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To: Councillor Jennifer Stewart, Convener; Councillor Lesley Dunbar, Vice Convener; and Councillors Cameron, Duncan, Greig, Houghton, McLellan, Townson and Wheeler.

Town House,
ABERDEEN, 1 May 2018

PUBLIC PROTECTION COMMITTEE

The Members of the **PUBLIC PROTECTION COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **WEDNESDAY, 9 MAY 2018 at 2.00 pm.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

- 2 There are no items of exempt business at this time

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest (Pages 5 - 6)

REQUESTS FOR DEPUTATION

- 4 There are no requests for deputation at this time

COMMITTEE PLANNER

- 5 Committee Planner (Pages 7 - 8)

NOTICES OF MOTION

- 6 There are no reports under this heading

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 7 There are no reports under this heading

POLICE AND FIRE AND RESCUE SERVICE

- 8 Police Scotland Thematic Report - Human Trafficking (Pages 9 - 16)

- 9 Scottish Fire and Rescue Service Six Monthly Performance Report (Pages 17 - 38)

GENERAL BUSINESS

- 10 Public Protection Committee Introductory Report (Pages 39 - 56)

CHILD AND ADULT PROTECTION

- 11 There are no reports under this heading

LOCAL RESILIENCE

- 12 Self-Assessment Resilience (Pages 57 - 92)

- 13 Duty Emergency Response Coordinators (DERC) (Pages 93 - 98)

- 14 Aberdeen City Council PREVENT Peer Review (Pages 99 - 116)

PROTECTIVE SERVICES

- 15 Protective Services Food and Feed Regulatory Service Plan 2018/19 (Pages 117 - 150)

16 Protective Services Health & Safety Intervention Plan 2018/19 (Pages 151 - 166)

BUILDING CONTROL

17 There are no reports under this heading

EXEMPT/CONFIDENTIAL BUSINESS

18 There are no reports under this heading

19 Date of Next Meeting - 10:30am, 4 July 2018

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

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Agenda Item 3

You must consider at the earliest stage possible whether you have an interest to declare in relation to any matter which is to be considered. You should consider whether reports for meetings raise any issue of declaration of interest. Your declaration of interest must be made under the standing item on the agenda, however if you do identify the need for a declaration of interest only when a particular matter is being discussed then you must declare the interest as soon as you realise it is necessary. The following wording may be helpful for you in making your declaration.

I declare an interest in item (x) for the following reasons

For example, I know the applicant / I am a member of the Board of X / I am employed by...
and I will therefore withdraw from the meeting room during any discussion and voting on that item.

OR

I have considered whether I require to declare an interest in item (x) for the following reasons however, having applied the objective test, I consider that my interest is so remote / insignificant that it does not require me to remove myself from consideration of the item.

OR

I declare an interest in item (x) for the following reasons however I consider that a specific exclusion applies as my interest is as a member of xxxx, which is

- (a) a devolved public body as defined in Schedule 3 to the Act;
- (b) a public body established by enactment or in pursuance of statutory powers or by the authority of statute or a statutory scheme;
- (c) a body with whom there is in force an agreement which has been made in pursuance of Section 19 of the Enterprise and New Towns (Scotland) Act 1990 by Scottish Enterprise or Highlands and Islands Enterprise for the discharge by that body of any of the functions of Scottish Enterprise or, as the case may be, Highlands and Islands Enterprise; or
- (d) a body being a company:-
 - i. established wholly or mainly for the purpose of providing services to the Councillor's local authority; and
 - ii. which has entered into a contractual arrangement with that local authority for the supply of goods and/or services to that local authority.

OR

I declare an interest in item (x) for the following reasons.....and although the body is covered by a specific exclusion, the matter before the Committee is one that is quasi-judicial / regulatory in nature where the body I am a member of:

- is applying for a licence, a consent or an approval
- is making an objection or representation
- has a material interest concerning a licence consent or approval
- is the subject of a statutory order of a regulatory nature made or proposed to be made by the local authority.... and I will therefore withdraw from the meeting room during any discussion and voting on that item.

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PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER								
The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	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
		09 May 2018						
Public Protection Committee Introductory Report	To provide the Committee with an overview of the areas within the Committee's remit and what it should expect in terms of reporting		Carole Jackson	Integrated Children's and Family Services	Operations	1, 2, 3 and 4		
Aberdeen City Council PREVENT Peer Review	To present the peer review report and PREVENT Self-assessment		Alana Nabulsi	Early Intervention and Community Empowerment	Customer	2.1		
Self-assessment Resilience	To provide detail of a self-assessment process carried out during 2017 that was designed to give the organisation an understanding of its resilience preparedness.		Derek McGowan	Early Intervention and Community Empowerment	Customer	2.1 and 2.5		
DERC Rota	To give members assurance that arrangements are in place to ensure that Aberdeen City Council have, at all times, a Chief Officer on-call and available to coordinate the council's response to any major incident or emergency.		Derek McGowan	Early Intervention and Community Empowerment	Customer	2.1		
Protective Services Food and Feed Regulatory Service Plan 2018/19	To receive Committee Approval of the Food & Feed Regulatory Service Plan		Andrea Carson	Operations & Protective Services	Operations	3.3		
Protective Services Health & Safety Intervention Plan 2018/19	To receive Committee Approval of the Health & Safety Intervention Plan		Andrew Gilchrist	Operations & Protective Services	Operations	3.3		
Thematic Report (Human Trafficking)	To present the thematic report on human trafficking from Police Scotland.		Campbell Thomson	Police Scotland	Police Scotland	5.7		
Scottish Fire and Rescue Service Six Monthly Performance Report	To present the six monthly performance report from the Scottish Fire and Rescue Service.		Bruce Farquharson	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		
		04 July 2018						
Child Protection Committee Annual Report	To provide the Committee with information on the work of the multi-agency Child Protection Committee.		Kymme Fraser	Integrated Children's and Family Services	Operations	1.1, 1.2 and 1.3		
Update on National Child Protection Improvement Review			Bernadette Oxley	Integrated Children's and Family Services	Operations	1.1 and 1.2		
Police Scotland Performance Report (Full Year (April 2017 - March 2018))	To present the Police Scotland Performance Report.		Campbell Thomson	Police Scotland	Police Scotland	5.6		
UKAS Annual Audit for Scientific Service	To present the UKAS Annual Audit for Scientific Service		James Darroch	Early Interventions and Community Empowerment	Customer	3.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	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									
17	Mortuary Compliance	To advise on progress with national mortuary review and assurance of local mortuary.		Aileen Brodie	Early Interventions and Community Empowerment	Customer	3.1		
18	Crematorium Management Compliance Report	Report every second committee to update members.Procedures and PI's update		Steven shaw	Operations and Protective Services	Operations	3.1		
19			10 October 2018						
20	Police Scotland Thematic Report (to be confirmed by the Committee)	The content of any Thematic Reports would be guided by the Committee following consultation with Ch. Supt. Thomson.		Campbell Thomson	Police Scotland	Police Scotland	5.7		
21	Development of Models for Civic Leadership and Engagement	To consider models for Civic Leadership and Engagement		Derek McGowan	Early Intervention and Community Empowerment	Customer			
22	Chief Social Work Officer's Report	To present the Chief Social Work Officer annual report.		Bernadette Oxley	Integrated Children's and Family Services	Operations	1.4		
23	Grampian Joint Health Proection Plan	To seek approval of the Grampian Joint Health Protection Plan.		Hazel Stevenson	Early Interventions and Community Empowerment	Customer	3.3		
24			05 December 2018						
25	Findings from National Significant Case Reviews (child protection)			Bernadette Oxley	Integrated Children's and Family Services	Operations	1.1.2		
26	Scottish Fire and Rescue Service Six Monthly Performance Report	To present the six monthly performance report from the Scottish Fire and Rescue Service.		Bruce Farquharson	Scottish Fire and Rescue Service	Scottish Fire and Rescue Service	5.6		
27	Crematorium Management Compliance Report	Report every second committee to update members.Procedures and PI's update		Steven shaw	Operations and Protective Services	Operations	3.1		
28			20 February 2019						
29									
30									
31			24 April 2019						
32	Annual Committee Effectiveness Report	To present the annual effectiveness report for the Committee.	May-19		Governance	Governance	GD 7.4		
33	Police Scotland Thematic Report (to be confirmed by Committee)	The content of any Thematic Reports would be guided by the Committee following consultation with Ch. Supt. Thomson.	Mar-19	Campbell Thomson	Police Scotland	Police Scotland	5.7		
34			May 2019 Onwards						
35	Police Scotland Performance Report Full Year (April 2018 - March 2019)	To present the annual performance report from Police Scotland.	June/July 2019	Campbell Thomson	Police Scotland	Police Scotland	5.6		

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Thematic Report: Human Trafficking
REPORT NUMBER	GOV/18/017
DIRECTOR	N/A
REPORT AUTHOR	Detective Superintendent Alex Dowall, North East Division, Police Scotland
TERMS OF REFERENCE	5.6

1. PURPOSE OF REPORT

This report seeks to inform the Committee about Human Trafficking in Aberdeen City.

2. RECOMMENDATION(S)

That the Committee note the report.

3. BACKGROUND

3.1.1 Human Trafficking is a crime against the person and one of the most tragic human rights issues of current times. It divides families and communities, threatens public safety and national security and undermines national and global markets. It is the exploitation of the weakest and most vulnerable members of the population, most often for the financial gain of those who perpetrate it.

3.1.2 An individual's personal circumstances, including mental health issues, loss of family, poverty and financial difficulties can leave them highly vulnerable to trafficking. These circumstances are often made worse by political instability, war, famine, ecological disasters, discrimination and persecution within their country of origin. Many Foreign National Potential Victims of Trafficking (PVOTs) who are processed through the National Referral Mechanism (NRM) in Scotland, report the effects of many of these issues prior to their movement and exploitation.

3.2 European Context

3.2.1 European countries are known to be key transit areas for traffickers moving people to the UK from Africa and South East Asia, particularly France from where smuggled and trafficked persons enter the UK through clandestine means within vehicles. These people may experience exploitation while in transit as their illegal status increases their vulnerability and is used by their traffickers as another tactic of control and coercion. Legitimate freedom of movement agreements between European countries are also exploited as a means of people entering the UK for the purpose of exploitation. ¹

3.3 U.K Context

- 3.3.1. Over the past 5 years, the United Kingdom has been documented as a source, transit, and destination country for men, women, and children subjected to sex trafficking, forced criminality and forced labour, including domestic servitude. The UK government estimates there may be up to 13,000 persons subject to trafficking and children are likely to represent around 25-33% of this figure.
- 3.3.2 Statistics from the NRM in 2016 provide that most identified victims of any age group are subject to trafficking for labour exploitation including forced criminality. Most foreign trafficking victims come from Africa, Asia, and Eastern Europe. Albania, Vietnam, Nigeria, China and Romania were the most common countries of origin for PVoTs during the past year. NRM statistics for 2016 also reflect a significant increase in the number of UK children as victims of sexual exploitation within the UK with children in the care system and unaccompanied migrant children at particular risk.
- 3.3.3 The majority of Human Trafficking crime groups in the UK are small with limited hierarchies, although larger more structured groups exist. It is likely that the majority of groups pursue diverse criminal interests alongside Human Trafficking, in order to maximise profits.
- 3.3.4 Offenders are most likely to use online recruitment to coerce individuals and the prevalence of these methods are highly likely to increase. Online advertising of escorts and sexual services is also a significant enabler of sexual exploitation. The boyfriend/partner modus operandi of recruitment is common in the case of victims of sexual exploitation where the relationship is used initially as a lure and then as a means of forcing victims compliance to become involved. ²

3.4 Scottish Context

¹ Global and European contextual information obtained from a report produced by Police Scotland's National Human Trafficking Unit.

² UK and Scottish contextual information obtained from a report produced by Police Scotland's National Human Trafficking Unit.

- 3.4.1 Transit opportunities in to Scotland provided by low cost airlines and passenger ferries present a significant threat given that victims of trafficking originating from outside Scotland are often not identified at entry ports.
- 3.4.2 Human Trafficking for the purpose of labour exploitation involves the trafficking of people, often foreign nationals, for employment in businesses such as nail bars, car washes, barber shops, construction, agriculture, fishing, hospitality and catering industries in Scotland. Nationals including those from Vietnam, Romania, Ghana, Sri Lanka, Philippines, Iraq and Syria have been targeted for this purpose.
- 3.4.3 Forced criminality, such as organised theft, financial fraud and involvement in cannabis cultivations, has also been reported by victims of trafficking in Scotland. Foreign Nationals including those from Romania, Latvia and Vietnam have been linked to this type of criminality, both as victims and perpetrators.
- 3.4.4 Sexual exploitation includes the trafficking of individuals for the purpose of prostitution, pornography, sexual assault/rape and child sexual exploitation. Events, such as industry conferences and sporting events, have been identified as a factor which increases the demand for sexual services in a localised area which is highly likely to be exploited by traffickers. A significant volume of reporting continues in relation to off street prostitution of Romanian females.
- 3.4.5 In 2016, the number of people being referred into the National Referral Mechanism (NRM) in Scotland was 150; there were 103 adults and 47 children within this total. The predominant source countries identified were Vietnam, China and Albania. This figure represents a 3.4% increase on the previous year's referrals and equates to 3.9% of the total UK referrals. ³

3.5 Aberdeen City Context

- 3.5.1 Between 2014 and 2017, Police Scotland has recorded three concern reports in relation to Human Trafficking, relative to the Aberdeenshire Local Authority area. Seen in the context of neighbouring Moray and Aberdeen City local authorities, this number of reports appears consistent, relatively speaking, with the same number of reports over the period having been received in Moray and nine within Aberdeen City. The three reports relate to concerns over potential labour exploitation. Following Police enquiry, no Human Trafficking offences or potential victims of Human Trafficking were identified.
- 3.5.2 Similar to the rest of the country, lack of awareness may potentially mean that there is a degree of under reporting in relation to suspected instances of Human Trafficking and that the actual number of victims requiring support, may be higher in some areas.

³ National Crime Agency 'National Referral Mechanism Statistics' published 07/04/2017

- 3.5.3 The National Human Trafficking Unit based at the Scottish Crime Campus provides a national resource in relation to the investigation of human trafficking. Each Division within Police Scotland has a dedicated Human Trafficking Champion, usually a Detective Inspector within the local Public Protection Unit, whose role is to provide the link between the National Unit and their respective policing Divisions and local partner agencies, in relation to Human Trafficking matters. Detective Inspector Alan Armit fulfils this role within North East Division.
- 3.5.4 In 2017, Police Scotland and partner agencies nationally, including in Aberdeenshire, were involved in two national operations run by the National Crime Agency. The first of these involved potential labour exploitation in the fishing industry. The second involved potential labour exploitation of workers, predominantly within nail bars and car washes. No Human Trafficking offences or potential victims of Human Trafficking were identified.
- 3.5.5 As contributing partners tackling the threat of Human Trafficking, Police Scotland will continue to engage proactively in 2018, in line with focussed objectives and emerging criminal trends that the National Crime Agency have identified within Scotland and in the rest of the UK.
- 3.5.6 Within North East Division, Police Scotland have provided inputs at a multi-agency awareness raising event, held at Robert Gordon University; distributed public awareness raising posters in prominent public locations and in conjunction with Barnardo's, taken part in a live 'Facebook' chat, to raise awareness of the subject, particularly in relation to the exploitation of children.
- 3.5.7 Detective Inspector Armit has taken part in a Scottish Government commissioned research project, conducted by staff at Glasgow University, aimed at identifying the measures required to effectively tackle the issue of Human Trafficking within Scotland.

3.6 Response

- 3.6.1 Police Scotland acknowledges the threat and impact which Human Trafficking poses to individuals within our communities and has structured a policing response accordingly.
- 3.6.2 Regular national meetings are held involving partners representing agencies nationally who are involved primarily in the enforcement of Human Trafficking legislation. These meetings are invaluable for information sharing and dissemination of practice issues from a national to a local level.
- 3.6.3 Recent Government advertising campaigns and consultation events involving UKBA and other partners, along with increasing portrayal of Human Trafficking themes in mainstream media, have heightened public awareness of the issues.

- 3.6.4 In line with legislative requirements under the Human Trafficking and Exploitation (Scotland) Act 2015, the Scottish Government published a Trafficking and Exploitation Strategy, with a vision of eliminating Human Trafficking and Exploitation.
- 3.6.5 In relation to the 'action areas' identified by the Scottish Government, in support of their strategy, Police Scotland plays a pivotal role in relation to the identification of perpetrators and disruption of their activity. A 'duty to notify' forms part of the legislation and places a requirement upon relevant public bodies to notify Police of Human Trafficking concerns. The finer points of this aspect of the legislation and the mechanics of its working are yet to be finalised.
- 3.6.6 Policing activity also targets the 'action area' which seeks to address conditions that foster trafficking and exploitation.
- 3.6.7 In terms of the 'action' which looks to identify victims and support them to safety and recovery the strategy highlights the expectation that local public protection committees and partnerships, including those for adult and child protection and violence against women, ensure that their policies, training and practice meet current need with regard to Human Trafficking and exploitation.
- 3.6.8 In addition to the 'action areas' identified above, the Government strategy also highlights expectations which relate specifically to children. Local Child Protection Committees are to ensure that there is robust partnership working in place to address child trafficking and exploitation.
- 3.6.9 To strengthen the multi-agency response, Police Scotland are currently piloting a child sexual exploitation and abuse intelligence sharing toolkit, which will be evaluated ahead of a national rollout.
- 3.6.10 Within Police Scotland North East Division work is ongoing with the three Local Authorities and Third Sector Groups, to enhance information sharing and strengthen the partnership response to Human Trafficking. Staff awareness training, practice reviews and links with private business are all being considered, along with procedures to enhance the support offered to victims.

3.7 Conclusion

- 3.7.1 Human Trafficking is developing into an area of increasing national interest, driven by the Scottish Government's strategy. Police Scotland has responded appropriately, in conjunction with partners, with resources being directed towards raising awareness, improving services to victims and tackling those involved in this type of criminality.

3.7.2 Although the number of reports of Human Trafficking being received within the North East of the country remains reassuringly low, such reports are continually managed and reviewed by Police Scotland through the process of daily management and monthly tactical meetings. Local partnership contributions in relation to incidents reported follow child and adult protection procedures as appropriate, and partnership contributions in relation to information sharing and development of processes and procedures is channelled through the Child Protection Committees.

3.7.3 Policing activity will continue to focus on tackling all aspects of Human Trafficking and working with partners to ensure that local partnerships

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

N/A

7. OUTCOMES

N/A

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	N/A
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	N/A

9. BACKGROUND PAPERS

N/A

10. APPENDICES

N/A

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Scottish Fire and Rescue Service Performance Report
REPORT NUMBER	GOV/18/018
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Iain Robertson
TERMS OF REFERENCE	5.7

1. PURPOSE OF REPORT

To present the Scottish Fire and Rescue Service (SFRS) local performance report and provide assurance on SFRS progress against local priorities, outcomes and actions set out in the Aberdeen City Local Fire and Rescue Plan.

2. RECOMMENDATION(S)

That the Committee note the report.

3. BACKGROUND

- 3.1 The Aberdeen City Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the SFRS to deliver within the local communities of Aberdeen.
- 3.2 The performance report has been attached as Appendix A and covers the 12 months of the reporting year from April 2017 to March 2018 inclusively.
- 3.3 The performance report under Appendix A provides a detailed overview of performance and progress made towards meeting local priorities, outcomes and actions set out in the Aberdeen City Local Fire and Rescue Plan.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

- 5.1 There are no significant legal implications for the Council.

6. MANAGEMENT OF RISK

N/A

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	N/A
Prosperous People	SFRS are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to make people more resilient and protect them from harm.
Prosperous Place	SFRS are key partners within Community Planning Aberdeen and help contribute towards the achievement of LOIP themes which aim to support the development of sustainable communities.
Enabling Technology	N/A

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	N/A
Organisational Design	N/A
Governance	The Council has an oversight role of SFRS and the purpose of the report is to provide assurance on SFRS performance.
Workforce	N/A
Process Design	N/A
Technology	N/A
Partnerships and Alliances	The Council and SFRS are Community Planning Aberdeen partners with a shared commitment to deliver the LOIP.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights	N/A

Impact Assessment	
Privacy Impact Assessment	N/A
Duty of Due Regard / Fairer Scotland Duty	Not required.

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix A – SFRS Local Performance Report (April 2017 – March 2018).

11. REPORT AUTHOR CONTACT DETAILS

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SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Service Delivery Area – North

Aberdeen City Local Fire and Rescue Plan

Local Performance Report
(April 2017 to March 2018)

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Executive Summary

The Aberdeen City Local Fire and Rescue Plan sets out the local priorities, actions and outcomes for the Scottish Fire and Rescue Service (SFRS) to deliver within the local communities of Aberdeen.

This report covers the 12 months of the reporting year from April 2017 to March 2018 inclusively.

Our current performance is reported via 6 high-level local performance indicators (LPI) aligned to the priorities detailed within the current Aberdeen City Local Fire and Rescue Service Plan designed to deliver a meaningful positive difference to our local communities.

These priorities have provided a clear direction for setting our local activities in order to continuously reduce fire risk within Aberdeen and concurrently maintain an effective and efficient response model.

It is encouraging to report that following analysis of the LPI's that the overall trend over the previous 12 months is one of a continuing reducing fire risk profile in Aberdeen over the long term.

We have noted a reduction in a number of our key priority areas most notably the reduction of Accidental Dwelling Fires and overall Fire Casualties.

Whilst responses to, and attendance at Unwanted Fire Alarms Signals (UFAS) remain at a high level we will continue to focus on seeking to reduce this type of activity.

Sixteen new full time trainee firefighters joined their local stations in April 2017 following an intensive 14 week initial training course.

Our local firefighters continue to ensure they are effective, efficient and safe when carrying out their duties at emergency incidents and this is internally audited via our operational assurance processes.

We are progressing very well in implementing enhanced response capability within specialist skill areas at Altens Fire Station and Central Fire Station. Initial training for our planned Rope Rescue Team based at Altens Fire Station is scheduled to be completed in May 2018. Swift water rescue training courses for staff based at Central Fire Station have been completed and we are in the final stages of preparation prior to this resource being available for deployment.

Over the last 12 months alongside our local Community Planning Partners we have continued to actively participate in the development of the City's Local Outcome Improvement Plan and are currently fully involved in community engagement related to locality planning.

Section 1 Introduction

This report provides detail on the performance of the Scottish Fire and Rescue Service in the Aberdeen City area. It outlines our progress in the delivery of local priorities as set out within the current Local Fire and Rescue Plan and the Scottish Fire and Rescue Service framework document.

These priorities are underpinned by local risk factors as identified and defined within the Single Outcome Agreement, local community safety strategic risk assessments and the known fire risk profile within Aberdeen.

It supports the drive to deliver continuous improvement in reducing the risk from fire for the citizens of Aberdeen and aims to provide sufficient information to allow the Committee to gauge how the Service is achieving the aspirations set out within the current local Fire and Rescue Plan.

The outcomes and measures provided in this report details a blend of quantitative and qualitative information to support Committee members in their local scrutiny role.

The Service aspires to deliver very high standards to our communities and our current performance is testament to the commitment, professionalism and dedication of our staff and the positive local partnerships embedded within the Aberdeen Community Planning and Safety forums.

However, we recognise that wherever our performance falls short of expectations we will respond promptly to address the areas of concern.

The report contains a series of Local Performance Indicators (LPI) that provides an assessment of the current fire risk within Aberdeen by:

- Subdividing the various fire related incidents into meaningful categories
- Setting out our direction of travel in reducing that risk
- Contextualising the fire risk profile
- Confirming the continued proactive measures that the Scottish Fire and Rescue Service are implementing.

Section 2 Performance Criteria

Our focus remains on delivering long term sustainable positive outcomes by prioritising our activities to support continuous improvement.

Our current suite of performance indicators is not necessarily permanent and will be kept under continual review to reflect that risk reduction is a continual and dynamic process in a changing environment.

Local Performance Indicator Outcomes

LPI 1 - Local Risk Management and Preparedness

Our target is:

- To ensure our training, staff development and equipment continue to be fit for purpose to meet our current risk profile and is adaptable to changing circumstances
- To work locally with partner organisations and agencies to ensure effective wider consequence emergency response plans are developed for identified local risks including local business continuity plans.
- To fulfil our statutory duties in relation to the Civil Contingencies Act 2004 by way of our contribution to Grampian Local Resilience Partnership and North of Scotland Regional Resilience Partnership.

