within the organisation.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Full EHRIA required. The above proposed changes provide greater protection for the visually impaired by restricting the length of kerb that will be dropped to enable vehicles to cross a footway.
<b>Privacy Impact</b>	Not required

<b>Assessment</b>	
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not required

**9. BACKGROUND PAPERS**

Regulations governing driveways - <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/driveway-application/regulations-governing-driveways>  
 Statutory Guidance: Transport and Accessibility - <https://www.aberdeencity.gov.uk/sites/aberdeen-cms/files/5.1.PolicySG.TransportAccessibility.pdf>

**10. APPENDICES (if applicable)**

Appendix 1: Revised Driveway Regulations

**11. REPORT AUTHOR CONTACT DETAILS**

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

## Appendix 1: Revised Driveway Regulations

### Footway crossing – Regulations

(A dropped kerb to permit vehicular access)

Roads Consent for new vehicular crossing over a footway or verge of a public road based on the Aberdeen City Council's policy agreed by the committee on the 30 May 2018.

#### DRIVEWAYS/FOOTWAY CROSSING REGULATIONS

##### A. Council Houses

Applications for approval in the first instance should be made to Sales and Consents, Early Intervention and Community Empowerment, Lower Ground West, Marischal College, Broad Street, Aberdeen, AB10 1AB or on 01224 522136 or 523645.

##### B. Housing Association Houses

The consent of the Housing Association should be received prior to submitting an application for approval to: Traffic Management Team, Aberdeen City Council, Business Hub 11, Level 2 West, Marischal College, Broad Street, Aberdeen AB10 1AB.

##### C. Privately-Owned Houses

Applications for approval should be made to: Traffic Management Team, Aberdeen City Council, Business Hub 11, Level 2 West, Marischal College, Broad Street, Aberdeen AB10 1AB.

All applications must include a suitable plan clearly showing the location of the proposed driveway and the dimensions along with the construction details.

#### PLANNING PERMISSION

Applicants will be advised if planning permission is required and application forms will be sent to them by the Strategic Place Planning, Business Hub 4, Ground Floor North, Marischal College, Broad Street, Aberdeen if necessary.

Reasons for requiring planning permission include:

1. The property is a flat.
2. The construction work involves over 0.5 metres depth of excavation or infill.
3. The verge to the footway has grass over 2.5 metres wide.
4. The driveway accesses on to a classified route (e.g. an 'A' class, 'B' class road etc).
- 5. The property is a listed building or is situated in a conservation area.**

There is a standard charge for the submission of a planning application and so it would be advisable to ensure compliance with the following conditions prior to applying for planning permission.

## POLICY APPLICABLE TO FOOTWAY CROSSINGS

All applications must satisfy the following standard conditions or the application may be rejected:

### ROAD SAFETY

1. The footway crossing/driveway should not be situated within 15 metres of a road junction. **Officer discretion may be applied to quiet roads where road safety is not compromised by a reduction in this distance.**
2. The application will be refused if the crossing would not meet adequate visibility. Greater visibility may be required on busier roads. Pedestrian visibility is very important on popular pedestrian routes, especially near schools.
3. The driveway must be internally drained with no surface water discharging on to the public road. **Please note that due to previous difficulties we have experienced with porous lock block, this will not be considered to be internally drained.**
4. Generally only one frontage footway crossing per property will be allowed, except for larger houses with a long frontage of 30.0 metres wide, where this may be relaxed and an "in" and an "out" may be permitted.
5. The crossing may not be used as a parking area and no part of it is exempted for the purpose of footway crossing.
6. Loose material (e.g. stone chippings) must not be used to surface any of the first 2.0 metres length adjacent to the footway.
7. The gradient should not generally exceed 1:20 (in certain circumstances this may be relaxed to 1:15). However alternative surface texture treatments should be considered for such steeper gradients.
8. **A maximum dropped kerb length of 10 metres will be permitted across neighbouring properties. The kerb must return to full height for a distance of 2 metres prior to the next permitted driveway.**

### SIZE OF PARKING AREA

1. Generally a minimum parking area measuring 3.0 metres by 5.0 metres will ensure that most cars currently on the market will not overhang the footway, which is an offence.
2. The length of the driveway must be a minimum of 5.0 metres or 6.0 metres if parking area is in front of a garage or door contained within the property. If a driveway is longer than 7.0 metres then it must be at least 10.0 metres long to prevent two vehicles parking with the second car overhanging the footway.
3. The driveway should be installed at a right angle to the public road.
4. If the access to the driveway is off an 'A' or 'B' class road, District and Local Distributor Road Network then vehicles must be able to enter and exit in a forward gear. However, the above condition may be relaxed on a Local Distributor Road.

### COMMUNAL CAR PARKING

1. A driveway will not generally be allowed access from a parking lay-by if that lay-by is regularly used by parked vehicles, and locally available parking would be reduced detrimentally by creating a driveway access.

#### ON-STREET PARKING BAYS

1. Within a Controlled Parking Zone (CPZ), the loss of on-street parking will need to be taken into account when assessing crossover requests. A vehicular crossing may, therefore, be refused in areas where there is high demand for on-street parking.

#### DISABLED BAYS

1. Where an application for a footway crossover is received and a disabled parking bay is already marked out on the public road adjacent to the proposed crossover, this bay, and any associated signposts, will have to be **relocated**.
- 2. If the bay is for the use of the applicant or member of the household then the bay will be removed.**
3. The cost for removing and relocating the disabled parking bay will have to be met by the applicant(s).

#### STREET FURNITURE

1. The council is prepared to arrange for the relocation of its street furniture to allow the construction of a footway crossing as long as the applicant(s) agrees to meet the costs involved in moving said equipment and assuming a suitable alternative location can be found.

#### TREES AND LANDSCAPING

1. The Council is committed to the preservation of street trees and that the existence of an established mature tree remains a consideration for refusing permission to construct a footway crossing.
2. In the event that an application for a footway crossing is granted which requires the removal or replacement of a tree, such removal or replacement will be undertaken at the expense of the applicant(s).

#### EXISTING DRIVEWAYS/FOOTWAY CROSSINGS – DO NOT COMPARE

1. Please note that existing footway crossings which do not meet the current criteria will have been constructed before these new criteria were adopted by the council and do not set a precedent when assessing new applications.

#### APPLICATION PROCESS

1. If your application is approved, we will write to you advising the driveway conditions and to arrange a detailed estimate for the footway crossing work be sent to you.
2. Please note that the process itself can take up to 10-12 weeks. However, applications where trees, lamp columns, etc. are affected may take longer to process.
3. If your proposal does not meet our criteria, we will let you know the reasons and, where possible, suggest an alternative.
4. After your application has been approved, you must complete any necessary works to create the parking area, e.g. removing any boundary wall or fence and construction of hard-standing. Your vehicular crossover will not be built until these works have been completed.