LPI 2 – Reduction of Accidental Dwelling Fires

- Our target is to deliver a long term continuous improvement in the outcomes from accidental dwelling fires

LPI 3 - Reduction in Fire Casualties and Fatalities

- Our target is to deliver a long term continuous improvement in the outcomes of fire casualties and fatalities

LPI 4 – Reduction of Deliberate Fire Setting

- Our target is to deliver a long term continuous improvement in the outcomes from deliberate fires

LPI 5 - Reduction of Fires in Non Domestic Property

- Our target is to deliver a long term continuous improvement in the outcomes from fires in non-domestic properties

LPI 6 - Reduction of Unwanted Fire Alarm Signals

- Our target is to deliver a long term continuous improvement in the responses to Unwanted Fire Alarm signals

We have employed a Red, Amber, and Green (RAG) performance status measure that is primarily based against the previous rolling average of five years' incident data.

This allows us to take into account seasonal and yearly fluctuations within each LPI by allowing for deviation from normal activity levels.

Detailed below is an explanation of the RAG rating:

- Red: The level is greater than 10% on average over the five-year period
- Amber: The level is greater than 5% but less than 10% on average over the five-year period
- Green: The level is less than 5% or better on average over the five-year period

We would wish to highlight that a number of the LPI's already demonstrate a relatively low baseline in terms of number of incidents, e.g. a reduction from eight to four incidents within a limited timescale would show a 50% decrease and not necessarily provide a true reflection of the risk level.

We have therefore provided, in Section 3, further context within a situational assessment that provides further information for the committee to scrutinise the Service's current performance.

On some of the high level LPI's we have also provided further segmentation of the data to provide additional information to support Committee members in their scrutiny role.

Section 3 Performance Outcomes

Determining how successful the Service is in reducing the fire risk profile within Aberdeen is a complex task.

There are many factors that may impact on our ability to reduce fire risk. External environmental factors such as deprivation, substance dependency and lifestyle to name but a few can influence the fire risk profile within Aberdeen.

In recent years, positive progress has been delivered in reducing the fire risk profile in Aberdeen and our task remains to continuously improve these risk levels further.

We continually assess our incident activity to match our risk reduction activities so that we can seek to deliver a positive outcome.

We balance our approach to our risk reduction activities with a complimentary focus on neighbourhoods who statistically are at higher risk from fire *and* identifying & supporting individual vulnerable people within our communities

We recognise that working with a wide range of our local partners is a key element in delivering improved outcomes and place high value on these strong relationships.

The RAG assessment highlights the continual improvements that have been made during this reporting period and identifies areas where future work is required to be carried out.

The LPI summary table below provides Committee members with a visual overview of the current SFRS performance for Aberdeen City.

Aberdeen City - Local Performance Summary		
LPI	Risk	RAG status
01	Local Risk Management and Preparedness	Green
02	Reduction of Accidental Dwelling Fires	Green
03	Reduction in Fire Casualties and Fatalities	Green
04	Reduction of Deliberate Fire Setting	Green
05	Reduction of Fires in Non Domestic Property	Green
06	Reduction of Unwanted Fire Alarm Signals	Red

LPI 1 - Local Risk Management and Preparedness

LPI Assessment:

The main areas of measurement of operational preparedness are:

- Staff competence
- Health and Safety
- Availability of Operational Intelligence
- Appliances, Equipment and Specialist Resources
- Operational Assurance

Staff Competence – All operational staff follow a nationally defined 3-year development programme which aims to ensure that all firefighters are equipped with the necessary skills required to perform their duties. The programme was significantly redesigned and commenced on the 1st April 2016 with a greater emphasis on standardisation aligned to national policy and procedures. The process provides the platform for individual and supported development and assessment for the core and expanded skill areas. Supporting elements such as our on-line learning materials and the personal development recording system were simultaneously updated to reflect the revised programme and to enhance the level of support available to our staff. The process has capacity for additional training categories specific to local risks such as Shipping, Airports, Rail, and Pipelines etc which are included within the programme to ensure that our firefighters are trained to deal with the incidents they may be called upon to deal with in the local areas.

A proportion of staff training and assessment is undertaken at the North Training College near Portlethen where they receive instruction in a number of risk critical firefighting techniques. Here they are supported by skilled instructors making use of the excellent live fire training facilities. Operational personnel are required to undertake refresher training and assessment on a two or three yearly basis depending on the particular discipline. These disciplines include Fire Behaviour, Tactical Ventilation and Breathing Apparatus as each of these skills is deemed essential to the operational role. It is extremely encouraging to note that our staff achievement rate is 100% in each of the critical skills areas.

Practical training and exercising is a constant feature of the operational training programme with local managers seeking opportunities to train with their staff in the “real life environment” wherever possible. This includes regular training and interaction with key partner services such as the Scottish Ambulance Service, Police Scotland, Special Operations Response Team, Aberdeen Airport Fire Service and Local authority. Training and development for all operational personnel builds from the very basic individual needs to that which covers the multi-agency and major disaster responses they may be involved with at local or national levels.

We are also focused on the development of skills which enable our staff to support the wider public prevention and protection agenda reflected within the current Aberdeen City Fire and Rescue Local Plan. The core development plan undertaken by all staff includes topics aimed at developing personal communications skills, working with others and understanding the diverse communities we serve.

Health and Safety – We continue to see a positive increase in the number of reported near-misses and view this as a positive trend and indicative of a strong H&S culture. This reporting allows us to proactively respond to an event that didn't cause harm and consider any additional measures to avoid an actual H&S event. Against a backdrop of responding to a total of 4001 operational calls over the 12 month period accidents resulting in injuries to operational staff remain extremely low. Four such incidents occurred during the 12 month period. In these cases we provide full support to the individuals and work alongside Health and safety colleagues to ensure investigation and remedial actions are carried out as quickly as possible. We are pleased to report that none of the injuries sustained were of a serious or life changing nature.

One “Act of violence” affecting operational personnel was recorded during the reporting period. This took the form of verbal abuse from a member of the public during an incident. Police Scotland attended and apprehended the perpetrator.

Local Managers review health safety incidents on a daily basis as a means to identify trends and opportunities for reducing risk. With a local action plan aiming to reduce accidents involving low speed vehicle manoeuvring that, although reducing in numbers over the reporting period, continues to be a desired area of improvement.

Availability of Operational Information – Operational crews are actively engaged in the review process for operational intelligence information. The review programme is focused on premises previously identified as high risk with crews inspecting and refreshing critical intelligence for these premises. Operational information is stored in a secure electronic format and can be accessed by firefighters from the cab of the fire engines should they attend an incident at that premise. The ability to access detailed information at incidents supports firefighters at critical times and is vital element of the services approach to fire fighter safety. Ensuring the availability of accurate supporting information through interactive site visits and inspections is an important feature of the firefighter’s work. A new national approach to Operational intelligence is being rolled out across the country with new tablet devices provided to all appliances which will allow access to a wide array of information at the incident ground.

Appliances, Equipment and Specialist Resources –Central fire station staff are undertaking training with a new aerial rescue platform (ALP).This new appliance will be stationed at central fire station to provide a replacement for the current high reach aerial appliance. This station has also taken delivery of new water rescue equipment and resources including a trailer mounted rescue boat with a dedicated response vehicle. This will be mobilised to water rescue incidents such as flooding.

The initial training and development for the introduction of a Rope Rescue resource which will be based at Altens Fire Station has been completed at Portlethen Training Centre. A programme of continuation station based training will be carried out over the next 12 months in addition to enhanced training for Six members of staff that will becoming rope rescue supervisors.

The installation of a new training block North Anderson Drive fire station is nearing completion. This block will allow firefighters from across the City to train in a variety of techniques from traditional firefighting to rope rescue and represents a significant investment by the SFRS into the maintenance of skills for firefighters in the local area.

An event to formally open the new facility is being planned and will be publicised in due course.

New firefighting Personal Protective Equipment (PPE) is being rolled out across the country, and the personnel in Aberdeen City are scheduled to receive their PPE in April/May 2018. This new PPE is another significant investment by the SFRS and provides the very latest technology in PPE to the firefighters in Scotland, again underlining our commitment to Firefighter safety.

Wholetime resources based in Aberdeen continue to be well supported by our retained (RDS) colleagues based at Dyce Fire Station. The line manger appointed following a previous retirement continuous to support our retained staff based at Dyce. Managers are focused on maintaining staffing levels through the national recruitment programme to ensure the operational resilience of this resource. Retained staff by nature have primary employment out with the service and we rightly recognise the dedication and commitment of the personnel who provide this vital service.

Operational Assurance – We have implemented a harmonised system of measuring operational readiness that provides assurance of the quality of service delivery. The process seeks to identify and confirm good performance with the potential of sharing good practice across the service as well as identifying potential areas for improvement. During 2017/18 all fire stations in Aberdeen City were internally audited. The information gathered from these audits has been used to confirm good practice and implement improvement. The audit process is continuous and will begin again starting in spring 2018.

Status	
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LPI 02 – Reduction of Accidental Dwelling Fires

<p>LPI Assessment:</p> <p>Over the reporting period, there has been a reduction in the overall number of Accidental Dwelling Fires. This has seen an overall fall of 59 incidents comparable to the previous year.</p> <p>We have identified that a significant number (84%) of these fires did not spread beyond the item that was first ignited.</p> <p>The notable reduction in incidents is welcome and the trend continues to be positive.</p> <p>We have assigned a Green status to this outcome in line with our RAG assessment criteria.</p>													
<p>Situational Analysis:</p> <p>Although the last 12 months has seen an encouraging reduction we would wish to highlight that the longer term trend in the numbers of Accidental Dwelling House fires also continues to indicate a steady overall reduction.</p> <p>We continue to observe a trend in dwelling fires which have self-extinguished prior to the arrival of firefighters and requiring no action other than ensuring that the scene is safe, investigating the cause and providing reassurance to occupants.</p> <p>During this reporting period 55% of dwelling fires had self-extinguished resulting in minimal impact for householders. Of the remaining incidents only 9% required the use of a fire hose to extinguish the fire.</p> <p>The targeting of Home Fire Safety Visits (HFSV) to those who may benefit most from our support and advice appears to be successful in influencing householders awareness of the risk of fire in the home</p> <p>We continue to on engaging with key local partners to continue to increase referrals for our free HFSV service</p>	<div data-bbox="735 840 1428 1227" style="text-align: center;"> <h3>All Accidental Dwelling Fires - Aberdeen City</h3> <table border="1"> <caption>Data for All Accidental Dwelling Fires - Aberdeen City</caption> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>250</td> </tr> <tr> <td>2014/15</td> <td>280</td> </tr> <tr> <td>2015/16</td> <td>300</td> </tr> <tr> <td>2016/17</td> <td>300</td> </tr> <tr> <td>2017/18</td> <td>250</td> </tr> </tbody> </table> </div>	Year	Number of Fires	2013/14	250	2014/15	280	2015/16	300	2016/17	300	2017/18	250
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<p>Status</p>													

LPI 03 – Reduction in Fire Casualties and Fatalities

LPI Assessment:

The 5-year annual average for fire fatalities in dwelling houses in the Aberdeen City area currently averages 2 per year.

Sadly, over the past 12 months there has been 3 fire fatalities in Aberdeen City.

The number of overall fire casualties has reduced over the reporting year from 40 to 34 persons.

There has been a corresponding reduction of Accidental Dwelling Fire casualties from 28 to 18 persons.

Situational Analysis:

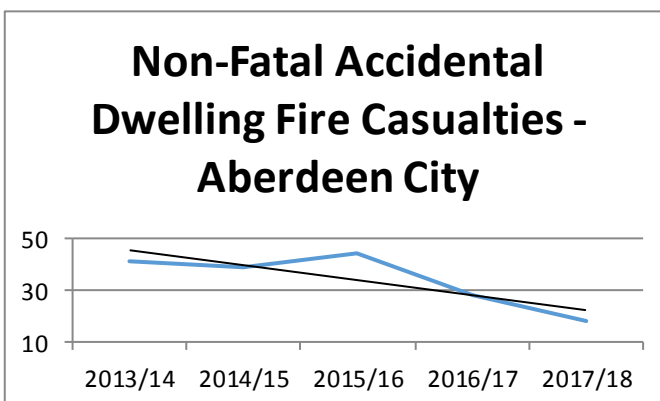
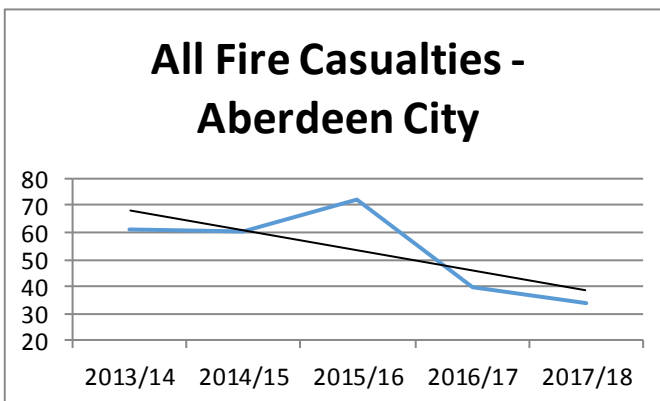
Analysis of casualty data indicated that a high proportion of casualties (47%) received minor injuries which were treated at the scene and did not require the person to go to hospital.

The Service will continue to aspire for zero fire deaths. Unfortunately, during the reporting period the number of fire casualties increased by 1 compared to the previous year. Case Studies are carried out involving key partners following all fatal fire deaths. These case studies are used to identify the circumstances surrounding the fire and highlight any actions that can be taken to prevent any re-occurrence.

Our analysis suggests that the continued delivery of Home Fire Safety Visits (HFSV) has had a positive impact on our local communities i.e. less severe fires in dwellings and reduced harm to the occupants.

We are continuing to explore the potential wider contribution that local firefighters can make to support a safer home environment in Aberdeen.

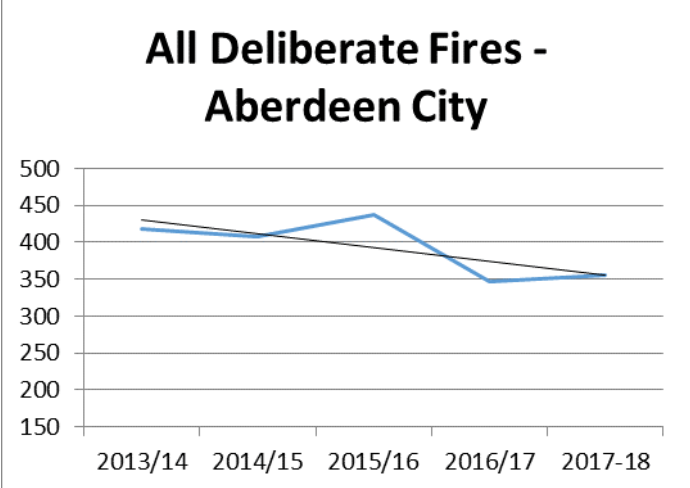
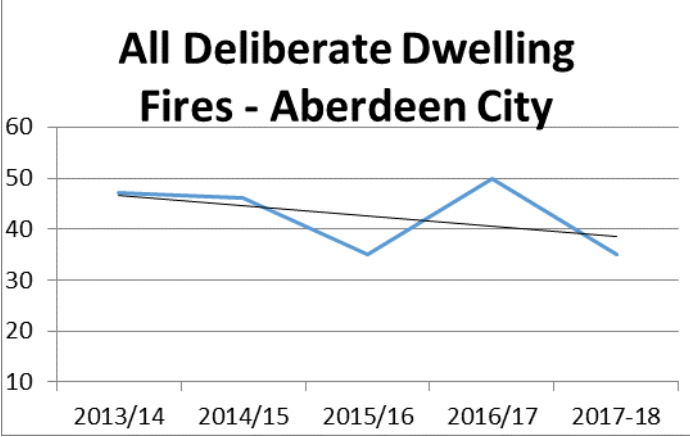
We continue to work on establishing a joint collaboration with our local NHS colleagues where we have developed a referral process for healthcare professionals to use for individuals who they have assessed may be at risk of suffering a fire in the home.



Status



LPI 04 – Reduction of Deliberate Fire Setting

<p>LPI Assessment: The number of fires started deliberately in Aberdeen has increased slightly over the last 12 months.</p> <p>A total of 355 fires were started deliberately compared to 346 previous year.</p> <p>The longer term trend continues to indicate a reduction i.e. an overall 15% reduction in these types of fires has occurred over the last 5 years.</p> <p>The number of deliberately started dwelling house fires has continued to decrease. Over the last 12 months a total of 35 dwelling house fires were started deliberately compared to 50 incidents last year.</p>	 <table border="1"> <caption>All Deliberate Fires - Aberdeen City</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>420</td> </tr> <tr> <td>2014/15</td> <td>400</td> </tr> <tr> <td>2015/16</td> <td>440</td> </tr> <tr> <td>2016/17</td> <td>350</td> </tr> <tr> <td>2017-18</td> <td>355</td> </tr> </tbody> </table>	Fiscal Year	Number of Fires	2013/14	420	2014/15	400	2015/16	440	2016/17	350	2017-18	355
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<p>Situational Analysis:</p> <p>It is encouraging to note the longer trend of decreasing number of deliberate dwelling fires.</p> <p>We believe this is reflective of our well established local partnership working especially with Aberdeen City Council and Police Scotland has contributed to this reduction.</p> <p>Regular inspections of multi-storey blocks of flats are carried out by local firefighters and partnership working arrangements are utilised to deliver any necessary improvements that reduce the risk of deliberate fire setting.</p> <p>We are also prioritising the reduction of deliberately started fires via our local Thematic Plans to support the aim of an overall reduction of this type of fire risk e.g. our recent Autumn Thematic campaign focuses on deliberate fires involving wheelie bins and bonfires.</p>	 <table border="1"> <caption>All Deliberate Dwelling Fires - Aberdeen City</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>47</td> </tr> <tr> <td>2014/15</td> <td>46</td> </tr> <tr> <td>2015/16</td> <td>35</td> </tr> <tr> <td>2016/17</td> <td>50</td> </tr> <tr> <td>2017-18</td> <td>35</td> </tr> </tbody> </table>	Fiscal Year	Number of Fires	2013/14	47	2014/15	46	2015/16	35	2016/17	50	2017-18	35
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2013/14	47												
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LPI 04 – Reduction of Deliberate Fire Setting

Situational Analysis:

We have seen a reduction in the number of deliberate vehicle fires. The sharing of information with partners using forums such as the Community Safety Hub has enabled immediate action to be taken on any emerging increases in incidents of this type.

This is part of our overall support and participation in multi-agency Police Scotland led vehicle crime and annoyance operations and safety initiatives.

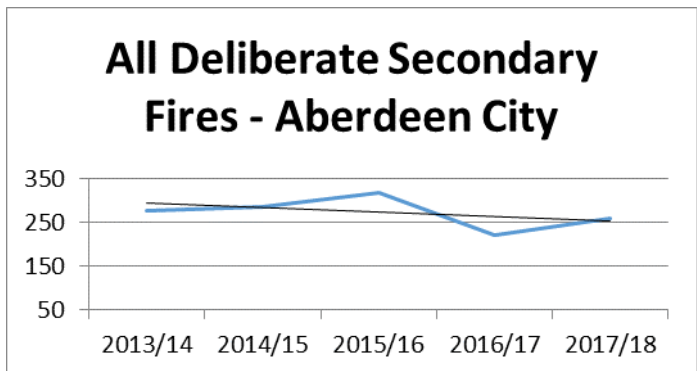
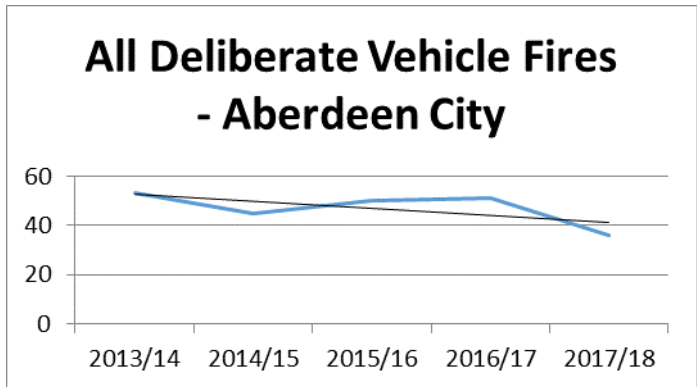
We have experienced an increase in the number of deliberate secondary fires over the reporting period. However, there continues to be a downward term in these types of incident

We will continually to monitor these incidents, sharing information with partners and continuing to engage with local communities.

Over the last 12 months we have also maintained our engagement with partners, notably with Park Rangers and Police Scotland colleagues, to limit the number of fires within areas of Aberdeen known to have a higher number of secondary fires.

We have also carried out Community Safety Engagement with selected young persons who have become involved in deliberate fire setting in order to prevent escalation.

This includes engaging with young persons who are at risk of deliberate fire setting in identified neighbourhoods and taking part in diversionary activities that seek to minimise and avoid a wide range of ASB events.



Status



LPI 05 – Reduction of Fires in Non Domestic Property

<p>LPI Assessment:</p> <p>During the last 12 months we have seen a very modest reduction in the number of Non-Domestic Fires compared to the previous year.</p> <p>Overall both accidental and deliberate fires of this incident type have reduced from 108 to 96 incidents.</p> <p>The Service also pro-actively sets a risk based annual programme of Fire Safety (FS) audit visits and we have met our targets for the number of audits carried out by our local Enforcement Officers.</p>	<table border="1"> <caption>Non-Domestic Fires - Aberdeen City</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>132</td> </tr> <tr> <td>2014/15</td> <td>115</td> </tr> <tr> <td>2015/16</td> <td>110</td> </tr> <tr> <td>2016/17</td> <td>105</td> </tr> <tr> <td>2017/18</td> <td>96</td> </tr> </tbody> </table>	Fiscal Year	Number of Fires	2013/14	132	2014/15	115	2015/16	110	2016/17	105	2017/18	96
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2017/18	96												
<p>Situational Analysis:</p> <p>This indicator covers the number of fires in all buildings excluding dwelling houses.</p> <p>In particular, it includes 'void' (unoccupied) properties, as well as businesses duty-bound to adhere to specific fire safety measures required by legislation.</p> <p>A partnership approach is taken by the Service to maintain focus on this incident type and we continue to work with our partners to ensure void properties are as 'secure' as possible to reduce the opportunity for wilful fireraising.</p> <p>We have also maintained our approach of actively conducting an audit of every building covered by Fire Safety legislation following a recorded fire (100% compliance) to support duty holders.</p> <p>We also continue to engage with local businesses by offering goodwill re-assurance visits to neighbouring buildings adjoining or nearby to the building affected by the fire.</p> <p>This approach continues to be positively welcomed by building owners, managers and responsible persons.</p>	<table border="1"> <caption>All Deliberate Other Building Fires - Aberdeen City</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>22</td> </tr> <tr> <td>2014/15</td> <td>18</td> </tr> <tr> <td>2015/16</td> <td>17</td> </tr> <tr> <td>2016/17</td> <td>10</td> </tr> <tr> <td>2017/18</td> <td>18</td> </tr> </tbody> </table>	Fiscal Year	Number of Fires	2013/14	22	2014/15	18	2015/16	17	2016/17	10	2017/18	18
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LPI 06 – Reduction of Unwanted Fire Alarm Signals

LPI Assessment:

Over the last 12 months we have recorded slight reduction in the overall number of All False Alarms. Notably there has been a reduction of 123 calls due to Equipment Failure.

We have however recorded an increase in the number of False Alarm Malicious calls in the 12 months of this reporting year. 25% of these calls originated from the same premises. Measures have been taken to reduce these calls and we continue to work with the occupiers.

Using our rating system, the average increase over a 5-year period has been determined as over 10% and subsequently we have designated this outcome as having a Red status.

Situational Analysis:

Not all of these types of calls are necessarily unwanted, for example, increasing ownership of domestic smoke alarms does occasionally correlate in a subsequent increase in incidents being deemed as ‘false alarm - good intent’.

The Unwanted Fire Alarm Signal (UFAS) Policy and Procedure is now fully embedded within Aberdeen City.

A trial is currently underway which will reduce the number of fire appliances mobilised to non-sleeping/low risk premises which are generating a proportionally high number of UFAS calls.

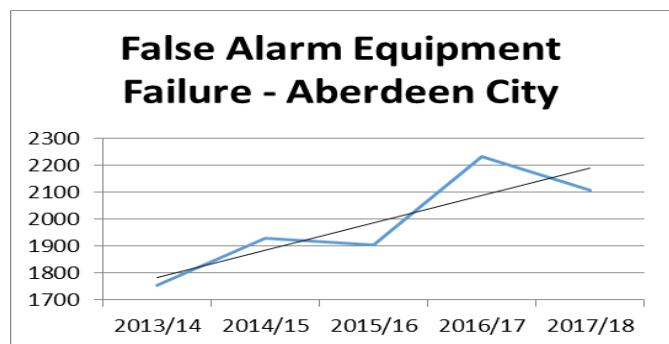
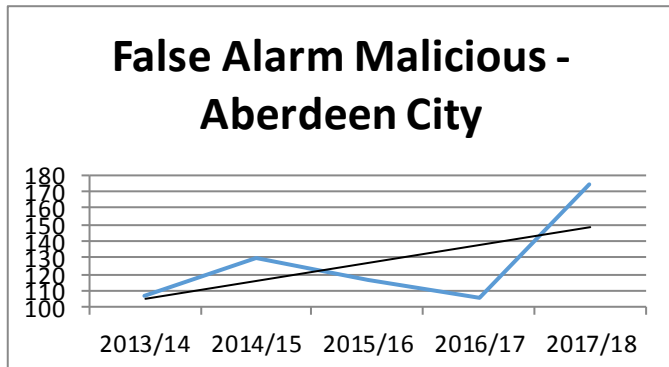
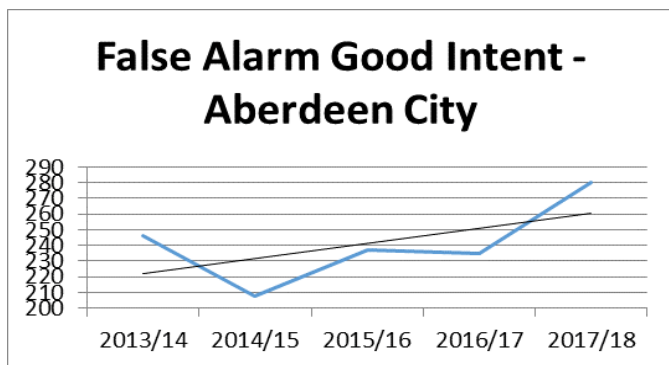
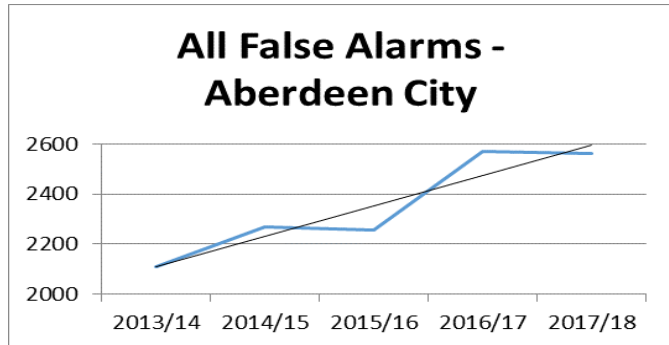
We continue to engage with the responsible person at UFAS incidents to give advice how to prevent further calls.

Additionally our Fire Safety Enforcement (FSE) Officers who have enhanced knowledge of fire alarm systems engage with duty holders of premises which generate unacceptably high numbers of calls.

Engagement with duty holders continues to be positive and has resulted in a greater awareness of their responsibility for the management of automatic fire alarm systems within their premises.

Nevertheless we accept that there has been an overall rise in UFAS calls and we will continue to make efforts to reduce UFAS calls over the next 6 months and beyond.

Status



Glossary of Terms

Risk	Definition
Accidental Dwelling Fires	<p>Accidental: includes fires where the cause was not known or unspecified.</p> <p>Dwellings: buildings occupied by households, excluding hotels, hostels and residential institutions. Mobile homes are specifically included in the dwelling count.</p>
Accidents and Near Misses	<p>Accident: An unplanned uncontrolled occurrence that resulted in personal injury or property damage.</p> <p>Near Miss: Any accident or incident that did not result in property and or equipment damage but had the potential to do so.</p>
Acts of Violence on Firefighters	<p>An incident where there was an attack on SFRS personnel travelling to/from or at the incident.</p> <p>Any incident, in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his/her employment.</p>
Automatic Fire Alarms	A fire call was initiated by fire alarm; this includes any accidental alert.
Deliberate Dwelling Fires	Includes fires where deliberate ignition is merely suspected, and recorded by the SFRS as "doubtful".
Fatalities Dwelling Fires	<p>Fire fatalities include any fatal casualty which is the direct or indirect result of injuries caused by a fire incident. Even if the fatal casualty dies subsequently, any fatality whose cause is attributed to a fire is included.</p> <p>There are also occasional cases where it transpires subsequently that fire was not the cause of death. For all of these reasons, fatalities data may therefore be subject to revision.</p>

Glossary of Terms

Risk	Definition
Fire Casualties	<p>Within a dwelling house people requiring medical treatment beyond first aid given at the scene of the fire, and those sent to hospital or advised to see a doctor for a check-up or observation (whether or not they actually do).</p> <p>People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, is recorded as "precautionary check-ups".</p>
Home Fire Safety Visits	<p>The SFRS must have entered the householder premises to make a full home fire safety visit where during this visit or a follow up visit to the premises a smoke or heat alarm was installed or home fire safety advice was provided.</p>
Other Building Fires	<p>Non Domestic property including unoccupied, commercial and retail premises.</p>
Secondary Fires	<p>Outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or if five or more appliances attend. They include fires in derelict buildings but not chimney fires.</p>
Unwanted Fire Alarm Signal (UFAS)	<p>A UFAS incident may be defined as “an event which has required an operational attendance by the fire and rescue service due to the unwanted actuation of a fire alarm system”.</p> <p>A UFAS incident will not have arisen from the occurrence of a genuine fire and as a result they can generally be divided into four categories:</p> <ul style="list-style-type: none"> • UFAS, in which a system has responded to: <ul style="list-style-type: none"> ➢ A fire like phenomenon or environmental influence ➢ Accidental damage ➢ Inappropriate human action • Equipment false alarms • Malicious false alarms • False alarms with good intent
Vehicle Fires	<p>Uncontrolled burning involving a motor vehicle.</p>

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Public Protection Introductory Report
REPORT NUMBER	GOV/18/015
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Carole Jackson
TERMS OF REFERENCE	1.1, 1.2, 1.3, and 1.4

1. PURPOSE OF REPORT

1.1 This report provides an introduction to the services delivered by Aberdeen City Council that are designed to protect the public, and the assurance regimes and arrangements in place for these services to ensure that the council is meeting its statutory duties in terms of public protection.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Notes the content of this report.

3. BACKGROUND

3.1.1 The Committee is required to provide assurance on the statutory regulatory duties placed on the Council for:

- Child Protection
- Adult Protection
- Consumer Protection and Environmental Health
- Civil contingency responsibilities for local resilience and prevention
- Building Standards

and to undertake the Council's duties in relation to the Police and Fire and Rescue Services under the Police and Fire Reform (Scotland) Act 2012

3.1.2 This report provides a summary of the services that will be routinely reporting to the committee.

3.2 Child and Adult Protection in Aberdeen City

3.2.1 Legislative framework for adult and child protection

The legislative framework for adult and child protection is different in each field.

3.2.2 Adult Support and Protection

3.2.2.1 The Adult Support and Protection (Scotland) Act 2007 seeks to protect and benefit adults at risk of being harmed. It places a duty on councils and a range of public bodies to work together to support and protect adults who are unable to safeguard themselves, their property and their rights. The public bodies are required to work together to take steps to decide whether someone is an adult at risk of harm, balancing the need to intervene with an adult's right to live as independently as possible.

3.2.2.2 The Act defines an adult at risk as a person aged 16 years or over who:

- are unable to safeguard their own well-being, property, rights or other interests; and
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

3.2.2.3 This is commonly known as the 3 point criteria. For an adult to be at risk in terms of the Adult Support and Protection (Scotland) Act 2007, the adult **must** meet all three points above.

3.2.2.4 Some adults may be at risk of harm because of:

- mental ill health;
- old age;
- frailty or physical weakness;
- physical or learning disability;
- visual or hearing impairment; or
- engaging in self harming behaviours.

3.2.2.5 In accordance with Section 48 of the Act, the Scottish Government prepared a code of practice containing guidance about the performance of functions by councils and their officers and health professionals under the Act. It provides information and guidance on the principles of the Act, about the measures contained within the Act, including when and where it would normally be appropriate to use such powers.

3.2.2.6 The Code was reviewed and revised in 2014. The current version can be found using this link: <http://www.gov.scot/Publications/2014/05/6492>

3.2.2.7 Guidance in relation to the act and how this is delivered locally is contained in the Grampian Interagency Policy and Procedure for the Support and Protection of Adults at Risk of Harm. The policy contains important information on how public bodies and other agencies are required to co-operate to support and protect adults

at risk of harm. The policy is underpinned by a range of protocols and procedures such as the Information Sharing Protocol and the Serious Case Review Protocol.

3.2.3 Child Protection

3.2.3.1 “Child protection” means protecting a child from child abuse or neglect or the risk of significant harm from abuse or neglect. This can manifest itself in a variety of ways; physical, emotional or sexual abuse or neglect, child sexual abuse or child trafficking, or children harmed by the impact of parental drug or alcohol misuse, parental mental health issues or domestic violence.

3.2.3.2 Aberdeen City has in place, well established procedures for management of concerns relating to the care and protection of children. There is not one source of legislation or guidance, but rather procedures are drawn from and are in compliance with:

- the National Guidance for Child Protection in Scotland 2014;
- the National Practice Model (GIRFEC) and three key pieces of legislation:
- the Children (Scotland) Act 1995;
- the Children’s Hearings (Scotland) Act 2011;
- and the Children and Young People (Scotland) Act 2014.

3.2.3.3 Child Protection procedures seek to address the acute needs of children at risk of significant harm. Significant harm is not defined in legislation. This is intentional because what is significant for one child may not be for another, what is significant for one family may not be for another and what is significant will change over time and context. This gives the professional freedom to raise a concern, whatever that may be in relation to any child.

3.2.3.4 Similarly there is no one prescribed route to the protection of children. This can encompass single agency or multi-agency support for the child and family, placing a child’s name on the child protection register, referring a child to the Children’s Hearing system or pursuing one of a variety of court orders, such as a child protection orders or an exclusion order.

3.2.4 Operational delivery of adult and child protection Aberdeen City Council

3.2.4.1 Adult Protection Unit

The Adult Protection Unit (APU) ensures the support and protection of adults at risk of harm by working in partnership with a range of organisations to protect adults who are unable to protect themselves. The role of the APU is also to empower and enable professionals to discharge their duties under the Adult Support and Protection (Scotland) Act 2007. The APU is the central point for adult support and protection (ASP) reporting forms and Police Concern Reports to be logged.

3.2.4.1 The Unit is made up of:

- APU Coordinator;

- APU Trainer;
- APU Administrators x 2,
- and part time Adult Protection Implementation Officer.

3.2.4.2 The APU ensures operational procedures are in place to enable effective and robust responses to reports of adult at risk of harm. Social work and care management teams undertake adult support and protection screenings, inquiries, investigations, professionals meetings and case conferences. The APU facilitates the monitoring of ASP processes by ensuring all paperwork is actioned effectively and timeously. The APU Coordinator provides professional guidance and support to colleagues, managers and a range of partners within the Council and externally. Linked in to both ASP practice networks and ASP learning and development networks in Grampian and nationally, the APU contributes to developing local and Grampian ASP policies.

3.2.4.3 ASP training is provided from half day basic awareness courses and full days for those with a managerial or supervisory responsibility, through to 5 days for 'council officers' to enable them to conduct inquiries and investigations. ASP Training for Trainers courses are also provided to agencies with 16 or more employees then course materials are shared with third sector or independent service participants. Services with 15 or fewer employees can access the APU ASP courses.

3.2.5 Operational child protection arrangements

3.2.5.1 Child protection work is the responsibility of and takes place across the range of agencies in Aberdeen City. Early intervention by universal services in Health or Education can prevent the escalation of a child protection concern. Where more targeted intervention is required, referrals are made to the Children's Social Work service. New referrals can be received from any agency or from members of the public. These referrals are made to:

- Aberdeen Maternity Hospital (new referrals relating to vulnerable unborn babies);
- Reception Team (new referrals relating to welfare or protection concerns); or
- Joint Child Protection Team (referrals where a joint Police/Social Work response is deemed necessary).

3.2.5.2 The circumstances will be investigated and appropriate steps taken to ensure the child is safe. Aberdeen City Council's Children's Social Work Service allocate considerable resource to responding to child protection concerns and ongoing work with families where a child is or may be at risk of significant harm. This work is undertaken in collaboration with other agencies with social work usually acting as the lead agency. These services were identified as **very good** by the Care Inspectorate at the last Children's Services Inspection in 2014.

3.2.5.3 Child care and protection services are provided throughout the entire children's social work service dependent on a child's circumstances. The majority of

child protection concerns are reported to the three services noted above however such concerns can often be identified as part of the ongoing work with a child and their family.

3.2.6 Role and Functions of the Adult Protection Committee

3.2.6.1 Adult Protection Committee

Under section 42 of the Adult Support and Protection (Scotland) Act 2007 each council must establish an Adult Protection Committee (APC). The role of the APC is to monitor and advise relevant agencies on adult protection procedures to make sure that all partners work together effectively. Representation on the APC includes representatives of the Council, NHS Grampian, Aberdeen City Health & Social Care Partnership, Police Scotland, Advocacy Services Aberdeen, Aberdeen Council for Voluntary Organisations, Scottish Ambulance and Scottish Fire and Rescue.

3.2.6.2 The APC is chaired by an Independent Convenor, who is a joint chair with the Aberdeenshire APC. His role is to ensure that the APCs operate in accordance with the Adult Support and Protection Act 2007. The Independent Conveners of Scottish APCs meet regularly with representatives from Scottish Government and are represented on the National Adult Protection Policy Forum.

3.2.6.3 Function of APC

The APC has oversight of adult protection activity in Aberdeen. It has a key role in making recommendations to make sure that adult protection activity is effective. The APC is required to discharge a range of duties, which include:

- Reviewing adult protection practices;
- Improving co-operation;
- Improving skills and knowledge;
- Providing information and advice; and
- Promoting good communication.

3.2.6.4 The APC is required to submit a report to Scottish Ministers every two years. The APC Biennial report is due to be submitted in Oct 2018.

3.2.6.5 The Public Protection Chief Officers Group (COG) provides oversight and a line of accountability to the APC. The minute of each meeting is presented to the COG with regular updates on activities and progress on the Improvement Plan. The Biennial Report is also submitted for information. The COG provides advice and support and acts as arbiter between agencies represented on the APC.

3.2.7 Role and Functions of the Child Protection Committee

3.2.7.1 Aberdeen City Child Protection Committee first met in June 2013. National Guidance provides that Child Protection Committees are locally-based, multi-agency strategic partnerships responsible for the design, development, publication, distribution, dissemination, implementation and evaluation of child protection policy and practice across the public, private and wider third sectors in their locality and in partnership across Scotland. Their role, through their respective local structures and memberships, is to provide individual and collective leadership and direction for the management of child protection services across Scotland. They work in partnership with their respective Chief Officers Groups and the Scottish Government to take forward child protection policy and practice across Scotland.

3.2.7.2 The CPC is made up of representatives of all agencies that provide services to children, young people and their families. This includes the statutory and third sector. Police Scotland, Children's Social Work, Education, NHS Grampian, SCRA, Housing, and the third sector are all represented.

3.2.7.3 Function of the CPC

The CPC is the key local body for developing and implementing child protection strategy across and between all relevant agencies. The CPC responds to the national strategic direction for child protection outlined by the Scottish Government, learning from national reviews of practice and responds to areas of improvement identified by local self-evaluation activity. This is broadly broken down into 3 key areas:

1. Public Information -

- Awareness raising of child protection issues
- Providing information to the public
- Promoting the work of the agencies to the public
- Developing robust policies, procedures and protocols

2. Continuous Improvement -

- Providing management information
- Ensuring inter- agency quality assurance systems exist
- Promoting good practice
- Training and staff development

3. Strategic Planning

- Communication and co-operation between all the agencies involved
- Inter -agency planning and connections

The CPC has 3 sub committees ensuring that all these areas of work are progressed, working to a child protection improvement programme.

The sub committees are:

- Significant Case Review - The SCR sub committee ensures that significant cases (e.g. where a child has died) are reviewed and any lessons to be learned are disseminated to all the agencies.

- Learning and Development – This sub committee is responsible for ensuring that there is high quality multi-agency training in place and that good practice and lessons to be learned from local or national inspections, evaluations, reviews etc. is disseminated to practitioners.
- Operational – The Operational sub committee has responsibility for implementing the child protection improvement programme and takes the lead in data analysis, evaluation of local practice, protocols, procedures etc. with a view to continuous improvement of services to children and families and outcomes for children.

3.2.7.4 The CPC reports to the Chief Officers' group, consisting of the chief executive officers of the City Council, NHS Grampian and the local Police Commander. In turn the Chief Officers link to the Aberdeen City Community Planning Partnership.

3.2.7.5 Further scrutiny of child protection services delivered by the range of partner agencies is undertaken by the Care Inspectorate across all Community Planning Partnership's. This is carried out on a rotational basis with Aberdeen City's last inspection being in 2014/15. The Care Inspectorate have just intimated the likelihood of Aberdeen City being inspected again in 2018/19.

3.2.7.6 The CPC also works collaboratively with the neighbouring CPCs in Aberdeenshire and Moray. We co-fund our Child Protection Register and Joint Investigative Interview training and also host a number of conferences jointly each year. We do so under the banner of the "Child Protection Partnership".

3.2.8 Working collaboratively across child and adult protection

3.2.8.1 The CPC and APC work collaboratively on cross cutting areas of improvement work such as in relation to the development of consistent case review procedures and multi agency guidance for professionals working with vulnerable 16-17 year olds.

3.2.8.2 The CPC and APC each have representatives on the other group and minutes are shared to ensure relevant information and initiatives are shared.

3.2.8.3 There are established procedures in place to guide professionals where there are both child and protection concerns.

3.2.9 Data for October – December 2017

3.2.9.1 Adult protection

Adult Protection referrals are received in to the unit from a number of sources whether it is partner agencies, third sector, public or self-report. The table below shows the number of referrals received for the last quarter and the type of harm suspected. Physical harm is consistently the main type reported with the highest reports being for harm amongst older people with infirmity.

3.2.9.2 It should be noted that there was a low number of reports in December 17. On average there would be around 100 reports to the unit per month. All reports are screened within 24 hours to determine immediate harm and if urgent intervention is required. Reports are either screened out if person not deemed to be at risk of harm or proceed to initial inquiry/ full investigation to ensure safeguards are in place.

3.2.9.3 Most adult protection concerns are resolved at an early stage, in line with the principles of the Adult Support and Protection (Scotland) Act 2007. The more complex cases may progress to an Adult Protection Case Conference, which will agree a protection plan.

Harm	Number of referrals →	Oct 2017	Nov 2017	Dec 2017
Sexual		4	7	1
Psychological		9	12	6
Physical		30	36	20
Self-Harm		6	4	1
Financial		15	18	14
Neglect		19	6	1
Self-Neglect		14	1	7
Discrimination		1	1	3
None		3	6	2
Not Known		4	4	2
TOTAL		105	95	57

3.2.10 Child Protection

3.2.10.1 In Aberdeen City, 82 children's names are on the Child Protection Register (2.4 per 1000 population aged 0 – 16) as at 31 December 2017. This is slightly below the national average of 2.9 per 1000 children.

3.2.10.2 Most of the children whose names are on the CPR are less than 10 years old, although there is a broad age-range as the table below demonstrates:

	Aberdeen City			
	Total	M	F	%
Unborn	2			2
0 – 4 years	40	23	17	49
5 – 10 years	25	16	9	31
11 – 15 years	14	5	9	17
16+ years	1	1	0	1
Total	82	45	35	100

3.2.10.3 The categories of Risk Factors are set by the Scottish Government. These are as follows:

Risk Factors 2017	% Oct- Dec	% July-Sept
Domestic Abuse	21	26
Parental Drug Use	24	23
Parental Alcohol Use	10	9
Parental Mental Health	23	15
Sexual Abuse	7	5
Physical Abuse	21	8
Emotional Abuse	46	51
Non-engaging family	5	12.5
Child Placing Self at Risk	0	1
Neglect	35	22
Forced or Dangerous Labour	0	0
Child Sexual Exploitation	0	0
Trafficking	0	0
Other concern	0	0

3.2.10.4 It requires to be noted that child protection work takes place in a variety of ways and not just in relation to those children whose names are on the CPR. Some areas of child protection concern may not result in registration, such as a young person thought to be at risk of child sexual exploitation or trafficking for sexual purposes, but intensive support may be provided to that young person in different ways.

3.2.11 Future reports

While there is an interface between Adult and Child Protection the above report also highlights that the legislative, operational and governance arrangements are very different. It is therefore proposed that every 6 months the child and adult protection committees will submit their independent updates on the improvement and quality assurance activities in these fields. The biennial report of the APC and annual report of the CPC will be submitted to the next Public Protection Committee. These will provide an overview of the work undertaken by each of these multi agency strategic committees and their plans for future improvement activity.

3.3 Local Resilience

3.3.1 As a Category 1 responder, as defined by the Civil Contingencies Act 2004, Aberdeen City Council is required to be fully prepared to respond effectively to, and recover quickly from, major incidents, crises or events.

The Civil Contingencies Act requires Category 1 responders to:

- Identify and assess risk;
- Maintain emergency plans;
- Maintain business continuity plans;
- Promote business continuity more widely;
- Communicate effectively with the public in an emergency;
- Share information with partner agencies and fellow responders; and
- Co-operate effectively with others in delivery of the above duties.

The Scottish Government has produced a suite of guidance covering a number of areas of resilience that underpin the requirements of the Civil Contingencies Act. This suite of guidance has the title “Preparing Scotland”.

3.3.2 In the North of Scotland (Tayside, Grampian, Highland and Islands) the North of Scotland Resilience Partnership (NoSRRP) provides a strategic forum for the multi-agency coordination of emergency planning and response.

Within Grampian the local level of planning and response is coordinated by the Local Resilience Partnership (LRP).

The members of the LRP are:

The Chief Executives of Aberdeen City, Aberdeenshire and The Moray Council

The Chief Executive of NHS Grampian

The most senior local representatives of:

Police Scotland

The Scottish Fire and Rescue Service

The Scottish Ambulance Service

The Maritime and Coastguard Agency

The Scottish Environment Protection Agency

Military Liaison Officer

The current Chair of the LRP is the Chief Executive of Aberdeen City Council.

3.3.3 In planning mode, the LRP sets out and reviews the targets to be achieved jointly by the responder organisations.

3.3.4 When activated in response mode the LRP will set the response strategy.

3.3.5 The LRP is supported by the Local Resilience Partnership Working Group (LRPWG). This group is comprised of the emergency planning and resilience officers from each of the organisations. The LRPWG is currently chaired by the Chief Officer – Early Intervention & community Empowerment.

- 3.3.6 In response mode this grouping will be called the Tactical Coordinating Group and will usually comprise of senior officers from each of the organisations supported by their emergency planning and resilience officers.
- 3.3.7 A number of sub groups sit beneath the LRPWG. These are responsible for local plans and arrangements relating to specific sites or types of emergency.
- 3.3.8 Aberdeen City Council senior officers discuss emergency planning and response issues through the Organisational Resilience Group which is currently chaired by the Chief Officer – Early Intervention & community Empowerment.
- 3.3.9 All the above is coordinated by the Emergency Planning Team. This team of three are employed by Aberdeen City Council as a shared service with Aberdeenshire and Aberdeen City Council.
- 3.3.10 The Emergency Planning Team operate a duty rota and are the first port of call for the Emergency Services in the event of a major incident.
- 3.3.11 All Chief Officers and Directors participate in a Duty Emergency Response Coordinator (DERC) rota. Their role as DERC is to coordinate the response to any incident or emergency on behalf of the Council. They will be supported by the Duty Emergency Planning Officer.