#### FOOTWAY CROSSING CONSTRUCTION

1. All approved driveways with access across a footway should have a footway crossing constructed by Aberdeen City Council at the expense of the applicant.
2. Only contractors approved by the council can undertake works on the public road/footpath. For vehicular crossovers, all work on the public footpath will be done by our appointed contractor. The contractor has been appointed after competitive tendering each year by the council, with the aim of providing good value for money.
3. If a driveway is used without a footway crossing and the owner refuses to agree to pay the costs for a crossing then the Council will be at **liberty to take appropriate measures to stop access to the driveway** and recover the costs for doing so from the owner.
4. Before the construction of the footway crossing is undertaken the applicant must make full payment of the cost of the footway crossing works.
5. The normal width of a footway crossing is 3 dropped kerbs (2.7 metres) but this may be increased to an absolute maximum of 5 dropped kerbs (4.5 metres) per property.
- 6. In order to minimise disruption to pedestrians, a maximum of 10 metres of consecutive dropped kerbs to be permitted over the frontage of adjacent properties. A 2 metres minimum length of raised kerb will be required before the next permitted driveway.**

#### ADDITIONAL CONDITIONS FOR COUNCIL HOUSE TENANTS INCLUDE

1. The driveway must be constructed entirely on ground of which the applicant is the sole tenant.
2. The applicant establishes to the satisfaction of the Chief Officer Early Intervention and Community Empowerment, that at the date of the application the applicant owns or otherwise lawfully possesses a private car or such other vehicle approved by the Council to be parked on the proposed driveway.
3. The applicant must include in the application a site plan of the garden ground attached to the applicant's house or block of terraced or flatted houses of which the applicant's house forms part, as the case may be, and illustrating the proposed driveway in relation to the building and the street or rear access lane, as the case may be.

#### ADDITIONAL REGULATIONS FOR COUNCIL TENANTS

1. The tenant shall maintain the driveway in a proper state of repair and in a clean and tidy condition and shall, within seven days of being called upon by the council to do so, remedy any defects therein or any deterioration in its condition.
2. An approved driveway may only be used as a parking space for a private car or other approved vehicle belonging to or lawfully possessed by the applicant or member of the household. It must not be used for any other purpose.
3. Where an approved driveway has been constructed the applicant shall not park or permit parking of any vehicle elsewhere within the garden ground other than on the approved driveway.
4. The tenant shall have no right of property in an approved driveway and in the event of the tenant's removal from the house for whatever reason the tenant shall have no claim for compensation for the expense incurred in the



construction and maintenance of the driveway or in the construction of the footway crossing.

5. The Statutory Undertakers shall have right of access at all times to any service affected by the existence of the driveway.

6. In the event of a tenant knowingly or wilfully contravening any of the Regulations governing the use and maintenance of an approved driveway, the Council shall be at liberty, after seven days' written notice of their intention to do so, to uplift and remove the driveway and footway crossing and to recover the cost of so doing from the tenant.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	29 <sup>th</sup> May 2018
<b>REPORT TITLE</b>	Various small-scale traffic management and development associated proposals (Stage 3 – Public advert)
<b>REPORT NUMBER</b>	OPE/18/020
<b>Chief Operating Officer</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Jack Penman
<b>TERMS OF REFERENCE</b>	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.

### 2. RECOMMENDATION(S)

It is recommended that the Committee: -

- 2.1 Acknowledge the 9 objections received as part of the statutory consultation.
- 2.2 In relation to the "The Aberdeen City Council (Cromwell Gardens, Aberdeen) (Prohibition of Waiting) Order 201(X)" overrule the objections received and approve this order be made as originally envisaged.
- 2.3 Instruct officers to take no further action at this point regarding the existing restrictions on Cromwell Gardens.

### 3. BACKGROUND

This report deals with the traffic order which at the final statutory advertisement stage received public objections.

This report presents the objections received. The corresponding plan for the scheme is included (Appendix 1). An image from google street view of the location is provided (Appendix 2). The letters of objection are also included (Appendix 3). The public/press notice is attached (Appendix 4), from which members will be able to see the exact content of the proposals.

### 3.1 "The Aberdeen City Council (Cromwell Gardens, Aberdeen) (Prohibition of Waiting) Order 201(X)"

#### 3.1.1 Proposal

Officers were contacted by several different residents who expressed concerns that when vehicles are parked opposite the garages they are preventing access and egress. As restrictions have been placed opposite other private garages on Cromwell Gardens to prevent similar obstructive parking officers felt that this action was again appropriate.

After reviewing the history of the restrictions on Cromwell Gardens officers discovered that this is a long-standing issue that was previously raised in 2006. Officers made proposals to tackle the problem at this location which were approved by committee, and an order was made in 2008. However the full extents of the measures on the south side of Cromwell Gardens were not implemented on the ground. As there has been a significant time delay between the Order originally being made we are unable to install the missing lines retrospectively without promoting a new Order.

This proposal will allow unhindered access/egress to the private garages.

#### 3.1.2 Objections

A total of nine objections were received during the public consultation regarding this Traffic Order. Several of the objections received have expressed similar concerns or issues with the proposal. As such they will be considered under key headings.

Additionally, many of the objectors referred to the current restrictions on the north side of Cromwell Gardens which were not being consulted on but will also be addressed.

### 3.2 General concern over loss of parking provision.

#### 3.2.1 Objection

Concerns were expressed by objectors who reside on Cromwell Road that their parking availability is being adversely impacted by the proposals. Several of the objectors referred to not being able to park their vehicles off the road noting the proposal will further reduce the parking availability as Cromwell Road already has waiting restrictions in place and Cromwell Gardens is often utilised as an alternative for parking.

#### 3.2.2 Response to statutory objection

Cromwell Road is classed as a local distributor road. This serves as a key route to transport traffic from nearby residential streets to main arterial routes and is additionally a bus route. On the north side there is a timed parking restriction which is active between Monday-Friday 8am-6pm and helps ensure traffic can flow freely during peak times.

On the south side of Cromwell Road between the junctions of Cromwell Gardens and Burns Road there are small sections of At Any Time waiting restrictions which serve as junction protection.

The rest of the south side between these two junctions is unrestricted. This is approximately 160 metres, which equates to space for around 26 vehicles.

The proposal on Cromwell Gardens is to extend the existing waiting restrictions by 10 metres (approximately 2 car lengths) but will prevent obstructive parking opposite two garages, which can therefore provide two off-street parking spaces, countering those lost on street.

Officers therefore feel the proposal will not greatly impact on the overall parking availability in the vicinity and would also note that there are 29 garages and several parking areas on Cromwell Gardens which will belong to residents of Cromwell Road that can be utilised as off-street parking.

### 3.3 Safety/convenience

#### 3.3.1 Objection

Several objectors have noted their preference for parking on Cromwell Gardens as they perceive this to be safer than parking on Cromwell Road as it is a quieter road. They note their desire to use Cromwell Gardens as an area to wash/clean their car, load/unload and when parking with young children.

#### 3.3.2 Response to statutory objection

Many drivers may have a preference for where they would like to park, however as an owner of a private motor vehicle it should be accepted that this may not always be available. There is no right to park in a particular location on the public road.

Private motor vehicle owners can choose to wash their vehicle on street, taking responsibility for their own safety and that of other users on the network. However, should they feel uncomfortable doing so there are other options available in terms of car servicing. This is no different from many other streets in the city which do not have off-street parking provisions.

Officers would note that the restrictions do not prevent a driver briefly stopping to load/unload a vehicle or pick up/drop off passengers before parking the vehicle in a suitable location.

### 3.4 Existing restrictions – North side Cromwell Gardens

### 3.4.1 Objection

Although not being consulted on, several of the objectors have referred to their desire to see the existing restrictions on the north side of Cromwell Gardens curtailed.

### 3.4.2 Response to statutory objection

Officers would be reluctant to progress any such requests and would suggest that the removal of restrictions on the north side has the potential to create more issues. If the restrictions were removed, vehicles would be able to park in such a manner that they block resident's garages and gates which may hinder access/egress.

Officers would not be able to propose a measure to make this parking strictly for residents and Police Scotland would unlikely act to combat such parking. With the nearby tennis and bowling club, plus surrounding residential streets, obstructive parking would likely become a frequent problem

## 3.5 Introduction of one-way system on Cromwell Gardens

### 3.5.1 Proposal

It was proposed that the introduction of a one-way system on Cromwell Gardens would allow the removal of many of the existing restrictions. Again, this was not part of the consultation process that was being undertaken however officers have addressed this below.

### 3.5.2 Response to proposal

Officers would have reservations about such a proposal. One-way streets often cause an increase in vehicular speed owing to drivers not facing any oncoming traffic. Furthermore, officers would have misgivings about directing all traffic heading to the bowling club and tennis club passed all the residential properties on the south side.

Even if a one-way system were to be introduced officers would still not recommend the removal of any of the existing restrictions on the north side for the reasons previously stated.

## 4. **FINANCIAL IMPLICATIONS**

4.1 This proposal will be funded through the Cycle, Walking, Safer Streets Budget.

## 5. **LEGAL IMPLICATIONS**

5.1 . No implications.

## 6. MANAGEMENT OF RISK

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

## 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
<b>Prosperous Place</b>	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 and development associated proposals (New works) – 8<sup>th</sup> November 2017:

<https://committees.aberdeencity.gov.uk/documents/s75664/CHI.17.242%20Various%20Small%20Scale%20Traffic%20Management%20Development%20Associated%20Proposals%20Stage%201.pdf>

## 10. APPENDICES (if applicable)

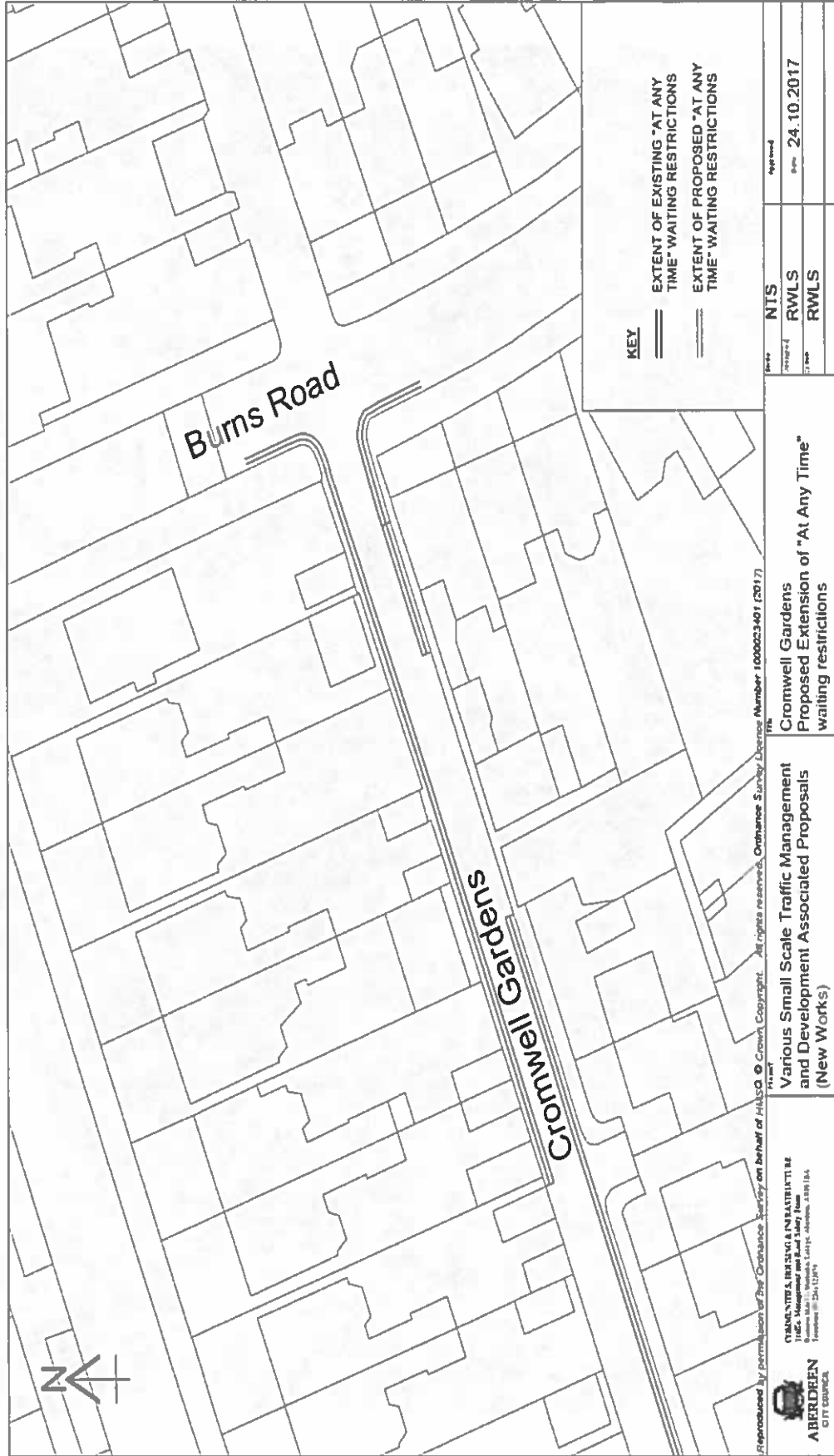
- Appendix 1 – Proposal Plan
- Appendix 2- Street view image
- Appendix 3 – Redacted Objections
- Appendix 4 - Proposal Street Notice

## 11. REPORT AUTHOR CONTACT DETAILS

**Name:** Jack Penman  
**Title:** Technical Officer  
**Email Address:** jpenman@aberdeencity.gov.uk  
**Tel:** 01224 522303



Appendix 1





## Appendix 3

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

**From:** Patricia Eddie []  
**Sent:** 14 March 2018 18:11  
**To:** TrafficManagement  
**Subject:** Planned yellow lines on Cromwell Road

It is with great deal of anger that I see that you plan to put more yellow lines in Cromwell Gardens. There is only 14 small houses with large driveways there is a much great number of houses on Cromwell Road with garages and rear entrances. Why are the residents being considered over us. The front of our houses are not suitable for getting our cars off the road, it's a very busy road on a bus route. Many years ago the road that is now Cromwell Gardens belonged to the residents of Cromwell Road. As far as I'm aware there has been a very persistent resident in Cromwell Gardens that seems to hell bent in getting her own way and making life difficult for everyone I would formally like to ask that there should be no double yellow lines on the north side of Cromwell Gardens to allow the residents access to the garages and parking .

The residents of Cromwell Gardens with double yellow lines on their side and their driveways have plenty of room.

Hope you can reconsider your proposals.  
Pat Eddie.  
Sent from my iPad

**From:** bill simpson [] **Sent:** 15 March 2018 20:44 **To:** TrafficManagement **Subject:** Double Yellow Lines Cromwell Gardens

To Whom It May Concern

It has been brought to my attention that there are plans in place to increase the double yellow lines on the north side of Cromwell Gardens. There is no reason for the line at this side and it would be more appropriate to remove the lines, to give the residents of Cromwell Road access to their garages and gardens. There is plenty room for the 14 small cottages to access their driveways without parking restriction on the north side. At present there are more problems being caused by the lines as no one can park at the rear of their properties. It should also be considered that the residents of Cromwell Road have many problems with excess usage of parking areas at the front of their properties due to the bowling, tennis club and various sporting events that take place at Rubislaw and Harlaw playing fields.

I hope you will take this under advisement and look into this matter.

I look forward to your reply.  
Regards  
William Simpson  
Sent from Mail for Windows 10

**From:** Dominic Marcella [] **Sent:** 18 March 2018 14:32 **To:** TrafficManagement **Subject:** Cromwell gardens

I am writing to object to the proposed double yellow lines on Cromwell Gardens I as a resident at 105 Cromwell Road feel that there should not only be a stop to adding more restrictions but to

remove the double yellow lines that are in place, after talking to some of the residents I feel that they are in the same mind set.