3.4 **Protective Services**

- 3.4.1 Protective Services encompass a broad range of regulatory and statutory services aimed at securing the health, safety and economic welfare of the public, and include the Environmental Health Service, Trading Standards Service, Private Sector Housing and Aberdeen Scientific Services Laboratory.
- 3.4.2 The services delivered can be further broken down into a variety of functions, including the following:

Product Safety	Dog control
Metrology (weights and measures),	Food standards and safety
Fair trading	Port health
Age restricted sales	Animal health and welfare
Public health and statutory nuisance	Occupational health and safety in the service sector
Air quality monitoring	Licensing standards
Commercial noise control	Public mortuary service
Contaminated land	Scientific and analytical services, including the public analyst service
Pest control	

Private sector housing

- 3.4.3 Some of the services, such as the Food Regulatory Service, Aberdeen Scientific Services Laboratory, and some aspects of Trading Standards, are subject to third party audit, and the results of these audits will be reported to this committee, before being referred on to the Audit, Risk and Scrutiny Committee.
- 3.4.4 It is anticipated that any relevant internal audit reports on whether the council is fulfilling its statutory duties in terms of these service, and service compliance with any nationally issued guidance or standards, will also be presented to this committee. Reporting may be prompted by the establishment of new duties, the issue or revision of such guidance, or in response to any significant concerns about compliance.
- 3.4.5 All LAs are required to produce a food regulatory service plan and an occupational health and safety intervention plan, and review and report on these annually. These statutory service plans and reports will be presented to this committee for consideration. Other statutory plans will, from time to time, be presented to this committee, for example the biennial Grampian Joint Health Protection Plan, required by the Public Health etc. (Scotland) Act 2008, and which is produced in partnership with NHS Grampian, Aberdeenshire Council and The Moray Council, and the council's Air Quality and Noise Action Plans.
- 3.4.6 Aberdeen Scientific Services Laboratory will also present an annual summary of the results of analysis of statutory samples submitted by the Environmental Health and Trading Standards services.
- 3.4.7 Protective services report a number of statutory and key performance indicators on aspects of service delivery. In addition, various performance returns are submitted periodically (normally annually) to external bodies on different aspects of the service, for example, food regulatory activity to Food Standards Scotland, the LAE1 return on health and safety regulatory activity to the Health and Safety Executive, and tobacco test purchasing to the Scottish Government.

3.5 **Building Standards**

- 3.5.1 The building standards system aims to ensure that building work on both new and existing buildings result in buildings that meet reasonable standards. In this context, the Building (Scotland) Act 2003 is intended to secure the health, safety, welfare and convenience of persons in or about buildings and of others who may be affected by buildings or matters connected with buildings. The core work of the Building Standards team is to administer the above Act as a

verifier for the approval of Building Warrants and the acceptance/rejection of Completion Submissions. This verification role is robustly governed by Scottish Government through the submission of quarterly returns, an audit process and re-appointment as a verifier on a fixed term basis.

3.5.2 In addition to the above, the Building Standards team complete non-verification functions under the above Act with the objective of protecting the public from harm caused by buildings. This work is not monitored or governed by Scottish Government and can be categorised as follows and in accordance with the Committee's terms of reference numbering:

3.5.3 Major incidents and fatal accident inquiries and any resulting impact and responsibilities placed on the Council.

For example, the recent tragic events at the Grenfell Tower incident have resulted in a number of Scottish Government reviews in relation to the building standards system. In addition, information in relation to high rise building stock has been requested for collation and analysis purposes. The Edinburgh Oxfangs school collapse has similarly resulted in reviews and potential future changes to legislation. The committee will be kept abreast of emerging issues.

3.5.4 Informal and formal activity by Building Standards in relation to public safety and dangerous buildings.

When owners allow buildings to fall into disrepair and this results in a danger to the public, the Building Standards team can take appropriate action to protect the public. The team operate a 24 call out service to meet these obligations. The committee will be provided with reporting regarding the volume of activity in this area; and

3.5.5 Informal and formal activity by Building Standards in relation to public safety for unauthorised building work and the unauthorised occupation of buildings.

When owners carry out work without building warrant approval or occupy a building without an appropriate Temporary Occupation or Completion Certificate, the Building Standards team can take appropriate action to ensure the public are protected from any harm. The committee will be provided with reporting regarding the volume of activity in this area.

3.5.6 The Committee will consider reports on the above subjects. It should be noted that these activities do not currently have targets or performance measures as each case is dealt with appropriately and in accordance with the Regulators Code of Conduct supported by the Building Standards Enforcement Charter.

3.6 Police and Fire and Rescue Service

3.6.1 The Committee terms of reference detail the Council's responsibilities in relation to the Scottish Police Authority, the Police Service of Scotland and the Scottish Fire and Rescue Service.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None for this report		
Legal	Failure of the council to have oversight of Services delivering Public Protection could result in the council failing to meet its statutory duties in terms of services aimed at protecting the public, and potential litigation from people who have been harmed	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public.
Employee	None for this report		
Customer	Failure of the council to have oversight of Services delivering Public Protection could result in the public being at risk of harm and loss of customer confidence	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public, and ensure compliance with any legal requirements or national standards and guidance for those services.

Environment	None for this report		
Technology	None for this report		
Reputational	Failure of the council to have oversight of Services delivering Public Protection could result in organisational failings being missed and damage the reputation of the council	M	Scrutiny by this committee on the matters to be reported will allow oversight of these services with a view to ensuring compliance with any legal requirements or national standards and guidance for those services

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	In addition to securing protection of the public, business that comply with legislation reduces the risk to them of criminal proceedings and/or litigation, and so is good for them individually and for the economy as a whole.
Prosperous People	People who are adequately protected from threats to their health, safety, and mental and economic wellbeing are more likely to prosper than those who are not
Prosperous Place	Protecting our built environment, natural resources and social environment together with early intervention, reduces the risks to and enhances the health, safety and wellbeing of Aberdeen citizens and visitors.
Enabling Technology	No

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Appropriate oversight of the services described in the report provides assurances in the areas of the Prevention and Early Intervention, Customer Centric and Collaboration design principles.
Organisational Design	None
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards.

Workforce	None
Process Design	None
Technology	None
Partnerships and Alliances	The various services described in the report work in partnership with a number of partner organisations such as Police Scotland, NHS Grampian, The Scottish Fire and Rescue Service and 3 rd Sector organisations.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Protection of equality and human rights is integral to the work of these services, and for this reason a full EHRIA is not required.
Privacy Impact Assessment	not required in relation to this report.
Duty of Due Regard / Fairer Scotland Duty	not applicable Tackling inequality is integral part of protective services, with all services striving to ensure protection of the public regardless of their socio-economic status

9. BACKGROUND PAPERS

Grampian Interagency Policy and Procedure for the Support and Protection of Adults at Risk of Harm.

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Resilience Self-Assessment
REPORT NUMBER	GOV/18/016
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	David McIntosh
TERMS OF REFERENCE	2.1, 2.5

1. PURPOSE OF REPORT

This report provides detail of a self-assessment process carried out during 2017 that was designed to give the organisation an understanding of its resilience preparedness.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Notes the content of this report

3. BACKGROUND

3.1 Rationale for Carrying out Self- Assessment

3.1.1 Aberdeen City Council (ACC) is committed to being fully prepared to respond effectively to, and recover quickly from, major incidents, crises or events.

3.1.2 As a Category 1 responder, as defined by the Civil Contingencies Act 2004, ACC require to –

- Identify and assess risk
- Maintain emergency plans
- Maintain business continuity plans
- Promote business continuity more widely
- Communicate effectively with the public in an emergency
- Share information with partner agencies and fellow responders
- Co-operate effectively with others in delivery of the above duties

3.1.3 In a Scottish context, successful delivery of the duties imposed by the Civil

Contingencies Act 2004 is configured around the concept of Integrated Emergency Management, underpinned by the following five key activities which are consolidated in the Preparing Scotland suite of guidance –

- Assessment of Threats and Risks
- Prevention of adverse incidents
- Preparation of measures to deal with any incidents or events which occur
- Response – the ability to respond effectively to incidents
- Recovery – the capacity to return to normality as quickly as possible.

3.1.4 A successful approach to these matters will result in ACC becoming an increasingly resilient organisation.

3.1.5 Resilience can be defined as the capacity and capability to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive as an organisation and continue to serve the communities of Aberdeen during, and in the aftermath of, an emergency or major incident.

3.1.6 The purpose of the assessment process was to benchmark current levels of capacity and capability in relation to emergency preparedness and response across Aberdeen City Council. The current process has identified elements of good practice, as well as areas where improvements could be made.

3.2 Development of Assessment Process

3.2.1 Following the severe flooding that affected Aberdeen City and Aberdeenshire during Christmas and New Year 2015/2016, the Chief Executive decided to seek an appropriate means to assess Aberdeen City council's readiness to plan and respond appropriately to significant incidents. It became clear that no standards existed to make this assessment. In September 2016 the Chief Executive commissioned an ex Police Superintendent with extensive experience in resilience planning for Police Scotland, to develop and deliver a self-assessment process for ACC that would allow an understanding of organisational resilience and preparedness for civil contingencies events.

3.2.2 In developing the assessment process, a series of standards were developed, aligned to the five headline assessment criteria defined within the European Foundation for Quality Management (EFQM) self assessment model, namely –

- Leadership and Culture
- Strategy and Governance
- Partnership and Resources
- People, Development and Involvement
- Plans, Procedures and Services

3.2.3 The standards were developed following a review of available literature and existing doctrine. The primary sources of reference in terms of configuring the format, content and style of these standards are –

- Preparing Scotland Guidance on Resilience
- Audit Scotland –Improving Civil Contingencies Planning - 2009
- British Standard - Guidance for Organisational Resilience BS6500:2014
- British Standard for Crisis Management BS11200:2014
- British Standard for Business Continuity ISO 22301:2014

3.2.4 In recognition of the view that the pursuit of organisational resilience is a continuous and ongoing process, assessment criteria for levels of capacity and capability have been developed under the headings of **Developing**, **Achieving** and **Optimising**.

3.2.5 Outline assessment criteria was developed for each question to aid the assessment process, as well as further generic guidance to support the assessment process. This supported assessment of the completed questionnaires, management of workshop sessions and facilitated benchmarking and quality assurance.

3.2.6 The selection of this assessment criteria ensures ongoing focus, avoiding the risk of a potential reduction in energy in a particular area once an outcome is regarded as being achieved. It also allows emerging risks, in areas where acceptable levels of capacity and capability have previously regarded as having been achieved, to be more readily identified.

3.3 The Assessment Process

3.3.1 The development and delivery of this self assessment process for resilience has been mandated by the Chief Executive of Aberdeen City Council.

3.3.2 Ownership of the self assessment process at strategic level lay with the Head of Communities and Housing, who also chaired the Organisational Resilience Group, ensuring that the findings of this process are quality assured and reported to the Corporate Management Team. This is part of a wider suite of resilience matters including the Duty Emergency Response Co-ordinator, and participation in the Local and Regional Resilience Partnerships.

3.3.3 In planning the self assessment exercise, it was decided that in order to gain the best picture of current capacity, and to prevent the assessment process becoming unduly burdensome across the organisation that the assessment would focus on those with management responsibility, and with an anticipated awareness of resilience matters.

- 3.3.4 The rationale behind such an approach was that those with supervisory responsibility may be expected to have an appreciation of the current position within their own service area, as well as also possessing broader organisational perspective.
- 3.3.5 To that end, the third tier management network was selected for completion of the questionnaires, with workshop sessions established for the members of the Organisational Resilience Group, and for Business Continuity plan holders from across the organisation. This satisfied the selection criteria and ensured participation from a representative cross section from across the Council.
- 3.3.6 A number of themes (see 3.4) were identified from the self assessment process, the majority of which were triangulated through the workshop sessions that took place with managers. This provides confidence that these themes have sufficient validity to be taken forward through the action plan managed by the Organisational Resilience Group
- 3.3.7 The report was delivered in May 2017. In recognition that there was no existing precedent for resilience self-assessment in Scotland, the draft standards and assessment criteria were reviewed, at the request of the Chief Executive, by Her Majesty's Inspectorate of Constabulary (HMICS) and an English Local Authority that agreed to pilot the assessment and provide feedback. Positive feedback was received from both parties and the self-assessment report was introduced onto the agenda of the Organisational Resilience Group in December 2017. A final report and suggested action plan were submitted. A summarised assessment of the standards along with the action plan accompany this report. Some of the actions have also been identified and progressed through an internal audit report on Business Continuity.

3.4 Themes and Findings

- 3.4.1 The key themes arising from this process are as follows –
- Aberdeen City Council has a strong track record in responding effectively to major incidents and emergency situations, and of strong levels of collaboration with partner agencies.
 - Managers are largely confident of their ability to respond to major events and emergencies. This confidence is strong in relation to activity related to their core role but appears to reduce if applied to leadership across service areas.
 - There would be benefit in promoting awareness of roles and responsibilities in relation to emergency response situations to managers across the organisation.

- Although there is high level of understanding amongst managers as to the importance of emergency planning and business continuity, this does not always translate into a commensurate level of activity. This is attributed to the high level of competing demand on individuals and teams in relation to other matters.
- The level of importance attached to emergency preparedness and business continuity should be clearly stated in strategic documents and articulated by senior management.
- Training opportunities are extremely limited, with participation being voluntary and as such attended by those with an interest in the subject.
- This also applies to testing and exercising plans which is infrequent and comparatively unstructured. This reflects the situation in many other organisations where budgetary and operational pressures mitigate against activity of this type.

3.5 Duty Emergency Response Coordinator (DERC)

- 3.5.1 A key strength in the current emergency response arrangements is the role of DERC. Each Director and Chief Officer (other than Chief Social Work (CSWO) Officer who participates in a CSWO rota) are required to participate in a formal duty rota.
- 3.5.2 The role of the DERC is to coordinate any incident or emergency on behalf of the Chief Executive. They will generally be activated by the emergency Planning Team and will be required to coordinating the responses of all council services involved in the response. They will also be required to liaise with other responding organisations usually through the Local Resilience Partnership arrangements.
- 3.5.3 The value of the DERC has been realised on two notable occasions, namely the response to the evacuations at Froghall Gardens and, more recently, the fire leading to power loss at Cairncry Court.
- 3.5.4 A “Move to Critical” plan has also been produced in light of the ongoing threat of terrorism to this country. This ensured that the DERC and other key staff were aware of implications of, and actions required, when the UK threat level was raised to Critical after the Manchester Arena bombing.
- 3.5.5 The Organisational Resilience Group maintains an action plan based on recommendations arising from incidents and exercises. It also maintains an overview of of the Council’s CONTEST and PREVENT (Govt Counter Terrorism Strategy) activity.
- 3.5.6 It is worth noting that a tabletop exercise was delivered by the Emergency Planning Team in January 2018 that involved DERCs, other key staff, emergency services and other partner organisations. The exercise scenario involved a fire in a multi storey block off Cairncry Road. In February, the

DERC was called to manage an incident almost identical to the exercise scenario in a neighbouring block.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

5.2 The report does however demonstrate the Council's ongoing commitment to its duties under the CCA and appreciation of the role it plays in community safety and resilience.

6. MANAGEMENT OF RISK

6.1 All identified actions through this work are allocated and tracked. Risk in this area relates to the non-completion of identified actions within the allocated timescale. These actions are managed through the organisaitonal resilience group, and where appropriate through CMT as part of the critical incident plan.

6.2 Failure to undertake this assessment would have exposed the Council to unacceptable risk in relation to reputation; finance and legislative. This assessment and report should therefore be seen as part of the risk management of this area of work.

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None for this report		
Legal	Failure of the council to have oversight of Services delivering Public Protection could result in the council failing to meet its statutory duties in terms of services aimed at protecting the public, and potential litigation from people who have been harmed	M	Agreement by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public.

Employee	None for this report		
Customer	Failure of the council to have oversight of Services delivering Public Protection could result in the public being at risk of harm and loss of customer confidence	M	Agreement by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public, and ensure compliance with any legal requirements or national standards and guidance for those services
Environment	None for this report		
Technology	None for this report		
Reputational	Failure of the council to have oversight of Services delivering Public Protection could result in organisational failings being missed and damage the reputation of the council	M	Agreement by this committee on the matters to be reported will allow oversight of these services with a view to ensuring compliance with any legal requirements or national standards and guidance for those services

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	In addition to securing protection of the public, business compliance with legislation reduces the risk to them of criminal proceedings and/or litigation, and so is good for them individually and for the economy as a whole.
Prosperous People	People who are adequately protected from threats to their health, safety and economic wellbeing are more likely to prosper than those who are not.
Prosperous Place	Safe and Resilient Communities We will maintain resilient and effective Category 1 and Category 2 Responders (as defined by Civil Contingencies Act 2004)
Enabling Technology	No

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	
Organisational Design	DERC role incorporated into Chief Officer roles and responsibilities
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards.
Workforce	Training requirement for DERCs and other staff bearing in mind changes in service delivery and areas of responsibility.
Process Design	
Technology	
Partnerships and Alliances	Effective working through the Local Resilience Partnership and other forums.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Protection of equality and human rights is integral to the work of these services, and for this reason a full EHRIA is not required.
Privacy Impact Assessment	not required
Duty of Due Regard / Fairer Scotland Duty	not applicable

9. BACKGROUND PAPERS

None

10. APPENDICES

1. Summary of Assessment Standards
2. Action Log Framework Standards

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
LC 1.1	Individuals with senior executive responsibility and day to day ownership for resilience have been identified and their role is understood across the organisation	DEVELOPING	Individuals have been identified to assume strategic ownership for key activities and a dedicated emergency planning strategist is in post. Structures have recently been put in place to enhance delivery of resilience matters both in planning and response. These structures continue to become embedded and some work remains to be undertaken to ensure awareness of the identities of key individuals and their roles and responsibilities.	1,2
LC 1.2	Managers understand the statutory drivers and legal obligations and duties associated with emergency planning, response and recovery, and ensure compliance with these duties in their area of responsibility	DEVELOPING	There was a reasonable level of awareness of the relevant legislative drivers amongst some respondents and a high level of awareness as to the general responsibilities of the organisation in this area. Awareness raising at third tier management level and above would further enhance performance in this area.	1
LC 1.3	Senior managers have defined ownership, accountability and responsibilities in relation to resilience and clearly understand their roles in emergency planning, response and recovery	ACHIEVING	There was a high level of understanding amongst the majority of respondents as to their roles and responsibilities in relation to resilience and business continuity, alongside a recognition that it was difficult to give the matter sufficient attention alongside competing demands associated with their roles. There was less confidence in relation to being asked to lead response outwith respondents core business areas.	1,3,6
LC 1.4	The senior management team have a clear vision of what a resilient organisation would look like and promote this vision across the organisation and to external partners and stakeholders	ACHIEVING	There are high levels of leadership and commitment to developing increased resilience, and of communicating this commitment to key partners. This includes inclusion of resilience within the Local Improvement Plan and via the Sustainable City Group.	4,5,6
LC 1.5	Senior Managers are equipped and competent to assume a leadership role during an emergency in both	ACHIEVING	Solid evidence provided of senior managers' confidence in their ability to respond to major incidents or	1,3,7

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	single and multi-agency settings and understand and know how to access the resources which would support them in this function		emergencies and of the support provided by emergency planning specialists. There was an acknowledgement that appropriate training, and opportunities to practice these skills in exercises were extremely limited.	
LC 1.6	The organisation promotes a culture where staff are encouraged to report risk and potential gaps in capacity and capability within their area of responsibility	ACHIEVING	There was a strong view amongst respondents that the culture of the organisation promoted a culture of being able to raise and escalate issues. There was some evidence that this escalation did not always take place in relation to workload issues which impacted on delivery of emergency planning arrangements.	6
LC 1.7	Management are trained to respond rapidly, flexibly and effectively to evolving or emerging risks and empowered to take actions to address these	ACHIEVING	All respondents held some form of management role and all felt they would be able to respond effectively and deal with emerging issues and risks. This was despite there being little if any formalised training to assist them in such matters.	1,3,7,8
LC 1.8	Organisational Resilience is promoted as being integral to all aspects of business planning within the organisation	DEVELOPING	Despite there being a broad recognition of the need to consider resilience and business continuity, respondents were unable to provide any evidence to suggest it was proactively considered during business planning. There was also some evidence that whilst knowledge of the role of the emergency planning strategist function was high, a great deal of activity in this field was defaulted to him, rather than managed as core business by service areas.	4,5,9
LC 1.9	Managers understand the scope of their delegated authority and the escalation procedures to be followed in the event of an emergency or incident	ACHIEVING	There was clear evidence throughout the process that respondents at management levels were comfortable with their levels of delegated authority, empowerment and the process for staff escalating matters of concern to them and for them in turn to escalate to more senior levels when necessary. Numerous examples were provided where this had taken place in practice, giving	1,7

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
			rise to some confidence in this assessment.	
LC 1.10	There is a clear process in place to ensure senior management availability 24/7/365	DEVELOPING	There are on call arrangements in place at senior levels and within some service areas. Other service areas have no formal on call arrangements and rely largely on good will of staff to answer their phones on a non contractual and best effort basis. There are limited arrangements to call out personnel at more operational levels to support response and no single point of reference for on call arrangements across the organisation.	10,11,12
LC 1.11	Managers understand the importance of demonstrating clear visible leadership and of promoting public confidence in the capacity and capability of the organisation in relation to emergency planning, response and recovery	ACHIEVING	There is strong evidence, supported by experience of recent responses, of capability in this area with debriefs having taken place to capture learning. There may be benefit in identifying key individuals and delivering detailed training on media presentation to support these individuals.	1,13
SG 2.1	The organisation has effective mechanisms to identify and understand current and future risks on the horizon and has a defined strategy and plan to address these issues	DEVELOPING	The organisation has a defined risk management process, albeit evidence from respondents was mixed as to how well understood and utilised this is, or that emergency planning or business continuity issues feature in these documents. There is a high level PESTLE document in place but its use appears restricted to senior levels meantime.	8,14,15,16
SG 2.2	The organisation has a clearly defined risk management process which takes full account of risks relating to resilience, emergencies and business continuity and which interfaces with multi agency arrangements undertaken via the Regional and Local Resilience Partnerships (RRP/LRP)	ACHIEVING	The organisation participates actively through the RRP/LRP risk identification and management process, albeit evidence is limited as to how the contents of these process feed through to or influence internal risk management processes or how any identified gaps capacity gaps are being addressed.	17

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
SG 2.3	The organisation has a clear understanding of its core functions and how these will continue to be delivered during and in the aftermath of an emergency or significant incident	ACHIEVING	There was clear evidence throughout the process, of an understanding of the importance of business continuity and of numerous examples where BC arrangements have been put in place following an incident. Further benefit could be gained by developing greater oversight of BC plans as a programme of activity, by designating a BC lead at senior level in each service area and examining options to build capacity by applying a resource to support management of the BC programme.	18,19,20
SG 2.4	Organisational resilience is clearly understood in relation to preparedness and planning for, and response and recovery from an emergency or significant incident and is articulated and mainstreamed through strategic values, aims and objectives	DEVELOPING	There is clear evidence from respondents and from dialogue with senior managers that supports an assessment that obligations and responsibilities in relation to resilience and emergency planning are understood and acted upon both internally and also via the RRP/LRP. However, there is a view amongst some respondents that the areas of emergency preparedness, planning, response and business continuity may not have a sufficiently high profile within the organisation, and consequently may not be given a high degree of priority in some areas.	3,4,15
SG 2.5	Structures are in place to allow matters relating to resilience to be raised and addressed, with a defined escalation process to senior management and elected members	ACHIEVING	The organisation has put in place a defined pan-organisational structure to fulfil the requirements of this standard. A Resilience Group has been formed and Chaired at a senior level to drive activity. A similar group should be created for business continuity which should be aligned as a sub meeting of the Resilience Group. Both these groups would benefit from greater administrative support.	21,22
SG 2.6	Ownership and accountability for resilience matters is clearly defined and forms part of the core role and responsibility of those charged with delivering	ACHIEVING	There was a high level of understanding amongst the majority of respondents as to their roles and responsibilities in relation to resilience and business	1,3,6