Cromwell Gardens is the ideal place for residents to off load shopping and to wash there cars it would be a bit hard to wash your car on Cromwell Road as there is a problem with parking and also the safety aspect having jet washers and hoses on the pavement, these would cause trip hazards for the general public.

Cromwell Road used to be good for parking until they decided to put a single yellow down one side, since then it has been increasingly difficult to find a place to park. It might be worth while thinking about trying to make life a bit easier for people rather than making it much more harder.

**From:** [REDACTED] **Sent:** 19 March 2018 15:07 **To:** Martin Greig; TrafficManagement **Subject:** Cromwell Gdns Proposed Extension of "At any Time" waiting restrictions

**Re: Cromwell Gardens – extension of Double Yellow Lines – Project: Cromwell Gardens Extension of "At Any Time" waiting restrictions - Approved 24.10.2017**

**From:** [REDACTED] @ [REDACTED]

Dear Councillor Mr Martin Greig & too whom it concerns @ Traffic Management/Abz City Council I wish to object to the following extension of double yellow lines on Cromwell Gardens for the following reason.

We @ [REDACTED] Cromwell Road do not have access to our homes due to double yellow lines on Cromwell Road and rely on the space being mentioned in your proposal as an option to park as it's opposite our back gardens. As its not a private parking area some owners from Burns Rd etc also park there!

We [REDACTED] do not have a garage to park. We realise that parking is a premium to all owners and it's a problem for all who live on Cromwell Road.

I'm aware that the owner of 51 Cromwell Road left x4 Cars for 6mths in both Cromwell Rd/Cromwell Gdns & return date as yet not known. This obviously caused upset to all here. I emailed the owner asking her to be more understanding and she did get someone to rotate the cars + I think x2 were removed.

Dylan/resident/owner from Burns Rd did inform me he had contacted a Councillor to see if anything could be done legally and was informed that if cars were road taxed there was nothing to be done. Is this the reason that for implantation of Double yellow lines?

The proposed extension of double yellow would make parking even harder and feel some owners are being penalised for the sake of a few!

Could someone please get back to me with a response to my objection.

Kind regards,  
[REDACTED]

**From:** [REDACTED] **Sent:** 19 March 2018 16:58 **To:** TrafficManagement **Cc:** Martin Greig **Subject:** Objection to the Extension Of double Yellow Lines Cromwell Gardens South

Hello, I recently received a letter from M Greig referring to the above matters in Cromwell Gardens. I have been resident in Cromwell Road since 1993. I am at a loss as to why after years and years of having these yellow lines, with no problems I may add, Aberdeen Council see fit to remove 2 badly needed parking spaces because the "council wants to consolidate individual restrictions in one order" When the yellow lines were put in there was no rhyme nor reason to them, across from mine and my neighbours garage ( 59 and 61 Cromwell Road) was an orchard yet we had yellow lines put across our garage fronts. Yet the owners of 103 Burns Road have a huge double garage which they can park in front of while having garages directly across from them. The whole road of Cromwell Gardens seems disjointed, yellow lines here, then they stop at one garage, then start again then stop/start all the way.

Over the many years I've lived here, many homes especially in Cromwell Gardens and Cromwell Road have had extensions built leading to more people staying in various properties, leading to more vehicles. We don't need more yellow lines they will do nothing for safety and the whole exercise is a complete waste of money and time.

Thank You  
Clive Birse  
61 Cromwell Road  
Aberdeen AB15 4UE

Hi Martin,

Following your letter dated 16th March, please see below bullet points with regards to the proposed double yellow line parking:

1. There should be a bicycle lane on Cromwell Road. It is very dangerous cycling home. Before the recent works on Cromwell road, there was a partial bike lane – however it was left out when the road was repaved.
2. Turned left out of Cromwell Gardens onto Cromwell Road I very dangerous due to the vans and cars that park on Cromwell Road. Especially vans. No view of oncoming traffic from right. Please extend the double yellows further up Cromwell Road to avoid this blind spot.
3. Double yellow lines on Cromwell Gardens does not solve the safety issues on Cromwell Road for bikes and cars .... The focus should be on Cromwell Rd, not Cromwell Gardens, which is a laneway used by private residents for parking cleaning, guests, etc.

Kind Regards  
E. Lunny

**From:** Ian Wright [] **Sent:** 26 March 2018 21:00 **To:** TrafficManagement **Subject:** Cromwell Gardens - Proposed extension of "at any time" waiting restrictions

We object got the proposal.

We feel it is very important that the proposals and their implications are widely understood and those affected are given the chance to explain the impact on their day to day life. The existing and planned Yellow line markings, as defined in the public notice displayed, do not follow a clear strategy beyond the road junctions, where they are clearly safety related. Also, they appear to be inconsistently applied when considered against the access requirements. Some garages have double yellow lines in front of them and some do not. Some garages have double yellow lines on the opposite side of the road and some do not. Further other thoroughfare lanes in the local area do not appear to have Yellow lines.

The reason for introducing the additional Yellow lines in Cromwell gardens and the benefits of these have not been explained and hence it is not clear how they could be approved. The progressive and step by step use of Yellow lines over the years has also reduced available parking spaces. We have lived at 47 Cromwell road for 28 years and have seen the parking available to us steadily disappear. Originally there were no Yellow lines. Those were quite rightly put on the corners of Cromwell road and Burns road making a valuable safety contribution. However, this meant that street parking in front of our house was removed.

Fortunately, we had parking in Burns road and Cromwell gardens but even this has been reduced by more Yellow lines.

We have a garage which has Yellow lines on the same side of the road however we are not aware of any occurrences of cars parking directly in front of garages and do not believe they are necessary. We do encounter cars parking opposite our garage and we also use this ourselves for loading / unloading and car washing, as do our neighbours. While we have a garage opposite the area where the lines are proposed, we do not find cars parking in this space to be problematic, and we would not want further Yellow lines reducing parking further. The only other garage affected by the same problem, has parking and car loading access outside their front door in Burns road, and do not appear to use their garage or any parking space in Cromwell gardens.

The introduction of additional Yellow lines should be justified on the basis of safety or inability to access a garage/driveway. We see no justification for the proposed additional Yellow lines, and consider that, with our, and our neighbours', advancing age, it is important for all of us to be able to park as close to our entrances as possible. We trust you can take our views into account.

Best regards,

Ian and Elizabeth Wright  
47 Cromwell road

## Appendix 4

### ABERDEEN CITY COUNCIL

#### ROAD TRAFFIC REGULATION ACT 1984

#### THE ABERDEEN CITY COUNCIL (CROMWELL GARDENS, ABERDEEN) (PROHIBITION OF WAITING) ORDER 201(X)

Aberdeen City Council proposes to make "The Aberdeen City Council (Cromwell Gardens, 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 Cromwell Gardens, Aberdeen, as defined in the schedule below. Please note the length highlighted in bold is the only new length and the other lengths stated already exist on the ground and are being restated for administrative purposes. Exemptions will apply as usual to the picking up or setting down of passengers, loading or unloading, blue badge holders not causing an obstruction, funeral vehicles, and vehicles parked with the consent of the Council in direct association with authorised roadworks or building works.

Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined during normal office hours on weekdays between 21<sup>st</sup> March 2018 and 11<sup>th</sup> April 2018, in the offices of the roads officials in the Communities Housing and Infrastructure 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 522303 to speak to one of the officials.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the undersigned or to [trafficmanagement@aberdeencity.gov.uk](mailto:trafficmanagement@aberdeencity.gov.uk) during the statutory objection period which also runs from 21<sup>st</sup> March 2018 and 11<sup>th</sup> April 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**

**Business Hub 11**

**Second Floor West**

**Marischal College**

**Broad Street**

**Aberdeen**

**AB10 1AB**

**Schedule**

**Cromwell Gardens**

**South side from its junction with Burns Road, west wards for 21 metres.**

South side from a point 41 metres west of its junction with Burns Road, westwards for a distance of 164 metres.

North side from its junction with Burns Road, westwards for 80 metres.

North side from a point 87 metres west of its junction with Burns Road, westwards for 14 metres.

North side from a point 113 metres west of its junction with Burns Road, westwards for 11 metres.

North side from a point 133 metres west of its junction with Burns Road, westwards for 14 metres.

North side from a point 153 metres west of its junction with Burns Road, westwards for 16 metres.

North side from a point 179 metres west of its junction with Burns Road, westwards for 28 metres.

East side from its junction with Cromwell Road, southwards for 50 metres.

West side from its junction with Cromwell Road, southwards for 46 metres.



## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Bedford Avenue Access
<b>REPORT NUMBER</b>	OPE/18/019
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Ross Stevenson
<b>TERMS OF REFERENCE</b>	3

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### 1. PURPOSE OF REPORT

To report to committee the outcome of the Communities, Housing and Infrastructure 8 November 2017 committee decision 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 the CHI Committee in March 2018;”*

### 2. RECOMMENDATION(S)

That the Committee: -

- 2.1 Note that the introduction of a barrier exit onto St Machar Drive is technically feasible.
- 2.2 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.
- 2.3 Notes that the provision of a route for specific residential areas would set an undesirable precedent throughout the city.
- 2.4 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.

### 3. BACKGROUND

#### History

- 3.1 On 8 November 2017 a report titled Review of Bedford Road Bus Gate was reported to the Communities, Housing and Infrastructure Committee. The Committee approved the following motion by Councillor Ross Grant, *“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 the CHI Committee in March 2018”*
- 3.2 Historically the Bedford Avenue / St Machar Drive junction was a T junction, however in 1986 a prohibition of driving was introduced and Bedford Avenue was physically closed. The records detailing the reason for this closure are no longer available, however St Machar Academy was built in 1988 and it is reasonable to assume that the closure was introduced for traffic management and road safety purposes; to remove turning movements / queueing on St Machar Drive, to improve pedestrian safety on St Machar Drive, to prevent vehicles routeing through the residential street of Bedford Avenue, or likely a combination of all these reasons. Appendix 1 shows the location of the junction and the existing road layout.
- 3.3 As reported to the Communities, Housing and Infrastructure Committee in November 2017, residents of the Powis / Bedford Avenue area had raised concerns that they were being disproportionately disadvantaged by the Bedford Road bus gate, as it was blocking access / egress to the north, with a congested Bedford Road / Powis Terrace signalised junction to the south. This situation becoming particularly difficult on match days at Pittodrie.
- 3.4 Officers consider that adjustments previously carried out to the traffic signals at the Powis Terrace / Bedford Road junction have improved both the reliability and operation of the junction.
- 3.5 The possibility of fully reopening the Bedford Avenue / St Machar Drive junction was previously discounted due to concerns about road safety. Right turning traffic would block St Machar Drive creating problems on the wider network, traffic would reroute through the residential streets to avoid the Bedford Road bus gate and Powis Terrace, and there would be increased vehicle movements near a secondary school where the number of vulnerable pedestrians is significant. Bedford Avenue is a main walking route for students at St Machar Academy from the Sunnybank area, and St Machar Drive itself is the key route to the school.
- 3.6 The proposed introduction of a left turn, exit only, for cars registered at properties on Powis Crescent, Powis Circle and Bedford Avenue has not been previously considered. To do this there are several issues which need to be considered, namely the design (can a junction be physically and safely accommodated), the type of traffic management measures (how the scheme will operate and be managed), and the enforcement of the restriction (whether

the restriction requires active enforcement, or can it be self-enforcing). Ultimately the benefits of the proposals should be assessed against any detrimental impacts and its feasibility.

### Design

- 3.7 A preliminary assessment has been carried out on the junction and officers do not consider there to be any physical reasons why a left out could not be accommodated. Should any proposals be progressed then a detailed design and cost estimate would be carried out.
- 3.8 Appendix 2 shows that there is currently no turning area on Bedford Avenue, any large vehicle travelling beyond Powis Crescent must reverse up to 140m to service these properties. Whilst this is an existing situation which is less than desirable the introduction of additional traffic into this area would exacerbate the problem. If a proposal is to be taken forward it should start from the Powis Crescent junction and if any large vehicle passes beyond this point it could exit via St Machar Drive. Appendix 2 shows an indicative layout.

### Traffic Management Options

- 3.9 Bus lane offences have been decriminalised in Aberdeen and are the only movement restrictions which can be enforced by Aberdeen City Council, all other movement restrictions must be enforced by Police Scotland. Bedford Avenue is not part of a bus route and therefore a bus gate would not be justified.
- 3.10 An alternative form of restriction would be an extension to the existing prohibition of driving (prohibition of motor vehicles), with an exemption for “permit holders” and “loading by goods vehicles”. Such a proposal would address the issue of HGVs reversing as they would be able to exit onto St Machar Drive.

### Enforcement

- 3.11 If a prohibition of driving was to be progressed it would be necessary for this restriction to be either self-enforcing, access control system, or actively enforced by Police Scotland. Given the demands on Police Scotland it may be unreasonable to expect significant levels of enforcement at this location.
- 3.12 To make any prohibition of driving self-enforcing an access control system would be necessary, of which the most practical and least intrusive form of control would be the provision of bollards, rather than a physical raised arm barrier. Raised arm barriers would be unnecessarily disruptive to other road users such as cyclists and can be subject to vandalism.
- 3.13 With 397 properties within the proposed area, lockable bollards would be unworkable; particularly managing copies of keys or replacing lost or damaged keys. Similarly, a fob or key card system would require considerable levels of management and there would be an ongoing cost to manage this. The provision of automatic rising bollards linked to an Automatic Number

Plate Recognition ANPR camera would be the most straightforward system requiring a permit based “whitelist” to be reviewed annually.

- 3.14 From reviewing the use of similar automatic bollard systems elsewhere in the country there are authorities who have introduced rising bollards and are subsequently looked to remove them in favour of alternative forms of restrictions. There is evidence suggesting technological failures or more prominently because of damage incurred as a result of repeated impacts with vehicles.
- 3.15 Should the automatic bollards fail in the lowered position then Bedford Avenue could be exposed to additional traffic routing through the residential street. Should the bollards fail in the upright position then there would be increased volumes of traffic requiring to turn within Bedford Avenue where there is no formal turning head.

#### Impacts / Feasibility

- 3.15 Parking surveys undertaken last year indicate that there are generally 140-160 vehicles parking within the Bedford Avenue / Powis area. This would suggest that the demand for permits would be less than the 397 properties within the area. Appendix 3 - Traffic surveys, show that there are on average 787 vehicles exiting Bedford Avenue onto Bedford Road, per day, during weekdays and 609 on weekends, this gives a weekday hourly average of 33 vehicles per hour and 25 vehicles per hour at weekends. The average weekday peak hour flow is 65 vehicles which occurs between 3pm-4pm and 45 vehicles occurring between 6pm-7pm at the weekends.
- 3.17 During weekdays a proportion of the vehicles currently exiting Bedford Avenue onto Bedford Road will be students / staff who park in the area for convenient access to Aberdeen University, these drivers would not be allowed to use any proposed route. Additionally, a percentage of drivers will be heading southwards, and eastwards and they would continue to use the Bedford Avenue / Road junction. It would be reasonable to forecast that approximately 40 vehicles might use any new route during an average peak hour. This number would decrease significantly during off-peak times when there is less congestion on the road network.
- 3.18 The estimated costs of the civil works to reopen the junction for left out only is approximately £30k, with the cost of automated bollards and associated systems being estimated at a further £50k.
- 3.19 If the cost of permits is linked to the implementation and maintenance cost of the access then this may be perceived as being prohibitively expensive, reducing uptake further.
- 3.20 Whilst the justification for a separate access out of the Bedford / Powis area is associated with the establishment of the Bus Gate on Bedford Road, this would set a precedent for other residential areas across the city which have other traffic managements in place which can be felt to inconvenience residents.