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	assurance in these areas		continuity, alongside a recognition that it was difficult to give the matter sufficient attention alongside competing demands associated with their roles. There was less confidence in relation to being asked to lead response outwith respondents core business areas. (identical to LC 1.3)	
SG 2.7	Organisational change programmes take account of the impact on resilience and emergency response capacity and capability	DEVELOPING	Very limited evidence was found to support an assessment that the impact on capacity and capability in relation to emergency preparedness or business continuity arrangements took place proactively or in anticipation of organisational changes in relation to staffing, structure or facilities.	23
SG 2.8	Resilience structures are sufficiently robust to be able to withstand external scrutiny	ACHIEVING	Structures described provide considerable confidence that the governance arrangements associated with resilience matters are robust, well thought through and tied into wider governance and reporting arrangements. There is a lack of resilience or additional capacity in terms of dedicated personnel working in emergency planning and business continuity and this may benefit from review.	20,22,24
SG 2.9	Processes are in place to ensure ongoing compliance with statutory duties as defined within the Civil Contingencies Act 2004 and associated Regulations	ACHIEVING	One of the core responsibilities of the Emergency Planning Strategist is to ensure the organisation complies with its statutory duties and obligations in this area. He has a clearly defined line management structure and escalation process for matters of concern, and through participation in the resilience group has a forum to gather and communicate information.	20,22,25
SG 2.10	The costs associated with achieving organisational resilience and business continuity are clearly understood and appropriate budget allocated to support delivery	DEVELOPING	The organisation provides funding for an Emergency Planning Strategist, with provision built in for delivering training and exercising across the organisation. It appears this is the only explicit funding for these activities with no	26

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
			provision within individual service area budgets to support emergency and business continuity planning arrangements, or in terms of testing and exercising plans.	
PR 3.1	The organisation co-operates with others to fulfil its duties under the Civil Contingencies Act 2004	OPTIMISING	For many years, the organisation has been an active participant in multi agency emergency planning and response arrangement, through the (former) Grampian Strategic Co-ordinating Group and the North of Scotland Regional Resilience Partnership (NoSRRP) and associated Grampian Local Resilience Partnership. Throughout this time in planning phases, and in response to major incidents and emergencies, the organisation has consistently demonstrated the ability to participate and where appropriate take a leading role in such situations.	None
PR 3.2	The organisation participates effectively in multi agency collaboration through participation in Regional and Local Resilience Planning arrangements (LRP/RRP) during planning, preparation response and recovery	OPTIMISING	The Chief Executive Officer is an active member of the North of Scotland Regional Resilience Partnership (RRP) and Chairs the Grampian Local Resilience Partnership (LRP). The Council lead for Resilience has recently assumed the role of Chair of the LRP Working Group, further demonstrating the commitment of the organisation to driving forward partnership working in this arena. The Council has for several years collaborated with local authority partners in Aberdeenshire and Moray in supporting a joint emergency planning capability, which may be seen as good practice.	27
PR 3.3	The organisation shares information with partner agencies and communities to support the effective development and delivery of emergency planning, preparation, response and recovery	ACHIEVING	There was a clear understanding and willingness on the part of all respondents of the need to share information freely with partner agencies when this would support the objectives of responding effectively to an emergency. It was noted that the ability to supply this information during an out of hours response may be limited.	28,29

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
PR 3.4	The organisation engages effectively with other statutory bodies as well as third sector bodies and the business community to support their planning, preparation, response and recovery to incidents or emergencies and in relation to business continuity planning	DEVELOPING	There is evidence that through existing multi agency arrangements, the organisation proactively engages with a range of voluntary agencies and Category 2 responders (such as the utility providers) to develop emergency plans and response arrangements. There was less evidence of the council actively promoting business continuity to communities and business groups, which appears to relate to a lack of capacity to deliver this function.	20
PR 3.5	The organisation has mechanisms, structures and processes in place to empower communities to support themselves during incidents or emergencies	DEVELOPING	This is an area of developing competence across Scotland, and at present the only community within Aberdeen with such a plan is Culter. This is a work currently in progress, being taken forward by the Emergency Planning Strategist and it is suggested that progress on this area continues to be monitored via the Resilience Group and taken forward in a partnership forum via the LRP. This work features in the Local Improvement Plan	30
PR 3.6	The organisation has a defined budget for civil contingencies and emergency planning and applies a sufficient level of resource to enable it to discharge its obligations and responsibilities in relation to the Civil Contingencies Act 2004	ACHIEVING	The organisation has defined central budget for civil contingencies and emergency planning and employs an Emergency Planning Strategist at a relatively senior level, utilising part of this financial commitment to do so. He in turn has a specific budget to be applied to delivery of functions associated with emergency planning and business continuity including training and exercising. This situation should be reviewed to ensure it remains fit for purpose.	31
PR 3.7	The organisation has a mechanism in place to quantify costs incurred during emergency response and incidents	ACHIEVING	Costs associated with emergency response are captured and collated centrally to allow an accurate assessment of the financial impact on the organisation.	None
PR 3.8	The organisation collaborates effectively with other		The organisation operates an innovative shared	32

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	organisations to identify opportunities for joint working, pooling resources and mutual aid arrangements	ACHIEVING	emergency planning resource with Moray and Aberdeenshire Councils, providing resilience in key roles and promoting the sharing of good practice and collaborative working across local authority boundaries. The Grampian LRP arrangements include the use of multi agency plans, which promote clarity of understanding and expectation across organisational boundaries and which have been used to good effect in a variety of major incidents and emergencies.	
PR 3.9	The organisation has structures and processes in place to measure capacity and capability in relation to resilience with a defined escalation procedure for issues identified to be progressed	DEVELOPING	The structures in place provide considerable confidence that the governance arrangements associated with resilience matters are robust, well thought through and tied into wider governance and reporting arrangements. These structures are comparatively new and will require to be subject to ongoing review to ensure they deliver the desired focus on this area and that improvement continues to be driven across the organisation.	33
PDI 4.1	Staff at all organisational levels understand their roles and responsibilities in relation to planning, preparing responding and recovering from emergencies	ACHIEVING	There was a high level of understanding amongst the majority of respondents as to their roles and responsibilities in relation to resilience and business continuity, alongside a recognition that it was difficult to give the matter sufficient attention alongside competing demands associated with their roles. There was less confidence in relation to being asked to lead response outwith respondents core business areas. (replication of text from LC 1.3)	3
PDI 4.2	Staff at all organisational levels are aware of emergency plans and understand their roles and responsibilities during and emergency or incident	DEVELOPING	Although the respondents and those participating in the workshops understood their roles and responsibilities in relation to what may be expected of them during an emergency response or incident very few knew where to access emergency or business continuity plans.	34,35

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
			This was partially mitigated by the high level of knowledge of and reliance on the role of the Emergency Planning Strategist who managers understood would assist them in accessing plans should they be required.	
PDI 4.3	Staff at all organisational levels are aware of wider implications of emergencies or incidents and understand the process for escalating and triggering wider organisational response	ACHIEVING	Evidence was adduced throughout the process from respondents and participants that they felt fully empowered to escalate issues of concern and that this formed part of the organisational culture. In that context they felt that their own staff and those at operational level would quickly escalate an issue of immediate concern. There was less clarity around how this would work out of hours and the role of the Emergency Planning Strategist was viewed as pivotal in making this work.	1,10,11
PDI 4.4	The organisation clearly articulates levels of delegated authority and encourages and empowers staff at all levels to make decisions commensurate with their role and to be flexible in their responses to problems	ACHIEVING	All respondents and participants stated a view that they felt able to make decisions aligned to their level of seniority and that they understood and appreciated the parameters and limitations associated with this process. They felt able to solve problems and to act quickly and that they would be supported by the organisation on the proviso that decisions were made in good faith and on the basis of available information. There may be benefits in providing training on record keeping and the use of decision models.	36,37
PDI 4.5	The organisation has a system in place for reviewing training needs of dedicated and non specialist staff engaged in emergency planning and response and provides training opportunities to develop them in their respective roles	DEVELOPING	There is limited evidence of a structured or prioritised approach to training and development of staff in relation to emergency planning or business continuity. A number of respondents have participated in training over a period of time, either delivered locally or via the Scottish Government Resilience Development Service (SCORDS). Some training has been provided at senior level re the role of the DERC.	3,38,39,40

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
PDI 4.6	The organisation has a programme of exercising in place to test plans and to train staff in the roles they may be expected to fulfil in an emergency or incident	DEVELOPING	Some evidence was provided of irregular exercise activity, primarily in relation to table top exercises for business continuity plans and in relation to activities relating to statutory obligations (COMAH plans etc). Some scenario based discussions have taken place at senior level. There was a consensus amongst respondents that this was an area where increased focus would be beneficial.	41,42
PDI 4.7	The organisation collaborates with other agencies to develop a training and exercising programme which reflects the greatest threats and risks to the organisation and which build relationships across organisational boundaries in equivalent roles	DEVELOPING	The organisation is an active participant in the Regional and Local Resilience Partnership and contributes to the development of a multi-agency programme of training and exercising activity. When exercises take place, staff from the organisation actively participate. In common with all other responders, budgetary pressures and those associated with day to day demands on staff continue to create real pressure on this area, with it being perceived that there is significantly less activity than may have been present 5-10 years ago.	43
PDI 4.8	Staff are allocated roles on exercises in accordance with their individual needs and organisational requirements and training is prioritised to ensure the most appropriate people are afforded opportunities to participate	DEVELOPING	Given the absence of articulation of roles and responsibilities in relation to business continuity and emergency planning within job descriptions, there is a relatively unstructured approach to participation in development activity associated with emergency planning and business continuity. This is common to most similar organisations where training is infrequent and generally being attended by those with a pre existing interest in the subject matter. Most respondents and participants reported having had extremely limited, if any direct training in this area.	3,38,39,40
PDI 4.9	Elected members are aware of the emergency planning, preparation, response and recovery arrangements within the organisation and of their	ACHIEVING	A guidance document has been produced which is accessible via The Zone which clearly articulates the roles and responsibilities of all staff and elected members	45,46

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	own role in an emergency or incident		during an emergency incident. Previously briefing sessions have taken place to promote this guidance and this may be worthy of being repeated in early course following the forthcoming local authority elections. A more specific and summarised briefing note specifically for elected members should be prepared and form part of this briefing.	
PDI 4.10	Responses to emergencies or incidents, and outcomes of exercises are debriefed and evaluated and a process is in place to progress learning points and share good practice within the organisation and externally to partner agencies and other relevant bodies	ACHIEVING	Evidence has been provided of debrief taking place following significant incidents and of the lessons being translated into an action plan for progression through the resilience group. The process of individual debriefs are very structured but would be enhanced by accompanying guidance about the circumstances about when one should take place or how specifically it could be structured. This is a work in progress via the Resilience Group.	8
PPS 5.1	The organisation carries out a robust risk assessment, internally and with key partners to understand the most likely threats and challenges it may face and the likely 'worst case' consequences associated with each	ACHIEVING	The organisation participates actively through the RRP/LRP risk identification and management process, and as such worst case scenarios are clearly understood and factored into relevant plans. Work should continue to further consolidate this process.	16,17
PPS 5.2	The organisation has developed emergency plans, either generic or issue specific, to enable it to respond individually or with partners to statutory requirements (COMAH etc) or anticipated emergencies or incidents	ACHIEVING	The organisation is an active participant in the RRP/LRP, who have developed a suite of multi agency plans and generic response arrangements to address a wide range of scenarios and situations. This may be regarded as good practice as it provides clarity in response and ensures all agencies are working to a common agenda and objectives. The organisation also produces a range of plans to deal with matters where primacy sits with them as well as a suite of business continuity plans.	None
PPS 5.3	All plans are flexible, scalable and adaptable and have clearly defined owners. They are current, with defined	ACHIEVING	All emergency and business continuity plans have defined owners and include the information identified in this	47

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	review dates and include roles and responsibilities for activation and response		standard. The contents are assessed as being relevant and fit for purpose although many would benefit from being considered for testing as part of a structured programme. It is assessed that a number of these plans would benefit from review, albeit there are current some challenges in relation to capacity to undertake this exercise. It is suggested that a structured review of plans, on a risk assessed basis forms part of the agenda of the Resilience Group to ensure ongoing governance and assurance in this area.	
PPS 5.4	Plans are readily accessible and familiar to those who may be required to operate them	DEVELOPING	Although the respondents and those participating in the workshops understood their roles and responsibilities in relation to what may be expected of them during an emergency response or incident very few knew where to access emergency or business continuity plans. This was partially mitigated by the high level of knowledge of and reliance on the role of the Emergency Planning Strategist who managers understood would assist them in accessing plans should they be required. (identical text to PDI 4.2)	34,35
PPS 5.5	Plans take into account all relevant environmental factors with a particular focus on those who may be most vulnerable in the event of an emergency	ACHIEVING	There is evidence that emergency and response plans take into account prior events and predicted areas most likely to be affected by an emergency. There is a good understanding of where vulnerable populations may be located and how to develop this information in quick time utilising information sharing with key partners. A wide range of contingency arrangements are in place to in relation to rest centres and working with other agencies to minimise the harmful effects of an incident. This work is being taken forward via the rejuvenated Care for People group.	None

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
PPS 5.6	The organisation supports local communities in developing local resilience response arrangements which are accessible, easy to use and current	DEVELOPING	This is an area of developing competence across Scotland, and at present the only community within Aberdeen with such a plan is Culter (arguably the community which most closely fits the profile described above). This is a work currently in progress, being taken forward by the Emergency Planning Strategist and it is simply suggested that progress on this area continues to be monitored and forms a standing agenda item at the meeting of the internal Resilience Group and taken forward in a partnership forum via the LRP. (Duplicate text PR 3.5)	30
PPS 5.7	The organisation has clearly defined arrangements to manage the transition from response to recovery and that recovery arrangements interface closely with business continuity plans	ACHIEVING	Evidence was provided as to the structures that are in place for responding to emergencies and how the Incident Management Team would migrate from response mode to recovery, including the likely scenario that they would at some point during the transition they would assume of the role of the lead agency. This would be supported through RRP/LRP structures. As a result of the current cross boundary collaborative arrangements, the Aberdeenshire Council Recovery Plan has been shared and is being considered for applicability in the context of the City.	48
PPS 5.8	A structured exercise programme has been developed to test plans and exercise staff and that the frequency of these exercises is defined by a combination of statutory requirement and risk assessment	DEVELOPING	Some evidence was provided of irregular exercise activity, primarily in relation to table top exercises for business continuity plans and in relation to activities relating to statutory obligations (COMAH plans etc). Some scenario based discussions have taken place at senior level. There was a consensus amongst respondents that this was an area where increased focus would be beneficial. (IDENTICAL TEXT 4.6)	41,42,43
PPS 5.9	The organisation has undertaken a process to identify its critical functions and has developed business continuity plans to ensure these functions continue	ACHIEVING	There was clear evidence throughout the process, of an understanding of the importance of business continuity and of numerous examples where BC arrangements have	18,19,20

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
	throughout an emergency and into the recovery phase		been put in place following an incident. Further benefit could be gained by developing greater oversight of BC plans as a programme of activity, by designating a BC lead at senior level in each service area and examining options to build capacity by applying a resource to support management of the BC programme. (IDENTICAL TEXT SG 2.3)	
PPS 5.10	Business continuity plans form part an integral part of the organisational testing and exercising programme and are tested regularly	DEVELOPING	Some evidence was provided of irregular exercise activity, in relation to table top exercises for business continuity plans. There was no evidence of a structured approach to delivery of an exercise programme for BC or for learning to be cascaded across the organisation thereafter.	44
PPS 5.11	The organisation takes steps to ensure that all information relevant to the public pertaining to emergency planning and preparedness is published and accessible	DEVELOPING	At present there is a reliance on the use of the Ready Scotland website to publish relevant information to the public. Whilst this has a number of advantages, including providing a single point of information for multi agency information, it is thought awareness of the site is limited and would benefit from promotion. There are also opportunities to tie improvements in this area with the related work on promoting community resilience.	49
PPS 5.12	The organisation has in place defined arrangements for warning and informing the public of an impending or current emergency and that this process interfaces effectively with arrangements of partner organisations	ACHIEVING	This process is largely managed through the Corporate Communications Department who have considerable experience in such matters gained through exposure to a variety of incidents over an extended period of time. Plans are in place to support response and the organisation participates actively and regularly in multi agency warning and informing forums and exercises.	50

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS

No	Standard	Assessment Developing/Achieving/ Optimising	Summarised rationale	Associated Action
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ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
1	Awareness raising on resilience, emergency response and business continuity matters to be undertaken across organisation at third tier management level to include reference to key statutory and legislative drivers	David McIntosh	June 2018 for event to be delivered to 3 rd Tier Network and schedule to be in place.	Exercise and training schedule to be developed to include 3 rd Tier Network.	LC 1.1 LC 1.2 LC 1.5 LC 1.7 SG 2.6
2	Communications strategy to be developed to highlight ownership and accountability arrangements for resilience across the organisation	Paul Smith	Completed	Incident Communications Plan completed.	LC 1.1
3	Job descriptions to be reviewed for individuals with defined roles in emergencies to include an articulation of responsibilities in relation to emergency response.	Derek McGowan	Completed	All new Director and Heads of Service Job Profiles/Descriptions include reference to Resilience role.	LC 1.3 LC 1.5 LC 1.7 SG 2.4 SG 2.6 PDI 4.1 PDI 4.8
4	Consideration to be given to promoting an overt statement of intent around resilience and emergency planning in corporate strategic documents.	Derek McGowan	October 2018	In Corporate Risk Register. Identify appropriate other strategic documents.	LC 1.4 LC 1.8 SG 2.4
5	Provision of clear direction from senior managers to staff in relation to the priority to be afforded to resilience and emergency planning and preparedness.	Derek McGowan	June 2018	To be delivered as part of action1	LC 1.4 LC 1.8
6	Mechanisms to be put in place for staff to highlight capacity gaps arising out of competing	Derek McGowan	Complete	Mechanism in place through ORG to monitor progress and identify issues. Business Continuity Plans now received for all services, and risk registers developed for all services in TOM.	LC 1.3 LC 1.4

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
	demands which prevent appropriate focus being placed on resilience matters.				LC 1.6 SG 2.6
7	Development of a training and exercising programme for emergencies and major incidents to build capacity in this area and allow managers to practice leadership scenarios across service areas and with partner agencies	David McIntosh	Schedule to be circulated by end June 2018	Exercise session held on 17 th Jan for Duty Emergency Response Coordinators and other council officers. Discussions being held with Scottish Govt Resilience Development Service for bespoke training sessions. Detailed programme of events under development. Exercise Safe Steeple to be held June 2018.	LC 1.5 LC 1.7 LC 1.9
8	Development of a documented process to manage debrief and cascade of organisational learning from this process across the organisation and to partners.	David McIntosh	Complete	Formal debriefing and reporting arrangements in place. Cascade of learning needs development.	LC 1.7 SG 2.1 PDI 4.10
9	Creation of a programme of internal communications and awareness raising in relation to emergency preparedness, planning and response as a shared responsibility.	David McIntosh/ Paul Smith	June 2018	Information available on the Zone. Other comms channels need to be developed. Refer also to Action 1.	LC 1.8
10	Undertake a review on call and out of hours arrangements across the organisation to identify capacity gaps and opportunities for improvement	Derek McGowan	October 2018	Identify current on-call arrangements, learn from current incident reports where gaps have been identified. Check with new establishment post June. Link with Action 3	LC 1.10 PDI 4.3
11	Consolidate all on call rotas into a single easily accessible location	Derek McGowan	June 2018	Majority of on-call services are accessed through the Regional Communication centre. Link with Action 10. Emergency Contact Directory to contain details once confirmed.	LC 1.10 PDI 4.3
12	Ensure sufficient resilience in relation to provision of specialist emergency planning expertise out of hours.	Derek McGowan	June 2018	Currently one Emergency Planning Officer on call to support Aberdeen City, Aberdeenshire and Moray Council's. Each council has equivalent of DERC.	LC 1.10

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
13	Identification of designated ‘talking head’ for emergency response and crises and programme of training to be put in place to support these individuals.	Paul Smith	October 2018	This has been raised at CMT. Clarity required as to agreed policy.	LC 1.11
14	Consideration to be given to the development of a corporate environmental scanning document to be circulated regularly to managers to support decision making and forward planning.	Derek McGowan	Complete	Coordinated at Chief Executive level. Horizon scanning document reported routinely to CMT.	SG 2.1
15	Business Continuity and emergency planning to be mainstreamed within the organisation through measures such as inclusion on service area and departmental meetings as a standing agenda item.	Derek McGowan	June 2018	Recent Internal Audit recommendation requires BCPs to be approved by SMTs. BCP updates is standing agenda item on Organisational Resilience Group. This includes requirement to confirm that BCPs have been approved by SMTs. Refer also to Action 1.	SG 2.1 SG 2.4
16	Delivery of awareness raising input to key individuals around the linkages between risk management and business planning.	Derek McGowan	June 2018	Refer to Action 1	SG 2.1 PPS 5.1
17	Corporate risk register to be developed further to include more specific reference to partnership risks relating to emergency planning and business continuity.	David McIntosh	June 2018	LRPWG have developed a Risk and Assurance process which is developing. Any issues can be fed in to CMT through chair of LRPWG/LRP.	SG 2.2 PPS 5.1
18	Measures to be put in place to enhance management of BC as an organisational programme of work, drawing together the current good practice across service areas to	Derek McGowan	December 2018	Business Continuity Planning is included in the business of the Organisational Resilience Group. All Business Continuity Plans completed in March 2018 and reported to AR&S Committee.	SG 2.3 PPS 5.9

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
	maximise benefits.				
19	Promotion of BC as a mainstream activity by appointment of a designated BC lead at senior level in each service area and inclusion of BC as a standing agenda item at corporate meetings.	Derek McGowan	June 2018	Some services have identified BC lead. BC included in business of Organisational Resilience Group with reporting from there to CMT.	SG 2.3 PPS 5.9
20	Consideration of building capacity in the area of BC management by the application of a resource to support the administration of the current process, and promote BC internally and externally.	Derek McGowan	October 2018	To be considered as part of business services review.	SG 2.3 SG 2.8 SG 2.9 PR 3.4 PPS 5.9
21	Business continuity group to be formed and aligned as a sub group of Resilience Group to provide further structure and focus.	Derek McGowan	Complete	Business Continuity Planning is included in the business of the Organisational Resilience Group.	SG 2.5
22	Consideration to be given to providing administrative support to perform role of secretariat to these groups.	Derek McGowan	October 2018	Refer to Action 20. Consider part of training for loggists and other emergency admin roles.	SG 2.5 SG 2.8 SG 2.9
23	Review to take place of existing project management and change management documentation to ensure managers consider impact on emergency response and business continuity capability during any change programme.	Derek McGowan	October 2018	CMT request that BCP is considered as part of transformation programme. Emergency Planning Manager monitoring and updating ownership of plans, contact details and arrangements etc as transformation continues. Project Office to advise what formal documentation exists and would need to be amended for future change programmes	SG 2.7

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
24	Continue to monitor the effectiveness of current governance structures in supporting the organisation deliver on its duties under the Civil Contingencies Act 2004	Derek McGowan	Complete	Resilience will be reported to Public Protection Committee. Emergency Planning team now part of Governance service. Organisational Resilience group now embedded in quarterly meeting schedule. Chair of Organisational Resilience Group required to report quarterly to CMT.	SG 2.8
25	Consideration to be given to the submission of an annual report through existing governance structures detailing and assessment of current levels of compliance in relation to duties under the Civil Contingencies Act 2004	Derek McGowan	October 2018	Consider reporting arrangements to Public Protection Committee.	SG 2.9
26	Review existing levels of funding for emergency planning and business continuity management in light of the recommendations within this assessment process.	Derek McGowan	June 2018	Refer to Action 12	SG 2.10
27	Continue to monitor effectiveness of current arrangements and levels of representation at various multi agency forums via Council Resilience Group.	Derek McGowan	Complete	Currently Chief Executive chairs LRP, Head of C&H chairs LRPWG	PR 3.2
28	Continue to monitor effectiveness of current arrangements and information sharing raising any issues of concern through RRP/LRP	Derek McGowan	Complete	Head of C&H chairs LRPWG, Local Resilience Coordinator now in place.	PR 3.3
29	Review of existing out of hours capacity to ensure critical information is accessible and able to be shared with partner agencies in quick time.	David McIntosh/ Derek McGowan	August 2018	Information available to all DERs, Smarter Working means most senior managers have remote access to council systems. Incident reports are completed after each incident which will highlight issues that will added to action plan. Sharepoint Incident Management system. To be tested as part of Safe Steeple Exercise.	PR 3.3