- 3.21 If implemented, the new route through would dissect the footpath on St Machar Drive for pupils accessing St Machar Academy and potentially local primary schools.
- 3.22 For the reasons outlined above officers do not believe that 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, would be justified.
- 3.23 Due to the impact of the Bedford Road/ Powis Terrace junction on the accessibility of Bedford Avenue area residents onto the surrounding network, it is proposed to continue monitoring of this junction to optimise traffic flows. This will include ongoing community engagement to inform the assessment process.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There is no current budget for any works in this area. A budget would need to be identified if proposals were brought forward to open the junction of Bedford Avenue and St Machar Drive.
- 4.2 In addition to the costs outlined in 3.18 there would be ongoing administration and maintenance costs. If this proposal were to go ahead the committee may wish to offset these costs onto the price of the permit. If a bus / taxi gate were implemented, then the administration process would be comparable to that of applying for a parking permit and the enforcement would follow existing methodology for bus gates. If a physical barrier system were implemented there would likely be higher maintenance costs however it is self-enforcing. Ultimately it is expected that the cost of a permit would be comparable to that of a parking permit.

#### **5. LEGAL IMPLICATIONS**

- 5.1 A traffic regulation order would be required if proposals to reopen the junction for specific users were to be taken forward. There is a risk, if resources are insufficient to implement the proposals, that any approved traffic regulation order may have to re-enter the legislative process if the scheme was unable to be implemented within the statutory implementation time of 2 years from the start of the public consultation.

#### **6. MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	There is no allocation in the 5 year non-housing	M	If a scheme is approved a detailed design and cost

	capital plan for any proposed works. Any scheme identified would need to seek appropriate funding source.		estimate should be developed. A subsequent report should be submitted to the Capital Programme committee
<b>Legal</b>	Traffic Regulation Orders are only valid for a period of two years from the date of Public Advertisement of the proposals. If no budget is identified then the legal process for the TRO would need to be redone.	M	
<b>Employee</b>	Introducing control measures and permitting certain residents access is likely to increase workload within teams.	M	Only vehicles registered within the relevant streets can be eligible and reviewed on an annual basis.
<b>Customer</b>	N/A		
<b>Environment</b>	Road safety levels and traffic management could be compromised if measures are progressed, leading to continued public concern.	M	
<b>Technology</b>	The introduction of a physical barrier system could result in technical failures	M	If scheme is chosen to progress include a quality element within the procurement process.
<b>Reputational</b>	Any maintenance failures with a physical barrier system could result in reputational damage.  Non-compliance with the Traffic Regulation Order could lead to reputational damage.	M	

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## 7. OUTCOMES

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

## 8. IMPACT ASSESSMENTS

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

## 9. BACKGROUND PAPERS

Communities, Housing and Infrastructure Committee 8 November 2017

## 10. APPENDICES

Appendix 1 - Location Plan

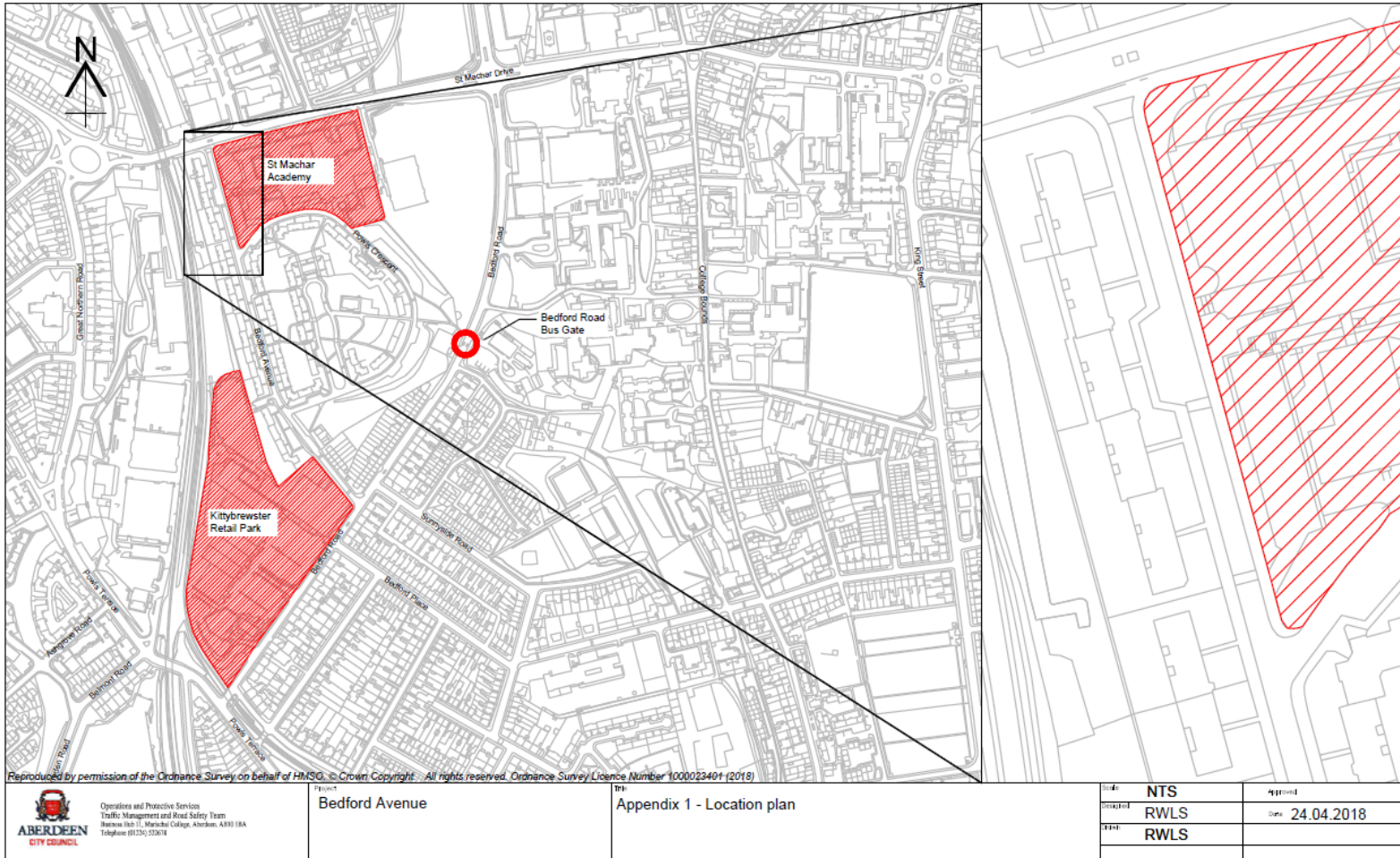
Appendix 2 – Indicative Layout

Appendix 3 – Traffic survey results for traffic exiting Bedford Avenue onto Bedford Road

## 11. REPORT AUTHOR CONTACT DETAILS

Ross Stevenson  
 Engineer  
 rstevenson@aberdeencity.gov.uk  
 01224 522678

# Appendix A – Location Plan

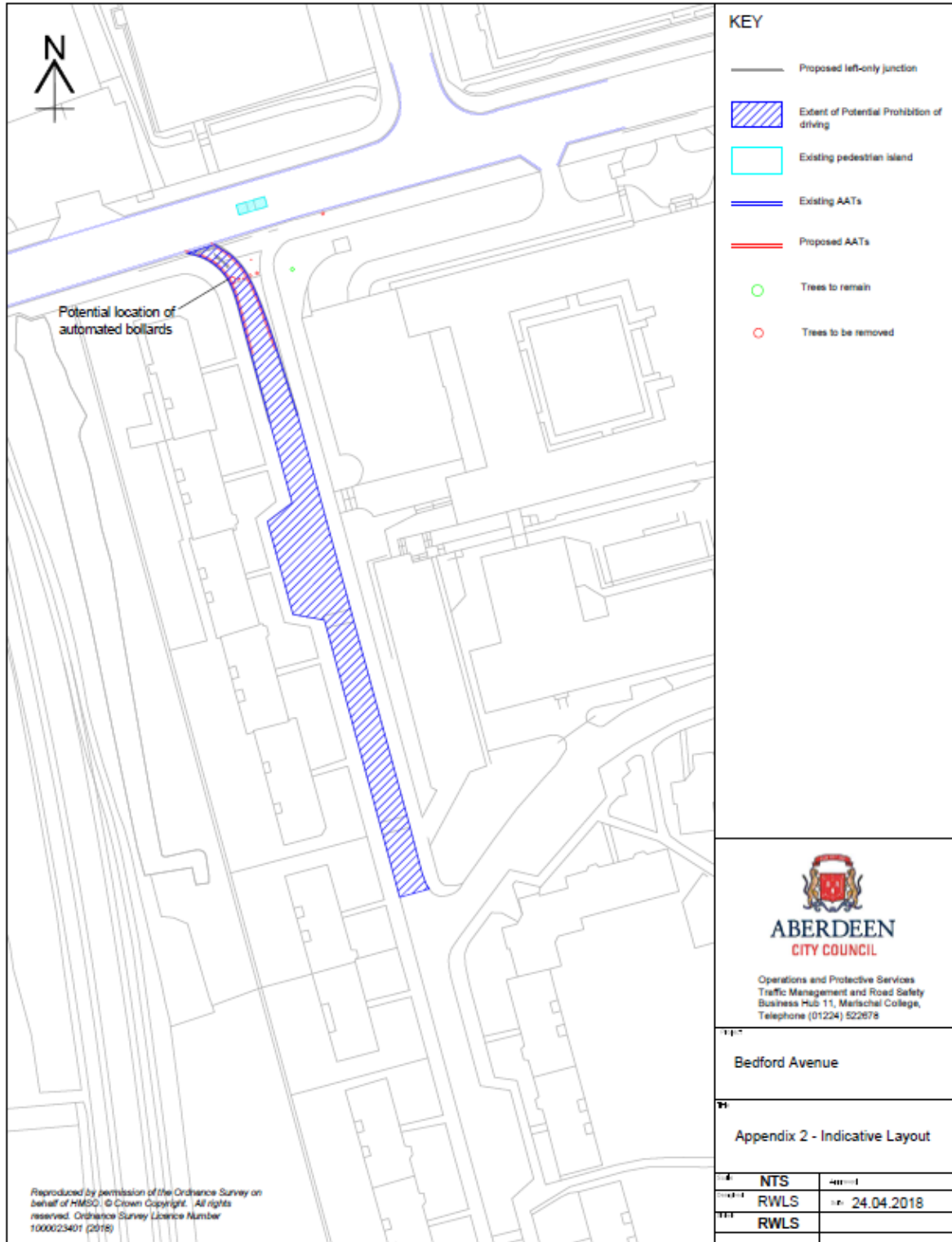


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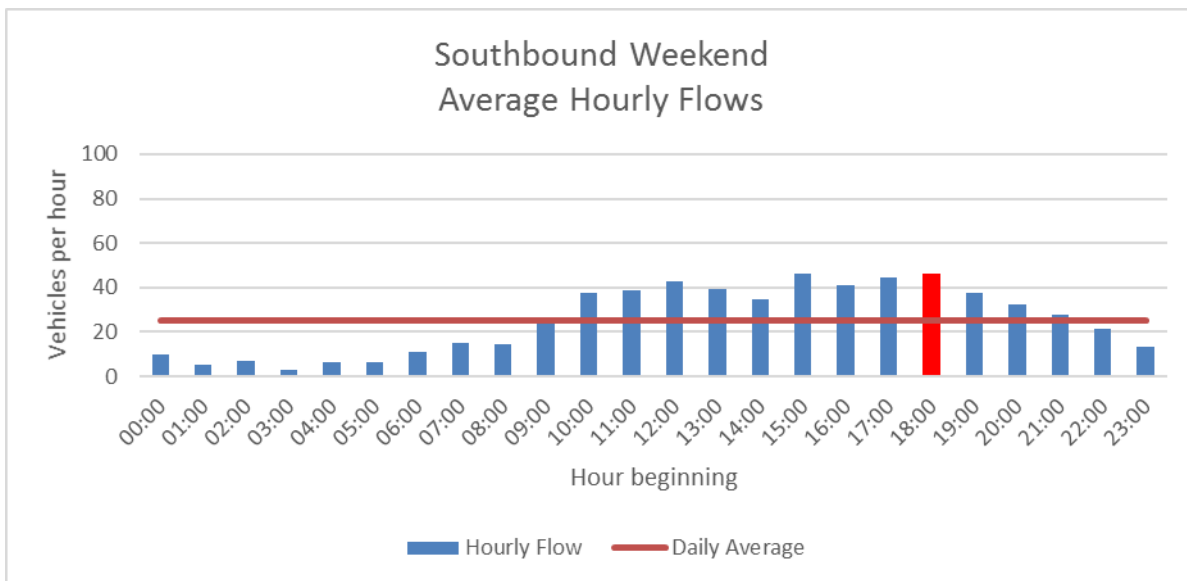
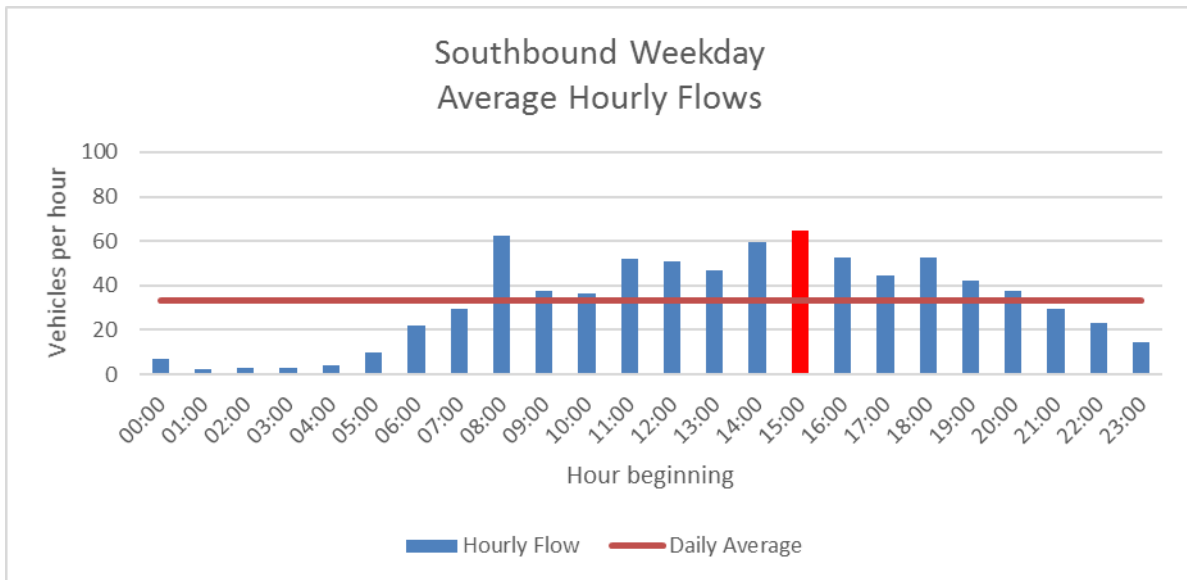