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
30	Continue to encourage development of community resilience plans, and to monitor progress via the Aberdeen City Council Resilience Group and the LRP.	David McIntosh/ Derek McGowan	July 2018	Development of Community Resilience included in the Local Outcome Improvement Plan and is priority for Sustainable Cities Group. LRP Community Resilience Strategy under development.	PR 3.5 PPS 5.5
31	Review of existing budget provision for emergency planning and business continuity to ensure it remains fit for purpose and delivery of required functions.	Derek McGowan	Duplicate	Duplicate of 26	PR 3.6
32	Consideration of developing an expanded multi agency emergency planning hub involving personnel from key partners to increase capacity and capability and foster increased collaborative working.	Derek McGowan	Complete	Current LRP arrangements considered sufficient. More reliance now on virtual collaboration using digital solutions.	PR 3.8
33	Current assessment process to be subject to review and amendment to ensure that future processes build on this initial benchmark and drive improvement.	Derek McGowan	March 2019	TO be carried out in March ready for action plan for following year.	PR 3.9
34	Emergency and business continuity plans should be reviewed and made suitable for sharing and published in a central accessible location.	David McIntosh	Complete	Plans are stored on central shared drive. Also stored on UK Govt secure intranet (secure up to Official Sensitive) – Resilience Direct	PDI 4.2 PPS 5.4
35	Staff should be tested on their knowledge of the location of emergency and business continuity plans and their understanding of their role in an emergency.	David McIntosh	December 2018	This is in place for testing schedule Business Continuity Plans. Needs to be developed for Emergency Plans	PDI 4.2 PPS 5.4

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
36	Consideration to be given to providing inputs to managers and those likely to be involved in emergency response around the importance of accurate record keeping.	David McIntosh	Schedule to be circulated by end June 2018	As part of training and exercising schedule, sessions will be available covering log keeping. Requirement for accurate log keeping is included in all training and exercising sessions.	PDI 4.4
37	Consideration to be given to adopting a suitable decision making model for use by staff to support them during emergency response.	David McIntosh	Complete	Currently used model is included in DERC pack and is available on the Zone. Exercise Hiesta type events to help reinforce.	PDI 4.4
38	An analysis should be undertaken to identify the type nature and frequency of training required to support staff who may be expected to have a management or leadership role in an emergency	David McIntosh	Schedule to be circulated by end June 2018	This will form part of the development of training and exercising schedule.	PDI 4.5 PDI 4.8
39	Training should be targeted at those who have the greatest need in terms of likelihood of participation.	David McIntosh	Schedule to be circulated by end June 2018	Focus to date has been on DERC's. This needs to expand to the wider 3 rd Tier network and specialist officers.	PDI 4.5 PDI 4.8
40	The matter of training should be considered at senior management team level to decide if training of this type should be mandated for core personnel to encourage participation.	Derek McGowan	August 2018	Seek confirmation from CMT re training schedule which should include mandatory training required for specific roles.	PDI 4.5 PDI 4.8
41	A demand analysis should be undertaken of plans requiring review alongside greatest potential risks to the organisation and a draft exercise programme developed for discussion by the resilience group. This should include business continuity exercises.	David McIntosh	August 2018	LRPWG have developed a Local Risk Register that will drive planning at LRP level which will in turn drive City Council planning. Corporate and Service risk registers are required to include BCPs as mitigation where appropriate.	PDI 4.6 PPS 5.8

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
42	Learning from exercises should be cascaded across organisation and to partners.	David McIntosh	Complete	Debrief/Evaluations and exercise reports are carried out after exercises. Where appropriate learnings are shared with partners through the LRP. For example Flooding, Froghall Gardens, Kingsmead Care Home; Cairncry Court; severe weather events; Cyber incidents; Move to Critical Planning, Emergency exercises.	PDI 4.6 PPS 5.8
43	A review should be undertaken as to the current level of multi agency training and exercising to ascertain if this is sufficient and if not whether this constitutes a potential risk to effective response.	Derek McGowan	October 2018	This should be addressed through the LRPWG	PDI 4.7 PPS 5.8
44	Business continuity exercise programme to be developed and mainstreamed through wider organisational training and exercising arrangements.	David McIntosh/ Morven Spalding	December 2018	Currently, training and exercising on this is largely led by the Emergency Planning Unit. Seeking opportunities with Organisational Development to “mainstream”.	PPS 5.10
45	Briefing sessions on resilience and emergency planning to be held with elected members in early course following the forthcoming local authority elections.	David McIntosh/ Paul Smith	June 2018	Briefing materials have been produced by Emergency Planning Team ready for delivery. It would be helpful to include Incident Communications briefing as part of that process.	PDI 4.9
46	A summarised briefing should be extracted from existing guidance containing information specifically for elected members and provided to them at the proposed briefings on resilience.	David McIntosh	June 2018	See above	PDI 4.9
47	A structured and risk assessed review of plans should be commissioned through the Resilience Group to provide governance and ongoing assurance that plans remain relevant, up to date and fit for purpose.	Derek McGowan	Complete	Complete	PPS 5.3

ABERDEEN CITY COUNCIL – RESILIENCE FRAMEWORK STANDARDS – ACTION LOG

No	ACTION	OWNER	Target Date	UPDATE	Related Standard
48	Consideration to be given to developing an exercise to specifically test the transition from response to recovery and recovery and business continuity arrangements.	David McIntosh	July 2018	Will form part of Exercise Safe Steeple.	PPS 5.7
49	Awareness raising to take place via community resilience activity of where information can be located and the benefits of utilising the Ready Scotland website.	David McIntosh	October 2018	Will form part of LRPWG Community resilience strategy.	PPS 5.11
50	Consideration to be given to developing capacity in the use of technology to have prepared media responses for specific scenarios ready for immediate activation following an emergency.	Paul Smith	Complete	Already in place.	PPS 5.12

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 May 2018
REPORT TITLE	Duty Emergency Response Coordinators (DERC)
REPORT NUMBER	GOV/18/04
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	David McIntosh
TERMS OF REFERENCE	2.1, 2.5

1. PURPOSE OF REPORT

This report is intended to give members assurance that arrangements are in place to ensure that Aberdeen City Council have, at, all times, a Chief Officer on-call and available to coordinate the council's response to any major incident or emergency.

2. RECOMMENDATION(S)

That the Committee:-

2.1 Notes the content of this report

3. BACKGROUND

3.1.1 Under the Civil Contingencies Act 2004, Aberdeen City Council is required to assess the risk of emergencies occurring and use this to inform its contingency planning.

3.1.2 As part of these contingency planning arrangements and as a result of learnings from incidents and exercises, a requirement was identified to introduce a formal on-call rota for Chief Officers to allow them to co-ordinate the council's response to major incidents or emergencies.

3.1.3 In addition to ensuring appropriate coordination of emergencies and major incidents, the introduction of this rota would ensure that all Chief Officers would be exposed to Emergency Planning and Response arrangements regardless of their day to day role. The Council would, as a result, be provided with a cadre of senior individuals with a defined and understood role who could be routinely trained and exercised.

3.1.4 The requirement to participate in the rota is now included in the job profiles of Chief Officers.

3.2 **ROLE**

3.2.1 The primary role of the DERC is to coordinate any major incident or emergency on behalf of the Council by assessing any given situation and taking appropriate action.

3.2.2 The DERC is responsible for coordinating the responses of all Services of the Council involved in the emergency response.

3.2.3 The DERC will be required to liaise with other responding organisations, usually through the Local Resilience Partnership (LRP)

3.3 **PROCESS**

3.3.1 The Emergency Planning Team operate a formal Duty Officer rota with call-outs being managed through the Regional Communications Centre (RCC).

3.3.2 Call-outs will usually be instigated by emergency services colleagues either in response to an incident or in anticipation of an incident.

3.3.3 Upon receipt of a call, the Duty Emergency Planning officer, after assessing the situation, will contact the DERC to discuss appropriate actions.

3.3.4 The DERC will then take the responsibility for coordinating the Council's response to the incident across all involved services and will represent the Council at any multi-agency tactical co-ordinating group meetings. Where appropriate, the DERC will chair these meetings.

3.3.5 Where a service is dealing with an "internal" incident – for example a major ICT incident – the DERC is available to those managing the incident to advise, support or take over coordination depending on the nature of the incident.

3.3.6 To support the DERC, a list of out of hours contact telephone numbers for key staff and partner organisation is maintained by the Emergency Planning Team. In addition, the Regional Communications Centre (RCC) act as the central contact point for a number of functions that operate formal call-out arrangements:

- ACC Housing Repairs
- ACC Roads/Street Lighting
- ACC Homelessness
- ACC Grounds Services
- ACC Cleansing

- ACC Environmental Health
- ACC Environmental Services
- ACC Duty Mechanic
- ACC Social Work
- ACC OOH Anti-Social Behavioural Investigation Team
- ACC Public Building Repairs
- ACC Dangerous Buildings
- ACC OOH Emergency Planning Officer
- ACC OOH Tree problems
- ACC OOH Information Technology
- ACC Winter Maintenance

3.4 Examples of DERC Activation

3.4.1 Since the introduction of the DERC rota the following incidents have been managed through this process:

Froghall Gardens – Fire, loss of power and evacuation

Cairncry Court – Fire, loss of power and potential evacuation

3.4.2 Both these incidents were managed well with the lessons learned during the response to Froghall being added to the action plan maintained through the Organisational Resilience Group currently chaired by the Chief Officer Early Intervention & Community Empowerment. The learning from these lessons were integrated into training provided to DERCs and were effectively implemented in the response to Cairncry Court.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

5.2 The report does however demonstrate the Council's ongoing commitment to its duties under the Civil Contingencies Act and appreciation of the role it plays in community safety and resilience.

6. MANAGEMENT OF RISK

6.1 The DERC arrangements mitigate the risks to the Council in relation to reputation; finance and the law. These arrangements should therefore be seen as part of the risk management of this area of work.

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	None for this report		
Legal	Failure of the council to have oversight of Services delivering Public Protection could result in the council failing to meet its statutory duties in terms of services aimed at protecting the public, and potential litigation from people who have been harmed	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public.
Employee	None for this report		
Customer	Failure of the council to have oversight of Services delivering Public Protection could result in the public being at risk of harm and loss of customer confidence	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public, and ensure compliance with any legal requirements or national standards and guidance for those services including the Civil Contingencies Act 2004 and Civil contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 and Scottish Government guidance "Preparing Scotland"
Environment	None for this report		
Technology	None for this report		

Reputational	Failure of the council to have oversight of Services delivering Public Protection could result in organisational failings being missed and damage the reputation of the council	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to ensuring that the council can demonstrate appropriate coordination of major incidents and emergencies.
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7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	In addition to securing protection of the public, business compliance with legislation reduces the risk to them of criminal proceedings and/or litigation, and so is good for them individually and for the economy as a whole.
Prosperous People	People who are adequately protected from threats to their health, safety and economic wellbeing are more likely to prosper than those who are not.
Prosperous Place	Safe and Resilient Communities We will maintain resilient and effective Category 1 and Category 2 Responders (as defined by Civil Contingencies Act 2004)
Enabling Technology	No

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The DERCs have a key responsibility to work with and collaborate with partners to coordinate support around the customer.
Organisational Design	The roles and responsibilities of Chief Officer reflect DERC role.
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards
Workforce	DERCs will receive ongoing training in the in role and will participate in internal and multi-agency exercises.
Process Design	

Technology	
Partnerships and Alliances	The DERC has a key role in working with Local Resilience Partners.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Protection of equality and human rights is integral to the work of these services, and for this reason a full EHRIA is not required.
Privacy Impact Assessment	not required
Duty of Due Regard / Fairer Scotland Duty	not applicable

9. BACKGROUND PAPERS

None

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection Committee
DATE	9 th May 2018
REPORT TITLE	Prevent Peer Review
REPORT NUMBER	CUS/18/009
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Alana Nabulsi
TERMS OF REFERENCE	2.1

1. PURPOSE OF REPORT

The purpose of this report is to note the findings of the recent Scottish Government Peer Review of our compliance with statutory PREVENT duties

2. RECOMMENDATION(S)

That the Committee

2.1 Approve recommendations made during the report

3. BACKGROUND

3.1 Section 26 of the Counter-Terrorism and Security Act 2015 (the Act) places a duty on certain bodies, listed in Schedule 6 to the Act, to have, in the exercise of their functions, “due regard to the need to prevent people from being drawn into terrorism. The Prevent Duty came into force in July 2015. The duty does not confer new functions on any specified authority. The term “due regard” as used in the Act means that the authorities should place an appropriate amount of weight on the need to prevent people being drawn into terrorism when they consider all the other factors relevant to how they carry out their usual functions.

3.2 The Prevent strategy, published by the UK Government in 2011, is part of our overall counter-terrorism strategy, CONTEST. The Prevent strategy has three specific strategic objectives:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

3.3 The responsibility to tackle extremism is one we all share and Prevent work depends on effective partnership. In complying with the duty all specified authorities, as a starting point, should demonstrate engagement with multi-agency Prevent and wider CONTEST governance groups and processes. Prevent activity in Scotland is overseen by the Prevent sub-group of the Multi-Agency Strategic CONTEST Board (MASCB) for Scotland. Local multi-agency CONTEST groups oversee Prevent activity in their area and provide progress updates on activity contained in the local implementation plan.

3.4 In complying with this duty there is an expectation of active engagement from Chief Executives and the senior management team with the range of Prevent partners including police. There is also a requirement for local authorities to appoint a single point of contact (SPOC) for Prevent. At present, Derek McGowan, Chief Officer Early Intervention & Community Empowerment is the CONTEST lead for these purposes and Alana Nabulsi, Support Services Manager, is the local authority SPOC.

3.5 It is also expected that local authority arrangements in relation to the Prevent Duty are applied to schools. Local authorities would be expected to demonstrate an awareness of Prevent in their work to implement the Getting It Right For Every Child (GIRFEC) approach. Further, the Prevent duty needs to be covered in contracts and grants made with and to any organisation performing a relevant function in the delivery of council services.

3.6 The Local Resilience Partnership (LRP) allows a framework to plan for and respond to emerging risks from whatever source, incorporating wider duties placed on the local authority as a “category 1 responder” under The Civil Contingencies Act 2004 and associated Regulations in order to minimise disruption in the event of an emergency and to ensure that the UK is better prepared to deal with a range of emergencies.

3.7 There are seven main duties under Part 1 of the Act, aimed at ensuring effective arrangements are in place for planning for emergencies, responding to emergencies and the continued delivery of services. Within Grampian the local level of planning and response is coordinated for the Grampian area by the LRP. The LRP is supported by the Local Resilience Partnership Working Group (LRPWG). Derek McGowan currently chairs the LRPWG and CONTEST and Prevent are included in the agenda of quarterly LRPWG meetings which are reported quarterly to the Corporate Management Team.

3.8 One of the duty officer systems in place for responding to emergencies is the Duty Emergency Response Coordinators (DERC). One DERC is always available. Corporate Directors and Chief Officers participate in a rota system in which they act on behalf of the Chief Executive and will instigate the appropriate response to any emergency affecting the Council.

Prevent Peer Review

3.9 On 28th and 29th March Aberdeen City Council was subject to a Prevent peer review process and a preliminary report was presented to the Chief Executive Officer. The draft report findings are attached at Appendix 1 for your reference.

3.10 The Scottish Prevent peer review process is a sector-led improvement model which aims to evaluate the delivery of Prevent outcomes in a local authority; identifying good practice and making positive recommendations for improvement. The process was developed by the Scottish Government in collaboration with the UK Government and Scottish local authorities in order to support local authorities deliver the Prevent Duty.

3.11 The peer reviews are intended to be a constructive and supportive process with the central aim of helping local authorities and partners improve how they deliver Prevent outcomes. It is not an inspection or audit and is an entirely voluntary process available to local authorities. The review moves away from a 'tick box' approach to assessing past performance, to one that is based on mature reflection, constructively challenging self-assessment and critical friend challenge. It has two objectives: firstly, to support the development of an informed view, adequately evidenced, of how an area is doing in terms of delivering the Prevent Duty in partnership, and secondly, to identify practical actions to improve outcomes and productivity.

3.12 The UK Government has published statutory Prevent Duty guidance for Scotland which outlines what is expected of specified authorities under the duty and highlights the following as being key areas of delivery:

- **Leadership** – includes understanding the risk of radicalisation; ensuring proper governance structures; and communicating the importance of the duty.
- **Capabilities** – includes effective training; a referral process; and relevant policies and processes.
- **Partnership** – includes how the authority works with the local CONTEST group; other collaborative initiatives; and how the council links with national networks.
- **Information Sharing** – includes having relevant agreements in place; and whether the understanding of threat and risk is maintained and kept up to date.

3.13 As part of the peer review process, each Local Authority is asked to complete a fourteen point self-assessment framework. In order to evidence compliance with the Prevent Duty we were also asked to provide documents and correspondence as supporting evidence.

3.14 Feedback throughout the process was positive and constructive, highlighting the excellent leadership and collaborative partnership approach to Prevent delivery in the city amongst many other key strengths. The majority of areas identified for improvement referred to opportunities to build on existing good practice to refresh Prevent delivery following its initial implementation in 2015/16. In total, the peer review highlighted 18 recommendations. These include:

1. Strong CONTEST governance should ensure that Prevent is as incorporated and visible as other strands
2. Organisational change presents opportunity to review and refresh internal/external Prevent messages (Communications Plan)
3. Consider creation of internal working group to review Prevent delivery, peer review findings and identify early priorities

4. Review resources available for Prevent delivery to ensure appropriate contingencies
5. Referral process established and published – would benefit from being refreshed to reflect role of different stakeholders
6. Internal referral process could be evaluated to establish confidence of staff and management
7. Consider reviewing and formalising internal Prevent Professional Concern (PPC) process to clearly identify chair and adopting table-top exercise
8. Carry out stocktake and evaluation of current training to establish effectiveness and target future training appropriately
9. Use organisational change as opportunity to refresh relevant policies to include Prevent (venue hire, Arm's Length External Organisations (ALEOs), procurement etc)
10. Ensure Prevent is considered in relation to outsourcing of public WiFi provision
11. Established structure of community engagement presents opportunity to communicate positively about Prevent and empower local communities
12. Existing partnership working arrangements (CONTEST, public protection, community planning) offers opportunity to manage and report performance
13. Build on existing relationship with Aberdeen Council of Voluntary Organisations to identify opportunities to enable staff and empower communities on Prevent
14. Consider holding a partnership training event to raise awareness of PPC process
15. Refresh communications plan to ensure that key stakeholders are informed as to the value of Prevent activity and the council's responsibilities for delivery
16. Consider provision of information relating to on-going Prevent Case Management at partnership meetings (CONTEST, Prevent Delivery Group)
17. Feed into national work to review and refresh the Emerging and Residual Threat Local Profile (ERTLP)
18. Utilise existing community engagement to identify emerging community tensions and target services accordingly

3.15 These recommendations, if approved, will inform an action plan, overseen by the organisational Resilience Working Group, to ensure that the Council is able to adopt best practice in preventing the radicalisation of people within Aberdeen.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 The legal framework is set out in the body of the report.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	N/A	N/A	N/A
Legal	Council fails to comply with Prevent duties	Medium	Approve findings of peer review and refresh current operational practice.
Employee	Staff fail to spot potential radicalisation of local residents due to insufficient training and awareness raising; or are unaware how to report an issue of concern.	High	Refresh communications strategy and refresher training to be provided to WRAP facilitators. All new staff to be trained.
Customer	Customers will not be protected from radicalisation	High	Provide further training to staff in order to identify customers who may be at risk of radicalisation
Environment	N/A	N/A	N/A
Technology	Third party risk re. public wifi provision and IT access within schools	High	The contract management process; new online booking system; internet filtering policies and wider solution categorisation.
Reputational	We do not comply with duties and someone known to us is radicalised and commits a serious offence	Medium	Refreshing strategy, communications and training plans to deliver WRAP support.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous People	Approval of recommendations will help ensure that people are more resilient and/or protect them from harm
Prosperous Place	Approval of recommendations will help build more

	sustainable communities
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Design Principles of Target Operating Model	
	Impact of Report
Organisational Design	All parts of the organisation are responsible for compliance with the Prevent duty and this will need to be reflected in design
Governance	Prevent will be strengthened as an aspect of organisational and City resilience.
Workforce	Supported to identify signs of radicalisation and protect customers from harm.
Technology	Prevent duties will need to be incorporated into our use of ICT internally and outwith the organisation
Partnerships and Alliances	Duties are imposed on ALEOS and partners. We will need to work together to comply with the Prevent duties related to the community.
Organisational Design	All parts of the organisation are responsible for compliance with the Prevent duty and this will need to be reflected in design
Governance	Prevent will be strengthened as an aspect of organisational and City resilience.

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

Revised Prevent Duty Guidance: for Scotland. Guidance for specified Scottish authorities on the duty in the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism.

Aberdeen City Council Guidance for Emergency & Incident Planning and Response

10. APPENDICES

Appendix 1 - Prevent Peer Review – Aberdeen

11. REPORT AUTHOR CONTACT DETAILS

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Prevent Peer Review Report

Aberdeen City Council

March 2018

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1. Executive Summary

This is a report on the Prevent peer review hosted by Aberdeen City Council (ACC) on 28th and 29th March 2018.

The Scottish Government has worked closely with the UK Government and Scottish local authorities to design and implement a peer review process to enhance the support available to councils and partners in their delivery of the Prevent Duty and other legislative requirements established by the Counter Terrorism and Security Act 2015.

The peer review hosted by ACC is the second such review held in Scotland after a successful pilot exercise in February 2018. As such, the overall aims of the review hosted by ACC were twofold; firstly to support the council through identifying good practice and making suggestions for improvement; and secondly, continuing to develop the process to ensure its effectiveness and relevance for Scottish local authorities. To this end any feedback that ACC wishes to provide will be gratefully received.

The review team found that ACC have implemented the foundations necessary for successful Prevent delivery and this is underpinned by executive level leadership and a visible and engaged single point of contact (SPOC). A notable part of local delivery is found within the established partnership arrangements and ethos of collaboration that underpins much of the activity. This has enabled a shared approach to be taken towards such aspects as training and awareness raising with the Prevent sub-group being a positive example of local joint-working.

The key challenge for ACC in the future will be to build upon existing foundations to ensure that Prevent delivery continues to be delivered in a manner that is aligned to available resources and proportionate to local threat and risk. It is acknowledged that ACC is undergoing a significant period of organisational change which may present an opportunity to conduct an internal review of Prevent delivery to ensure processes and governance remain fit for purpose and commensurate with the revised council structures.

Key Findings:

- ACC can demonstrate a strong and established ethos of partnership working in their delivery of Prevent outcomes. The collaboration established through participation in the local Prevent sub-group is notable.
- The importance of staff awareness has been recognised by ACC and the variety of resources available means that training can be tailored according to role.
- The current phase of restructuring presents an opportunity to conduct an internal review of Prevent delivery to ensure that governance, ownership and processes remain fit for purpose and ACC may wish to consider the creation of a short-term working group to carry this out. There is no doubt that ACC have established the foundations for successful delivery which, if considered in light of organisational change, presents a real opportunity for positive consolidation in the future.

Acknowledgments

The Scottish Government is grateful to Aberdeen City Council for hosting this review and hopes that it was beneficial to staff and partners. The peer review team were warmly welcomed by council staff and partners and would like to thank everybody they met for their time and contributions. The team would particularly like to thank the Single Point of Contact, Alana Nabulsi, together with Calvin Cameron and David McIntosh for collating and providing evidence to the review team and for their support during the review itself.

2. Prevent Peer Reviews – Background

The Scottish Prevent peer review process is a sector-led improvement model which aims to evaluate the delivery of Prevent outcomes in a local authority; identifying good practice and making positive recommendations for improvement. The process was developed by the Scottish Government in collaboration with the UK Government and Scottish local authorities in order to support local authorities deliver the Prevent Duty¹.

The Prevent Duty came into force in July 2015 (and in September 2015 for higher and further education institutions) and required specified authorities – including local authorities – to have ‘*due regard to the need to prevent people from being drawn into terrorism*’.

The peer reviews are intended to be a constructive and supportive process with the central aim of helping local authorities and partners improve how they deliver Prevent outcomes. It is not an inspection or audit and is an entirely voluntary process available to local authorities.

The peer review approach is based on mature reflection, constructive self-assessment and critical friend challenge. It has two objectives: firstly, to support the development of an informed view, adequately evidenced, of how an area is doing in terms of delivering the Prevent Duty in partnership, and secondly, to identify practical actions to improve outcomes and productivity.

The UK Government has published statutory Prevent Duty guidance for Scotland which outlines what is expected of specified authorities under the duty and highlights the following as being key areas of delivery:

- **Leadership** – includes understanding the risk of radicalisation; ensuring proper governance structures; and communicating the importance of the duty.
- **Capabilities** – includes effective training; a referral process; and relevant policies and processes.

¹ **Disclaimer:** The recommendations offered in this report are based on the discussions and evidence considered during the Prevent peer review. This document is intended to be advisory and as such judgement and discretion should be exercised over how best to implement. It covers the substance of the review and there may be elements that have not been considered.

- **Partnership** – includes how the authority works with the local CONTEST group; other collaborative initiatives; and how the council links with national networks.
- **Information Sharing** – includes having relevant agreements in place; and whether the understanding of threat and risk is maintained and kept up to date.

Whilst there are fourteen aspects within the self-assessment framework, this report will present findings and recommendations based on the four key areas of delivery as shown above.

3. Review Process

The peer review team consisted of:

- Mark McCall – Service Manager, Safer Communities, Fife Council (Lead Peer)
- Mel Fowler – CONTEST Sergeant, Police Scotland
- Ray Powell – Cohesion and Prevent Officer, Barnsley Metropolitan Borough Council
- Cherie Jarvie – Strategy and Performance Manager, Clackmannanshire Council
- Stuart Fletcher – Safeguarding and Vulnerability Team, Scottish Government (Review Manager).

The review consisted of six stages:

Stage 1: Self-Assessment – ACC provided a review of their Prevent delivery set against the fourteen key aspects of the Prevent Duty.

Stage 2: Evidence Review – key documents were provided to support the self-assessment and these were reviewed by the team to identify key lines of enquiry. The documents included: Prevent training action plan; internal staff communication; training resources; and minutes of meetings. The key lines of enquiry included: partnership working and delivery; internal leadership and governance; the management and ownership of training; internal referral processes; and policies relating to IT, venue hire and the relationship with Arm's Length External Organisations (ALEOs).

Stage 3: On-Site Review – the peer review team visited ACC for a two-day review on 28th and 29th March 2018 and held interviews with key stakeholders.

Stage 4: Presentation of key findings – at the conclusion of the on-site work initial findings were presented to a group of senior representatives from ACC.

Stage 5: Review Report – This report sets out key findings and recommendations for ACC. Whilst the focus is on the local authority, many of the findings will be applicable to the wider partnership.

Stage 6: Follow-up support – ACC may wish to seek further support or peer mentoring to explore any of the issues highlighted within this report. The Scottish Government welcomes any further opportunities to support ACC in this regard.

4. Self-Assessment Framework

The self-assessment framework forms the basis of Prevent peer reviews. It includes statutory obligations from the Prevent Duty, along with good practice and aspects relating to the multi-agency support mechanism provided to vulnerable individuals (Prevent Professional Concerns – PPC). The framework comprises the following aspects which ACC used to formulate the evidence provided to the review team:

1. The organisation can demonstrate active engagement with Prevent partners; has appointed a single point of contact (SPOC) for Prevent; and is aware of the different channels through which support for Prevent delivery can be obtained.
2. A representative of the local authority is engaged with the local CONTEST group and oversees the delivery of Prevent in collaboration with other local partners.
3. The local authority is engaged with the local CONTEST group which has considered and agreed a local Prevent implementation plan informed by the ERTLTP.
4. The organisation has sufficient partnership contacts to enable the identification and mitigation of threats and risks that emerge outside of the ERTLTP process (for example, community tensions following a terrorist incident).
5. The organisation has an agreed training programme in place and has conducted an internal training needs analysis to effectively target Prevent awareness raising according to staff roles.
6. The organisation has an agreed process in place for the referral of those identified as being at risk of radicalisation and information concerning this process is accessible to all staff.
7. There are suitable processes and policies in place to enable the formation of a Prevent Professional Concerns (PPC) multi-agency panel where required and a chairperson has been identified who will oversee the meeting and actions.
8. The organisation has agreed an Information Sharing Protocol (ISP) with relevant local partners to support both Prevent Case Management (PCM) and Prevent Professional Concerns (PPC) processes.
9. There is a venue hire policy in place to ensure the organisation's venues and resources are not used by extremists.
10. There is an effective IT policy in place to prevent users of the organisation's networks from accessing extremist materials.
11. The organisation has implemented the Prevent Duty across its school estate and in relevant policy areas that affect young people.

12. Prevent has been embedded within commissioning and procurement processes and Prevent is given consideration in the organisation's relationship with arms-length companies where relevant.
13. The organisation has a communications plan in place to proactively communicate the reality and impact of Prevent work to senior management, elected members and front-line staff.
14. The organisation engages with a range of community groups, both faith based and secular, to encourage an open and transparent dialogue on the Prevent agenda.

5. Summary of Findings

In order to effectively capture the results of the review, the fourteen aspects as shown within the self-assessment above have been grouped into the four key delivery areas of Leadership; Capabilities; Partnership; and Information Sharing. Identified good practice and suggested areas of improvement are shown within each area.

Leadership

Good practice:

- The review team found that the Chief Executive demonstrates clear leadership in the council's delivery of the Prevent agenda. This can be illustrated through such aspects as internal messaging to staff and direction given to senior managers.
- It is recognised that the intention to locate the governance of Prevent delivery within the Public Protection committee process represents a proactive way in which performance reporting will be made increasingly more transparent to local communities. This is mirrored at a national level and ensures that ACC are in step with wider themes of delivery.
- There was much evidence to support the finding that the Prevent SPOC is a visible and respected part of delivery. Through its implementation of the Prevent Duty, ACC has ensured that the role is given due prominence and the current post holder is well engaged with colleagues and partners.
- The Prevent Delivery Group (PDG) was found to be an excellent example of how collaborative leadership has been used to drive delivery across Aberdeen. ACC is an important part of this group which has evidently enhanced partnership working.

Suggested areas of improvement:

- The review team found that the governance of CONTEST was strong with the Protect strand, in particular, being given emphasis. This effective model of delivery was felt to offer a potential opportunity to raise the profile of Prevent to the same level, with a corresponding uplift in resources where appropriate.
- The review found that ACC successfully put in place the essential elements needed for Prevent delivery during the initial implementation of the Prevent Duty. One aspect of this was through the delivery of internal and external communications. The current restructuring of council services and business areas could present an opportunity to refresh these messages and enable senior managers to reiterate the importance of Prevent to staff. ACC may also wish to consider incorporating this work within a refreshed communications plan.

- The foundations of leadership were evident throughout the review and ACC could consider the creation of a short-term working group to progress the recommendations within this report. This group could look at the development of a refreshed communications plan, for example.
- There is no doubt that the initial implementation of Prevent within ACC was driven by having sufficient resources allocated to delivering the agenda. Recent restructuring within the council means that ACC could take the opportunity to review the current resources tasked with Prevent delivery to ensure that there is sufficient resilience. In particular this could look at the support provided to the SPOC to ensure, for example, that periods of leave do not affect the response to referrals received by the Prevent email facility.

Capabilities

Good practice:

- The review found that ACC have developed an excellent range of training resources that have been made available to staff. Through provision of the Online Interactive Learning (OIL), WRAP and Toolbox Talks, ACC have ensured that awareness can be provided to staff which can be appropriately tailored to role.
- The review team were of the opinion that making the online training a mandatory requirement for new employees was a very positive step and reinforced the importance of staff awareness. In addition, by embedding completion within core competencies, ACC have ensured that all staff should be aware of Prevent.
- WRAP training has been rolled out to the majority of schools with a good coverage of trained facilitators.
- The review team were impressed that Prevent has been embedded within the education safeguarding policy. This is an important way of ensuring that Prevent considerations are 'mainstreamed' into core policies.
- The strong partnership ethos evident throughout Prevent delivery in Aberdeen could again be found within the provision of joint training events. This collaborative activity ensures that Prevent is viewed as a shared agenda and not one which is driven by the police.

Suggested areas of improvement:

- ACC have an established referral process which has been published and made accessible to staff. In order to ensure increased visibility and awareness amongst staff, the current process could benefit from review and would be enhanced through the provision of greater detail, especially around the role of Police Scotland; information sharing; and how decisions are taken in terms of the PPC process.
- Whilst the referral process has been published, ACC may wish to conduct an internal review to test the confidence of staff to refer individuals who may be vulnerable to radicalisation. The review team found that there was some indication of a lack of confidence and a review could deal with this issue. The suggested short-term working group could progress this activity.
- The PPC process is an important part of Prevent delivery and it is worth investing the time to ensure that internal processes are in place and all parties who will be involved in a multi-agency meeting are familiar with roles and expectations. The review team suggests that ACC may wish to look in more detail at their processes in relation to the PPC process to ensure that their obligation to 'have a panel of persons in place' is adequately complied with. Good practice from elsewhere in Scotland has established that a table-top exercise could be utilised to brief stakeholders and ensure that necessary changes to processes are made.
- The review team recognises the excellent work in relation to staff training. To further enhance this activity it is suggested that ACC may wish to undertake an evaluation of training provided to

establish effectiveness and target future training appropriately. This activity could run in tandem with the suggestion that staff confidence in the referral process is assessed.

- The Prevent Duty establishes obligations for the council to have appropriate policies in place covering such aspects as venue hire; commissioning and procurement; ALEOs; and IT usage. The on-going organisational restructuring presents an opportunity to ensure that that the Prevent Duty is appropriately reflected in relevant policies.
- ACC may also wish to review the provision of public-space WiFi through an external company and ensure that obligations relating to Prevent and IT usage are adequately reflected in this arrangement.

Partnership

Good practice:

- The review team found that ACC has ensured that an ethos of partnership working is used to drive Prevent delivery across Aberdeen. This was evidenced through such activity as the PDG and the provision of joint-training events.
- The partnership working established has also empowered external stakeholders to lead the shared approach to Prevent delivery. This can be evidenced through the fact that an external organisation chairs the PDG.
- The review team found that there appeared to be robust public protection arrangements in place with information being shared effectively between partners. Prevent considerations are a visible strand of these arrangements.

Suggested areas of improvement:

- It is evident that ACC has an established means of engaging with local communities. The council may wish to consider utilising this network to engage more widely about Prevent activity and this is something that could be rolled into the suggestion that a refreshed communications plan is developed.
- The review team suggests that ACC may wish to develop its processes for measuring performance and capturing good practice with the existing partnership working arrangements (CONTEST group, public protection committee, community planning) presenting potential existing structures to progress this.
- The existing relationship with ACVO was noted to be positive and strong. The review team would suggest that this offers an opportunity to work jointly with this organisation to broaden staff awareness of Prevent and empower local communities.
- The effective involvement of partners in the PPC process is central to ensuring that vulnerable individuals are properly assessed and provided appropriate support. As referred to above, ACC may wish to hold a table-top PPC exercise which will reinforce the importance of joint working in this area.

Information Sharing

Good Practice:

- The review found that the existing partnership structures allow for information to be shared effectively in relation to individuals who may be vulnerable to radicalisation.

- The relationship with Police Scotland is positive and has allowed for information on emerging risks to be shared in a proportionate and effective way. This enables an appropriate response to be taken and community tensions to be monitored.
- A suitable agreement to cover information sharing is a necessary part of Prevent delivery and the PDG has progressed an ISP which is awaiting sign-off by the respective partners.

Suggested areas of improvement:

- As referred to above, ACC may wish to give consideration to developing a refreshed communications plan which can be used to inform key stakeholders about the value of Prevent activity and the importance of effective information sharing.
- The review team acknowledged that the partnership meeting structures (CONTEST group, PDG etc) offers a good opportunity for information sharing between partners. This could be enhanced through appropriate sharing of information relating to any on-going Prevent referrals to ensure that partners are fully sighted on emerging trends. Such information would have to be shared appropriately and in compliance with any existing information sharing agreements.
- The information contained within the ERTLP document was welcomed by those receiving the briefing, although it was highlighted that more information regarding Prevent would be appreciated in future iterations. ACC should continue to work with partners within the multi-agency CONTEST group to feed views into the national governance structure dealing with this activity.

6. Next Steps and Further Support

All recommendations are presented above as positive suggestions that ACC may wish to consider as ways of building upon their current delivery of Prevent. The Scottish Government is keen to provide further support to the council and partners in the following ways:

- **SPOC Network:** The existing network can be utilised to provide further support should ACC wish to seek advice or good practice from other areas of Scotland. Whilst the network is divided on a geographical basis, the ACC SPOC is welcome to attend or dial in to meetings taking place in other areas of the country.
- **Peer to Peer Mentoring:** An expert peer may be identified from elsewhere in Scotland or the rest of the UK that could assist with a particular issue or theme. The Scottish Government is happy to facilitate an introduction of peers and support further discussion, either remotely or face to face, dependent on circumstances.
- **SPOC Knowledge Hub:** The Scottish Government will continue to support the current online knowledge hub that has been created for Prevent SPOCs. Questions to other SPOCs can be posted on this facility, along with information that may benefit the wider network.
- **Further Peer Review:** The Scottish Government may be able to facilitate a follow-up review at a later date should the authority wish to independently measure progress made on any aspect.

Appendix A

Participating Agencies

Aberdeen City Council

- Chief Executive
- Prevent Single Point of Contact
- Organisational Development Advisor
- Emergency Planning Strategist
- Chief Officer, Early Intervention and Community Empowerment
- Chief Officer, Integrated Children's and Family Services
- Infrastructure Architect
- Head of Commercial and Procurement Services

Aberdeen University

- Prevent Lead

Health and Social Care Partnership

- Prevent Lead

Police Scotland

- CONTEST Lead
- Prevent Delivery Unit (North)
- Counter Terrorism Liaison Officer

NHS Grampian

- Joint Training Coordinator
- Prevent Lead

ACVO

- Prevent Lead

ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	09 May 2018
REPORT TITLE	Protective Services Food and Feed Regulatory Service Plan 2018/2019
REPORT NUMBER	OPE/18/016
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrea Carson
TERMS OF REFERENCE	3.3

1. PURPOSE OF REPORT

- 1.1 Local authorities are required to prepare a service plan, review their performance against it and for the plan and review to be submitted to the relevant Committee. In contrast to Food, there is no such requirement for Feed however Food Standards Scotland (FSS) does set out, on an annual basis, what the priorities for the coming year will be in respect of feed enforcement.
- 1.2 The report presents a revised Food and Feed Regulatory Service Plan (Appendix A) for approval by the Committee. In addition the Review of the 2016/2017 Protective Services Food and Feed Regulatory Service Plan is also provided (Appendix B). The Review of the 2017/2018 Protective Services Food and Feed Regulatory Service Plan, will be submitted to the Committee by means of a Service Update later this year.
- 1.3 At this time it is impossible to predict accurately the number of food businesses that will be operating in the City or the number of hygiene interventions required for each category of business in 2018/2019; however following examination of the figures for the last few years it can be assumed that there will be a slight increase in intervention numbers due to the emergence of new catering businesses.
- 1.4 The Service Plan details the intended activity of the Service based on the resources allocated and the establishment staffing levels.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Approve the maintenance and development of food and feed regulatory services necessary to satisfy the requirements of the Food Standards Agency's Framework Agreement;
- 2.2 Approve the Protective Services Food and Feed Regulatory Service Plan 2018/2019 (Appendix A); and
- 2.3 Note the Review of the 2016/2017 Protective Services Food and Feed Regulatory Service Plan (Appendix B).

3. BACKGROUND

- 3.1 Food and Feed enforcement services provided by Aberdeen City Council are located in Protective Services, a city-wide service within Operations. The majority of food enforcement work takes place within the Commercial Section of this Service, with a number of enforcement officers also involved in the enforcement of health and safety, port health, licensing and animal health & welfare.
- 3.2 Historically Aberdeenshire Trading Standards have agreed to carry out animal feed enforcement on behalf of Aberdeen City Council as there are an insufficient number of visits to be carried out in the City that would allow city staff to meet the experience element of the FSS competency requirements. In January 2016, the FSS Board agreed that the centralisation of feed official controls should take place for implementation by April 2017. The currently favoured model is a regional delivery model, but details on how this would work are not presently available. The timetable for delivery of this project has slipped, but it is anticipated it will be delivered during 2018/19.
- 3.3 Local authorities are required by the 'Framework Agreement on Official Feed and Food Controls by Local Authorities' to prepare a Service Plan and review their performance against it on an annual basis.
- 3.4 Food Standards Scotland (FSS) sees the Service Plan as an important part of the process to ensure national priorities and standards of food enforcement are addressed and delivered locally. Service plans also:
 - a. Focus debates on key delivery issues;
 - b. Provide an essential link with financial planning;
 - c. Set objectives for the future, and identify major issues that cross service boundaries; and
 - d. Provide a means of managing performance and making performance comparisons.
- 3.5 FSS suggests a common format for Food and Feed Regulatory Service Plans which should assist local authorities in performance reviews under the Best Value regime.

- 3.6 The power to set standards, monitor and audit the performance of enforcement authorities was conferred on FSS by Sections 3 and 25 of the Food (Scotland) Act 2015 and Regulation 7 of the Official Feed and Food Controls (Scotland) Regulations 2009. FSS has established external audit arrangements intended to ensure competent authorities are providing an effective and consistent service for the delivery of official controls and are meeting the general criteria laid out in Regulation (EC) No 882/2004.
- 3.7 It should be noted that FSS has powers, following consultation with Ministers, to issue a Direction to a local authority requiring it to take specified steps to comply with the Code of Practice issued. Directions are enforceable through Court of Session Orders.

4. FINANCIAL IMPLICATIONS

- 4.1 Currently the service as proposed within the Regulatory Service Plan can be provided within the existing budget.

5. LEGAL IMPLICATIONS

- 5.1 The direct implications of BREXIT in relation to the Regulatory Service Plan are low, as controls will not change ahead of Brexit Day on 29th March 2019. However, depending upon the negotiations, the potential implications of BREXIT on future delivery could be very significant. This is particularly the case in relation to the Import and Export of food, as greatly enhanced regimes could be required. Until there is more clarity on the planned arrangements, it is not possible to quantify the impact on the Service. There is the potential for resource to be diverted away from service delivery during 2018/19 planning, training etc to enable appropriate systems and controls to be implemented.

6. MANAGEMENT OF RISK

- 6.1 Failure to provide a Food Regulatory Service Plan and associated implementation of that plan would be classed as a “hazard risk” in accordance with the Enterprise Risk Management model. This could potentially damage the reputation of the Council as well as putting the citizens of Aberdeen at risk if food businesses are allowed to operate unchecked. Ultimately, FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps in order to comply with the requirements of food law or Food Law Code of Practice (Scotland). Any such direction is enforceable by an order of the Court of Session under Section 45 of the Court of Session Act 1988. The powers also allow FSS to recover any reasonable expenses incurred by them from the defaulting local authority.

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	<p>Failure to produce and deliver a service plan could contribute to default powers being exercised and the associated costs.</p> <p>FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps in order to comply with the requirements of food law or Food Law Code of Practice (Scotland). FSS may recover any reasonable expenses incurred by them from the defaulting local authority.</p>	L	Produce and deliver against the service plan.
Legal	<p>ACC is bound by statute to deliver a food law enforcement service, including the provision of a service plan.</p> <p>FSS may, after consulting with Scottish Ministers, direct a Food Authority requiring it to take any specified steps in order to comply with the requirements of food law or Food Law Code of Practice (Scotland). Any such direction is enforceable by an order of the Court of Session under Section 45 of the Court of Session Act 1988.</p>	L	Deliver a food law enforcement service, including the provision of a service plan.
Employee			
Customer	Failure to provide an effective food law enforcement service could result in consumers being exposed to an	L	provide an effective food law enforcement service

	unacceptable health risk.		
Environment			
Technology			
Reputational	Failure to produce and deliver a service plan could contribute to default powers being exercised and the associated reputational damage.	L	Produce and deliver against the service plan.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	In addition to securing protection of the public, business compliance with legislation reduces the risk to them of criminal proceedings and/or litigation. It is also beneficial for them individually and for the economy as a whole.
Prosperous People	People who are adequately protected from threats to their health, safety, and mental and economic wellbeing are more likely to prosper than those who are not.
Prosperous Place	

Design Principles of Target Operating Model	
	Impact of Report
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the Council's statutory duties, and also contributes to compliance with agreed standards.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA not required Assessment submitted to Sandra Howard 10/04/18
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

Food Law Code of Practice (Scotland)
The Framework Agreement on Official Feed and Food Controls by Local Authorities

10. APPENDICES

Appendix A: Protective Services Food and Feed Regulatory Service Plan 2018/2019

Appendix B: Review of the 2016/2017 Protective Services Food and Feed Regulatory Service Plan

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ABERDEEN CITY COUNCIL

PROTECTIVE SERVICES
FOOD AND FEED REGULATORY SERVICE
PLAN

2018/2019

Introduction

Definition of the Statutory Food Regulatory Function

In January 2006 European Legislation came into force which applies directly to food businesses in the UK. The Food Hygiene (Scotland) Regulations 2006 provide the framework for the EU legislation to be enforced in Scotland.

The principle objective of the general and specific hygiene rules is to ensure a high level of consumer protection with regard to food safety.

An integrated approach is necessary to ensure food safety from the place of primary production up to and including placing the items on the market.

The legislation falls into two broad areas of 'Food Standards' and 'Food Safety'.

Food Standards relates to issues of description, labelling and composition of food. This legislation is aimed at ensuring that consumers are not misled and can make informed choices founded on basic information contained in labelling or advertisements about the type and composition of food for sale.

Food Safety relates to the safety of food supplied for human consumption at all points after harvesting/slaughter. The term applies both to the condition of the food itself and to the conditions under which it is handled prior to consumption. Local Authorities have a statutory role in the enforcement of legislation that is intended to ensure the hygienic handling of food and the safety of the final product in terms of its wholesomeness and fitness for consumption.

Since September 2016, Aberdeen City have been involved in a pilot project combining food safety and standards inspections within a single food law inspection. From April 2018, Food Standards Scotland has provided a dispensation from the Code of Practice to permit us to implement the new regime a year ahead of it's formal implementation.

The term 'enforcement' is not restricted to the use of legal sanctions to achieve the aims of the legislation. 'Enforcement' is also taken to include:

1. The provision of advice about the application and interpretation of legislation.
2. The provision of advice about best practice.
3. Encouragement of food businesses to achieve compliance and adopt good practice through awareness raising, promotion, education and provision of feedback.
4. Raising the awareness of consumers about safe food handling practices and about how to interpret labelling and descriptions of food in order to make informed choices.
5. Partnership arrangements with the business and voluntary sectors and other agencies.

Formal enforcement options include:

1. The use of enforcement notice procedures to require improvements to safety controls or prohibit or limit any dangerous operations.
2. The power to seize or detain unfit food.
3. In certain cases the regulation of activities through a system of prior approval.
4. Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

The circumstances under which these options are judged appropriate are set out in the Food Safety Enforcement Policy

The actions associated with enforcement are concerned with the monitoring of food safety and food standards performance through the following:

1. Intervention and audit of food handling and manufacturing operations and processes.
2. Investigation of consumer complaints.
3. Sampling of food.
4. Investigation of issues passed on by other food authorities or Food Standards Scotland (FSS).
5. Investigation of cases of food-borne disease.
6. Review of guidance issued to businesses in the light of technical or legislative developments.

The term *food business* used in this report includes food provided by the voluntary sector, public sector and non-profit making organisations.

The Council also offers a service providing export certification for food manufactured or processed in the City in appropriate cases.

Key Partnership Agencies

Food Standards Scotland (FSS) oversee the enforcement process relating to both food standards and food safety in order to ensure that good practice is promoted and employed consistently between authorities. FSS also has powers to direct food authorities in the conduct of enforcement activities and to implement ministerial directives. One major area of joint involvement with food authorities is in the co-ordination and dissemination of 'Alerts' and similar notices. These are divided into four categories:

1. Food Alerts For Action (FAFAs)
2. Product Withdrawal Information Notices (PWINs)
3. Product Recall Information Notices (PRINs)
4. Allergy Alerts

FSS issues a 'Product Withdrawal Information Notice' or a 'Product Recall Information Notice' to let local authorities and consumers know about problems associated with food and are issued where a solution to the problem has been put in

place – e.g. the product has been, or is being, withdrawn from sale or recalled from consumers.

Allergy Alerts are issued when an issue is identified that poses a risk to consumers with a specific allergy or intolerance.

'Food Alerts for Action' provide local authorities with details of specific action to be taken on behalf of consumers and are often issued in conjunction with a product withdrawal or recall by a manufacturer, retailer or distributor.

These warnings are issued to Food Authorities via e-mail.