# Appendix 2 – Indicative Layout



### Appendix 3 -Traffic survey results for traffic exiting Bedford Avenue onto Bedford Road



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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	29 May 2018
<b>REPORT TITLE</b>	Lane between 42 and 44/48 Kings Crescent
<b>REPORT NUMBER</b>	PLA/18/020
<b>DIRECTOR</b>	Steve Whyte
<b>CHIEF OFFICER</b>	Stephen Booth/Gale Beattie
<b>REPORT AUTHOR</b>	Louisa Ratana-Arporn/Mark Wilkie
<b>TERMS OF REFERENCE</b>	1

### 1. PURPOSE OF REPORT

- 1.1 To advise Committee on the possibility of the lane 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 confirm what actions have been taken to remove the barrier that had been erected at the lane.

### 2. RECOMMENDATION(S)

- 2.1 The Committee is asked:
- 2.1.1 to note that this section of road is confirmed as not built to an unadoptable standard;
- 2.1.2 and to confirm that the Council has no intention of adopting it;
- 2.1.3 to note that access to the road has not been restricted since notice was served on the owner of the barrier;
- 2.1.4 to note that the land is surplus to Council requirement.

### 3. BACKGROUND

- 3.1 The lane between 42 and 44/48 Kings Crescent is a dead-end lane that was formerly a road to where the First Bus Depot is now situated. When the land was sold to First Bus, the road was closed off.
- 3.2 A barrier was erected by the occupier at 44 Kings Crescent. The owner had taken issue with fly-tipping and parking at King's Crescent.
- 3.3 The lane is owned by the Council. The lane is not adopted, nor is it a designated parking area. We are aware that the majority of the owners/occupants at 42 and 44/48 King's Crescent have rights over the land to access their gardens.

3.4 A Motion was brought to Council on 23 August 2017 with the following recommendation:

Council notes that a barrier to the lane between 42 and 44/48 King's Crescent has been erected since late 2015 and that this was done without permission of the Council who are the land owners.

Council instructs the Interim Director of Communities, Housing and Infrastructure:-

- (1) that no attempt should be made to sell the lane between 42 and 44/48 King's Crescent;
- (2) that proceedings to have the barrier removed from the lane should be commenced; and
- (3) that a report should be brought forward to the relevant committee on the possibility of this lane being adopted into the public road network or other options to improve the lane to an 'adoptable' standard.

3.5 The Council resolved to approve the notice of the Motion.

3.6 In order to make this section of road adoptable, and noting it is a dead-end, a turning head would be required so that vehicles using it could leave and enter King's Crescent in forward gear. There is no space available to construct a turning head and the adjacent land is unavailable. The lane is about 31m long, measured from the rear of King's Crescent east footway, which is adopted. There are footways which are about 1.2 to 1.4m wide for the first 11m of the lane, where the road width tapers down to 3.5m. The remaining 20m section has no footways and is in a state of disrepair. Although the spacing between the wall on the north side and the buildings on the south side is about 6.0m, hardstanding of at least 1.0m width should be provided on each side to enable vehicles to turn safely – this would reduce the effective road width to 4.0m and leave inadequate space for cars parking and turning.

3.7 As the road is not to be adopted then for the lane to be improved there would need to be a business case brought to the appropriate capital board looking to undertake the work to carry out upgrade works to the lane and maintain thereafter.

#### **4. FINANCIAL IMPLICATIONS**

4.1 There should be no financial implication regarding adopting the lane as it cannot be brought up to adoptable standards. This is due to the physical nature of the lane as explained in 3.6.

4.2 Should the option in 3.7 be explored there would be financial implications in order to carry out upgrade works and maintain the lane thereafter. Establishing the costs for this would require significant time.

- 4.3 There will be additional resource required for staff to manage and realise the works in 3.7.
- 4.4 If the Committee was minded to require works rather than have the lane adopted then the Corporate Landlord would be required to: bid for capital funding for the improvement work; employ the appropriate service to undertake these works; and then establish a budget to pay for the annual maintenance cost. There is currently no revenue budget for these annual costs.

## 5. LEGAL IMPLICATIONS

- 5.1 The lane is within Council ownership therefore the Council can undertake appropriate works on the ground. However, there are access rights across the ground therefore any works would have to be undertaken in such a fashion that they do not impede these rights.
- 5.2 If any works were to be undertaken, prior to commencement, all third-party rights over the ground would have to be reviewed by our legal team to ensure all rights are preserved during any works.
- 5.3 If the Council recommend to undertake works on the lane further legal resource will be required to ensure all third party rights are respected during any potential works.

## 6. MANAGEMENT OF RISK

- 6.1.1 The following risks have been considered with regards works to the lane:
- 6.1.2 **Financial:** There will be financial implications as outlined in Section 4 of this report should the lane be improved. The risk mitigation will be that the lane will be in good repair which should limit annual maintenance costs. Prior to the motion to remove the barrier, there had been considerations by the Corporate Landlord, following a request from an adjacent owner around granting a Licence to occupy the lane in return for a rent. This would have produced a small revenue for the Council and mitigate the Council's responsibility of having to maintain the land.
- 6.1.3 **Employee:** As per 4.3 staff resource would be required to arrange and manage the works as well as maintenance thereafter. This could have an impact on other areas of work.
- 6.1.4 **Customer/Citizen:** It is understood if the Council adopt/improve the lane or if the Council do not improve the lane this may have both a positive and a negative impact on citizens. In order to mitigate this the Council should clearly inform local residents of the decision that is taken and the reasons why.
- 6.1.5 **Environmental:** The future of the lane does not have any consequences for environmental risk.

**6.1.6 Technological:** It is not considered there are any risk in this area.

**6.1.7 Legal:** Please see Section 5. There will be potential risks around legal access rights if works are undertaken on the lane. To mitigate these risks the Councils Legal Team would have to be involved to ensure all appropriate permissions or access rights are protected during any works on the lane. If no works are undertaken this would not be an issue.

**6.1.8 Reputational:** By not adopting the lane or improving its standard there could be reputational issues based on a perception that the Council is not looking after its own ground. To mitigate this risk the lane if not adopted or improved could be added to a regular inspection rota to ensure it is kept neat and tidy.

**6.2 Risk table:** the level of risk is tabled below in terms of high, medium or low:

<b>Risk Element</b>	<b>Risk level</b>
Financial	High
Employee	Medium
Customer/Citizen	Medium
Environmental	N/A
Technological	N/A
Legal	Medium
Reputational	Low

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	It is not believed that improving this lane or conversely not improving this lane would have any effect on the economy of the city.
<b>Prosperous People</b>	The local residents have indicated their support for undertaking improvement but also for not improving the lane. It is therefore understood that undertaking the work may benefit some residents in the area however may also have a negative effect on others
<b>Prosperous Place</b>	The improvement of the lane may make the area look nicer and benefit the Place of Aberdeen. However if appropriate inspections are put in place



	then this might mitigate any negative effect by not improving the lane to adoptable standard.
<b>Enabling Technology</b>	There are no technology impacts by this report

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Completed.
<b>Privacy Impact Assessment</b>	N/A
<b>Duty of Due Regard / Fairer Scotland Duty</b>	N/A

## 9. BACKGROUND PAPERS

None.

## 10. APPENDICES (if applicable)

None.

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