FSS is responsible for the enforcement of food safety regulations at approved abattoirs, meat cutting establishments and catering butchers. Local authorities are generally responsible for all other aspects of food law enforcement in Scotland. NHS Grampian and the Local Authorities within Grampian have a responsibility for the prevention and control of infectious disease including food borne disease. A local Infectious Disease Incident Plan, has been produced and outlines in detail the roles and responsibilities shared by the various organisations included within the plan; this is reviewed periodically. NHS Grampian provides a designated medical officer (Consultant in Public Health Medicine (Communicable Disease/Environmental Health)) to the Local Authority and has powers to exclude individuals, who present a public health risk, from work or school.

1. Service Aims and Objectives

Aims and Objectives

The aim of the Food Service is to protect public health, consumer interests and consumer confidence with respect to the safety, composition, description and labelling of food. This aim is pursued through a mix of interventions that include:

- a) Intervention, partial intervention, audit; both programmed preventative visits and also visits in response to complaints and enquires.
- b) Verification, to ensure specified requirements have been fulfilled at establishments
- c) Education, which includes advice given during interventions as well as the provision of education, training and the general promotion of food safety and food standards issues.
- d) Intelligence, which includes the gathering of information through food sampling, monitoring technological/legislative changes and inter-authority/ agency communication.

The main objectives of these enforcement approaches are:

Improvement in hygiene practices and standards within food business establishments.

The prevention of the causes and spread of food-borne disease.

The removal of unsafe food from the food chain.

The prevention of illegal and unfair trading practices.
A set of written procedures is in place detailing the way in which the Service is provided. These procedures are reviewed and updated as necessary.

The full scope of the service provided by Aberdeen City Council is set out in Section 2.3.

Linkage to Corporate Aims and Objectives

The Service has a flexible, skilled and motivated workforce who make best use of the financial resources available, delivering improvement in the specific service priorities in the most cost effective manner

1.1 Links to The Strategic Business Plan Refresh 2017-2018

This Food Regulatory Service Plan has links with the visions contained within the Strategic Business Plan Refresh. The Service helps businesses to do well, succeed and flourish and supports the City's prosperity.

1.2 Links to Community Planning Aberdeen– Local Outcome Improvement Plan 2016-26

This Food Regulatory Service Plan contributes to helping all people families, businesses and communities to do well, succeed and flourish. In addition it supports internationalisation by assisting businesses that export food from the City allowing them to benefit from international trade and investment opportunities.

Furthermore the Plan helps to ensure that Aberdeen is a place where everyone feels safe by regulating businesses that produce food.

2. Background

2.1 Profile of the Local Authority

Aberdeen City Council is a mainly urban port authority with a population of approximately 229,000¹. The City is the main port for the oil industry within Europe and retains a significant, if diminishing, fishing industry.

A moderate fish processing business sector exists however the authority is no longer served by a fish auction market. There is also a meat products factory within the City. Additionally, the City has a diverse catering sector producing a wide range of traditional and ethnic meals, the majority of which are contained within the city centre area. The City also has a thriving airport and seaport.

¹ Briefing Paper 2015/02 Population Report, Aberdeen City and Shire

2.2 Organisational Structure

The Food Regulatory Service

The food regulatory service is provided from within the Environmental Health Commercial Section of Protective Services within Operations and Protective Services by a mix of staff that includes Environmental Health Officers, Authorised Officers and administration staff. Staff are also involved in the enforcement of health and safety, port health and animal health & welfare. The section also has responsibilities for liaison with the Licensing Board and Licensing Committee and for liaison over building warrant applications with a view to providing advice on environmental health issues that may be involved. Control of feeding stuffs falls within the responsibility of the Trading Standards Section

The Service structure is detailed on the next page:

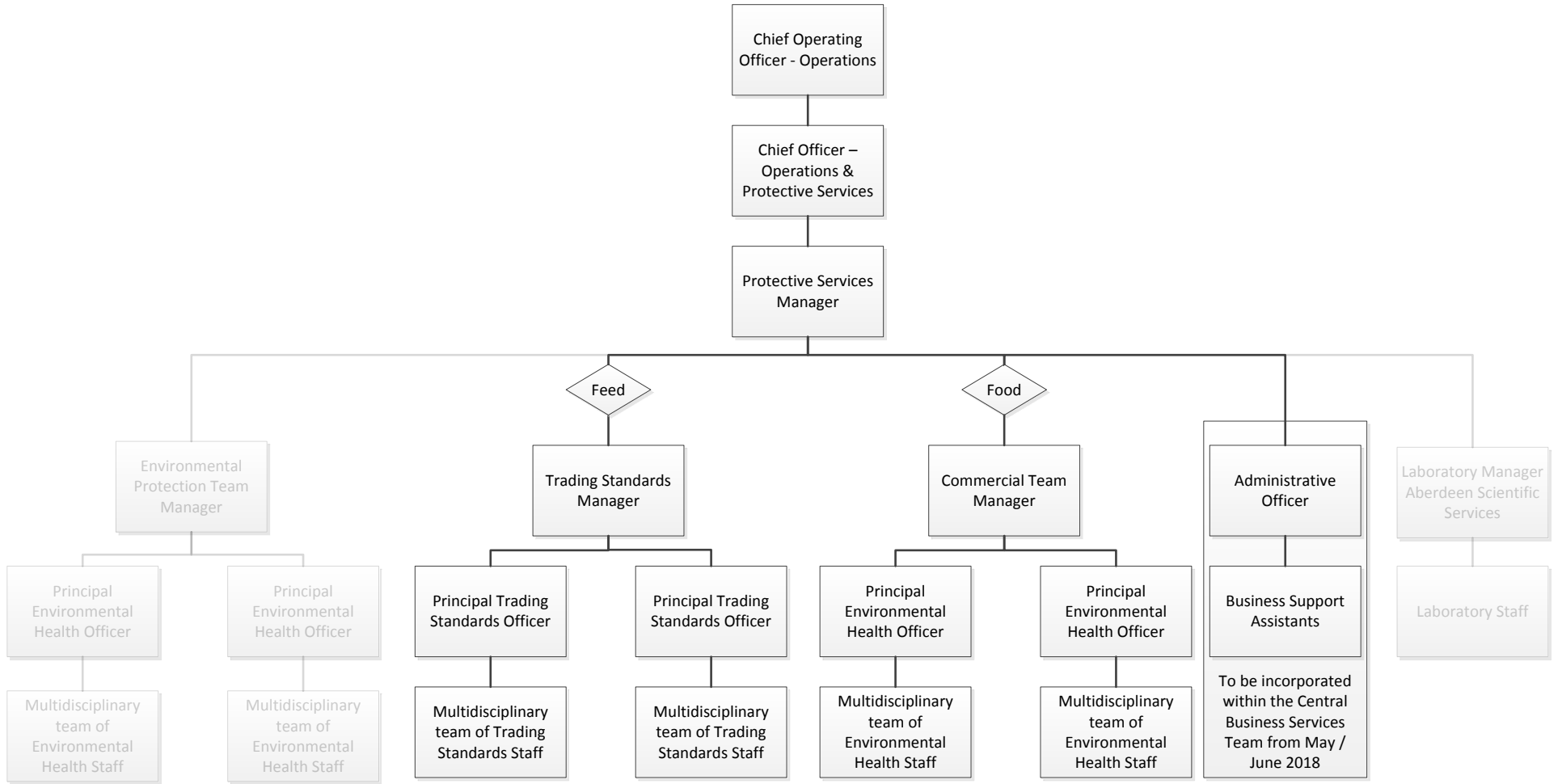
Feed Enforcement and Animal Feed Registration

Enforcement of the Agriculture Act 1970 and the animal feed registration requirements is a Trading Standards function.

Historically, Aberdeenshire Trading Standards have agreed to carry out animal feed enforcement on behalf of Aberdeen City Council as there are insufficient number of visits to be carried out in the City that would allow city staff to meet the experience element of the FSS competency requirements.

In January 2016, the FSS Board agreed that the centralisation of feed official controls should take place for implementation by April 2017. The currently favoured model is a regional delivery model, but details on how this would work are not presently available. This piece of work has yet to be delivered.

The Trading Standards Service will continue to contribute to the SCOTSS Quality sub-group and the national and regional sampling plans they develop regarding feed and fertilizer.



Committee Structure

The Following Committees operate within Aberdeen City Council:

- Aberdeen City Region Deal
- Audit, Risk and Scrutiny
- Capital Programme
- City Growth & Resources
- Education Operational Delivery
- Licensing
- Operational Delivery
- Pensions
- Planning
- Public Protection
- Staff Governance
- Strategic Commissioning
- Strategic Transformation

Food related matters are reported to:

- Public Protection;
- Operational Delivery; and
- Audit, Risk and Scrutiny Committees.

2.3 Scope of the Food Service

The authority has a responsibility for the provision of food law enforcement protection services covering approximately 2350 food businesses. Table 1 illustrates the number and type of food businesses within Aberdeen City.

It is not possible to predict accurately the number of food businesses that will be operating within the City during 2018/2019 however looking at the figures for the last few years it can be assumed that there will be a slight increase in the number of caterers during the year.

Table 1: Number and Type of Food Businesses within Aberdeen City

Food business Type	Establishments	
	1 April 2016	1 April 2018
Primary Producers	4	6
Manufacturers & Packers	57	63
Importers/Exporters	0	0
Distributors/Transporters	44	43
Retailers	469	478
Restaurant & Caterers	1641	1766
Total	2215	2356

The principal responsibility is the intervention and audit of these establishments, however there is also responsibility to investigate food

complaints relating to the safety or standards of food sold from these establishments. This includes a responsibility to investigate, where appropriate, on behalf of other enforcement agencies under the Home Authority Principle.

Additionally, the authority has responsibility for co-ordinating a monitoring and surveillance programme for foods produced in the area.

Many of the staff carrying out food safety interventions also have responsibilities for inspecting premises under health and safety legislation as detailed in Section 2.2. As an urban authority there is little involvement in feeding stuffs controls as explained above.

The Service utilises Aberdeen Scientific Services, also based within the Council, to analyse and examine food samples.

2.4 Demands on the Food Service

2.4.1 Food Establishment Profile

The number of approved fish processing establishments is a particular feature of demand in the area. In addition requests for export certificates for fishery products are a complementary aspect of the overall international trade in fish and fish products. The City also contains a high concentration of large 'superstore' retail outlets which serve a significant number of consumers beyond the Aberdeen City boundary.

The City has a comparatively small number of major manufacturers outside the fish processing sector.

All local authorities have responsibility for imported food controls to ensure that food imported from outside the EU is safe and complies with EU and UK requirements. Significant amounts of food of non-animal origin will not have been physically checked at ports of entry and products of animal origin may be illegally imported. Resources are therefore allocated to this area during routine interventions.

2.4.2 Approved Establishments

Establishments producing products of animal origin have to adhere to specific health rules and require approval under specialist legislation.

Currently there are 39 approved establishments in the City. These are categorised as follows:

Fishery products	33	establishments
Dairy products	0	establishments
Meat products	3	establishments
Cold Stores	3	establishments

This Service is participating in a pilot project undertaking an enhanced approach to the inspection and auditing of approved establishments and other

manufacturers. This enhanced approach is intended to provide greater scrutiny and therefore an increased level of assurance in establishments to produce safe food. This project has been identified as a crucial piece of work to support businesses retaining access to export markets. This will require resource to be redirected from lower risk activities.

2.4.3 Primary Production

Regulation EC 852/2004 on the Hygiene of Foodstuffs applies to primary producers of food and is executed and enforced in Scotland by the Food Hygiene (Scotland) Regulations 2006. Primary production is the rearing or growing of primary products including harvesting, fishing, milking and farmed animal production prior to slaughter.

The frequency of primary production food hygiene inspections undertaken is determined by risk assessment as described in Annex 10 of The Food Law Code of Practice (Scotland). Membership of a recognised farm assured scheme is factored into the risk assessment as it may help the business to comply with hygiene requirements.

The primary production enforcement regime applies only to land based agricultural activities; arable, horticulture and livestock including farmed game. It does not include dairy, egg, fish or shellfish production. Due to the small number of these establishments in the Aberdeen area very few require to be inspected annually (none were inspected in 2017/18). These inspections are funded by Food Standards Scotland.

2.4.4 Service delivery points

The staff of the service are based at Marischal College, Broad Street. The general philosophy is that the service is taken to the client in relation to intervention of businesses or public contact. The licensing liaison services are based at Marischal College for the purposes of most meetings with clients (or more usually their agents), with field visits as necessary.

The Service can be accessed by businesses and public by telephone or in person at Marischal College between the hours of 8:30am and 5:00pm Monday to Friday. Telephone calls made outside these hours will be recorded by the telephone answering service. At weekends and evenings an Environmental Health duty officer is on standby for emergencies. There is also provision for some charged for non-emergency visits to be conducted out of hours (Export Certification and Ship Sanitation Certificates). The Service can also be accessed at any time via e-mail, although e-mails will only normally be accessed by the service staff during office working hours.

2.5 Enforcement Policy

The Food Safety Enforcement Policy was last reviewed in 2013 to take account of legislative changes. It is scheduled to be revised during 2018 and reported to the September Operational Delivery Committee.

3. Service Delivery

3.1 Food Premises Interventions

The requirement to carry out periodic inspections of food business establishments using a risk based approach is derived from EC Regulations 882/2004 and the Framework Agreement on Food Law Enforcement in respect of legislation relating to Scotland.

Standards of food hygiene and safety for businesses in the European Community are set out in the EC Regulation 852/2004 on the Hygiene of Foodstuffs. These contain both structural and operational requirements that apply to all food businesses. Additional requirements for food businesses that must obtain approval in relation to the production of products of animal origin are contained in EC Regulations 853/2004, and microbiological requirements for foods are contained in EC Regulation 2073/2004.

A Code of Practice issued under Section 40 of the Food Safety Act 1990, Regulation 24 of the Food Hygiene (Scotland) Regulations 2006 and Regulation 6 of the Official Feed and Food Controls (Scotland) Regulations 2006, together with associated practice guidance and industry guides assist enforcement authorities in performing their duties. The Food Law Code of Practice (Scotland) was last revised in 2015 to reflect the creation of Food Standards Scotland. A revised 2018 version is expected imminently.

Interventions

Interventions are defined within the Code of Practice as activities that are designed to monitor, support and increase food law compliance within a food establishment. They include, but are not restricted to official controls, which are defined at Article 2(1) of Regulation 882/2004.

Methods for carrying out tasks described as official controls are specified in Article 10 of Regulation 882/2004.

These include:-

- Monitoring,
- Surveillance,
- Verification
- Audit,
- Inspection
- Sampling and Analyses

Non-official controls are:-

- Education, advice and coaching
- Information and intelligence gathering

The majority of official controls are undertaken unannounced. However in some circumstances an appointment may be necessary. For example if the

business is a domestic premises or successive attempts to gain access have been unsuccessful.

3.1.1 Frequency of Interventions

This Service has received a derogation to deviate from the current Food Law Code of Practice in relation to the risk rating and timetabling of inspections. A new risk rating regime is due to be implemented from 2019/2020, and Aberdeen alongside nine other Scottish LAs have adopted this method ahead of its formal implementation. Under the new regime, food safety and food standards are combined within a single inspection and rating.

During the transition, inspections will be scheduled based on the existing rating scheme, but will subsequently be rated in accordance with the new rating scheme and will be inserted in to the schedule as appropriate.

The revised rating scheme has inspection frequencies of: one month; three months; six months; twelve months; eighteen months; two years; and three years depending on levels of compliance and business type. It is intended to be resource neutral, but to allow for resources to be targeted towards higher risk activities.

Interventions will take place at a minimum frequency determined by an interventions risk rating assigned at the last inspection/intervention. This date can be bought forward if a problem has been identified (e.g. through a complaint investigation, notification of an issue from another authority, poor sampling result etc.) Dependent upon the gravity of the problem the intervention rating may be reconsidered along with the appropriateness of the next planned intervention

Interventions are planned so that they are carried out by the due date.

The number of inspections is currently anticipated to be as per table 2 below. This figure will be subject to in year changes due to the new rating scheme, inspections being due more than once in a year, new businesses starting operations and other businesses ceasing operations.

It is anticipated that approximately 50% of inspections will require one or more revisits following a food hygiene intervention under the current rating scheme, a proportion of these will now be considered to be inspections in relation to the new rating scheme.

Table 2: Number of currently anticipated inspections / interventions in 2018/2019

Risk category	Inspection Frequency	Number of establishments
A	6 months	12
B	12 months	294
C	18 months	337 (+64 overdue)
D	24 months	258 (+250 overdue)
Not risk rated	N/A	198
E	Alternative Enforcement Strategy every 3 years	46

Our aim is to hit 100% of the current Category A and B establishments on or before the due date for intervention. We will intend to inspect the majority of Category C businesses, but resources may be diverted to deal with issues of greater public health significance.

Low risk food law interventions, Category D establishments, will be carried out when competing service demands allow. Work will be prioritised firstly by the risk and secondly by the length of time the intervention has been overdue. Category E establishments requiring food law interventions will be tackled by an Alternative Enforcement Strategy (AES) in the form of a telephone questionnaire that will be undertaken by the Business Support Team.

3.2 Food and Feeding Stuffs Complaints/Service Requests (Including Food Hygiene Complaints)

The trend over recent years has been for a year on year increase in the number of food related complaints received. Based on previous years it is anticipated that there will be in the region of 800 service requests received in 2018-2019.

Food complaints/service requests are evaluated on receipt by the Principal Environmental Health Officer (EHO) (Food), the other Commercial Team Principal EHO or the Commercial Team Manager within 2 working days. The decision making process for action on a given complaint is informed by the documented food complaints procedure of the Commercial Section and the Service's Food Safety Enforcement Policy. Handling food complaints is a resource intensive process and action in relation to individual complaints will be proportionate to risk. Complainants are informed of the proposed course of action and also of the progress and outcome of their complaint. As part of our transition to the Target Operating Model, we will review our procedures for dealing with service requests to ensure that resources are directed to those requests of significant public health concern.

Control of Feeding stuffs is the responsibility of the Trading Standards Service and the complaint investigation policy is contained within the Trading Standards Service Plan.

3.3 Home Authority Principle and Primary Authority Scheme

The Service procedures fully acknowledge the home authority principle and Primary Authority Scheme. In cases where a designated home authority exists, they will be contacted prior to taking formal enforcement action in order to assess best enforcement practice in relation to the issue at hand.

From April 2009, Food Authorities in England had the choice to become the Primary Authority for a food business operator that has establishments in more than one Local Authority area. The current Primary Authority scheme does not apply to Scotland and Scottish Authorities have been advised to treat Primary Authorities as if they were the “Home Authority”. The Regulatory Reform (Scotland) Act 2014 created a framework for a separate primary authority scheme in Scotland, but this has not been implemented.

Home Authorities are also informed of food complaints both as an aid to Aberdeen City’s enforcement assessment and in order to ensure that the relevant home authorities are able to gain the fullest picture of the food safety/standards performance of their partner businesses.

The Service procedures also acknowledge the duty of Aberdeen City Council to respond to requests for an originating authority report from any food authority whose investigations have led to a point where a manufacturer or supplier within Aberdeen requires to be included in the overall investigation.

Aberdeen City Council is not formally registered as a home authority for any of the businesses producing food within in its area. However, the City Council acts as originating authority for any such businesses. The current policy is to investigate all Home/Originating Authority referrals thoroughly in order to fully meet the requirements of the referring authority. On average this authority receives less than 10 such referrals per year and so this is not particularly demanding of resources. This level of service will be maintained.

3.4 Advice to Businesses

The Service provides advice to potential business start-ups as well as guidance when significant refurbishment is being considered.

The bulk of additional advisory work is carried out during interventions and visits.

The Service also provides advice on request to both businesses and consumers. Over the past few years the number of enquiries from businesses and the public relating to food safety has increased. Enquiries relating to food standards related matters have also increased. On this basis the service can expect to receive approximately 250 food safety enquiries and 10 food standards enquiries in the forthcoming year.

3.5 Food Intervention and Sampling

This Service actively participates in a food sampling programme which is coordinated by Aberdeen Scientific Services. This involves taking routine surveillance samples as well as participating in both national and regional surveys.

Programmed sampling does not include formal sampling, which is required where formal enforcement action is anticipated, and is usually in response to prior intelligence – e.g. from investigation of a complaint, or failure of an informal sample taken by an enforcement officer.

Environmental Health Officers and Authorised Officers carry out sampling.

The Council provides food analytical services and microbiological examination services through Aberdeen Scientific Services, which is accredited to all the necessary standards. Aberdeen Scientific Services also acts as the Council's Appointed Food Examiner. This Service has a Service Level Agreement with this organisation to perform analysis of the bulk of food samples. From time to time, other appropriately accredited laboratories may carry out specific analyses.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

The food regulatory service has a number of staff appropriately trained to deal with potential or actual cases or outbreaks of food poisoning and food borne disease. The Service has adopted the Health Board's Infectious Disease Incident Plan. Where issues of public health dictate, staff will be diverted from pro-active intervention and sampling work and from lower priority response work.

The Service has out-of-hours arrangements via a 'duty officer' stand-by system. The Service also holds a list of out of hours contact details for its food enforcement staff, which can be utilised in situations where there is a serious threat to public health requiring an immediate response.

The food regulatory service currently carries out field investigations of food related infectious disease in all cases where it is judged by Environmental Health staff or the Health Board's designated Consultant in Public Health Medicine that a particular food premises is implicated. In addition, approximately 80 alleged cases of food poisoning are reported to the Service every year by consumers, but not all warrant detailed investigation.

The Service also investigates sporadic cases confirmed as suffering from a food borne diseases such as salmonella and dysentery where no particular food establishments are implicated.

3.7 Food Safety Incidents

The Food Regulatory Service is advised of Food Alerts For Action (FAFAs), Allergy Alerts, Product Withdrawal and Product Recall Information Notices via e mail; out-of-hours contact arrangements are registered with FSS.

All service procedures for dealing with food hazards occurring within the authority are in line with the guidance contained in The Food Law Code of Practice (Scotland) and the associated Practice Guidance- which sets out the protocols for advising FSS and other authorities as circumstances dictate. Availability of staff in emergency situations is as described in section 3.6 above.

3.8 Liaison with Other Bodies

The principle vehicle for inter-authority liaison is the North of Scotland Food Liaison Group on which the authority is represented by the Principal EHO (Food Safety) who is the chairperson. The Principal EHO (Food Safety) also attends the Fish and Shellfish Working Group and represents the North of Scotland on the Scottish Food Enforcement Liaison Committee (SFELC) which meets quarterly.

The authority is represented by the Principal EHO (Food) at the monthly meeting of the multi-disciplinary Infectious Disease Group of NHS Grampian.

These liaison arrangements demand approximately 14 days of Principal EHO time per year.

The Commercial Team Manager is the Chair of the Food Safety Sub Group of SFELC.

The Authority is also represented on a number of SFELC working groups.

It is intended that these existing liaison arrangements will be continued, as they not only assist the authority in ensuring a consistent enforcement approach with other Scottish Local Authorities but also enable efficiencies through partnership initiatives, particularly for staff training and promotional activities.

The Service also has internal liaison arrangements with the Building and Planning Control Services for prospective refurbishment of food business premises, and with the Licensing Committee for licensed food premises and Street Traders.

3.9 Food Safety and Food Standards Promotional Work

From time to time the authority participates in promotional activities with external agencies such as neighbouring local authorities and NHS Grampian.

EatSafe Project

This Service intends to continue with the Eat safe project this year.

Food Standards Scotland's Eat Safe award scheme is designed to promote excellence in food hygiene and food safety management and improve public confidence and consumer choice in catering establishments across the country.

The Eat Safe award scheme provides an incentive to caterers to strive for standards beyond those required by law, and helps consumers make informed choices about where to eat out in Scotland by providing a recognisable and well publicised sign of excellence in standards of food hygiene. Those establishments who meet the standards are entitled to display the Eat Safe logo which is a readily recognisable symbol of high food hygiene standards across Scotland.

Eligible establishments are assessed for the Eat Safe award as part of scheduled food hygiene interventions. In Scotland there have been over 1000 Eat safe awards issued. Aberdeen City currently has 12 Eatsafe award holders. This is a further reduction from last year.

This Service reviews Eat Safe award status at every planned food hygiene intervention.

Food Hygiene Information Scheme

The Food Hygiene Information Scheme was launched in Scotland in 2006. It provides consumers with an insight into the hygiene standards found at food hygiene inspections. The scheme was developed to increase consumer confidence and help people make informed choices about where they eat or buy their food.

The results can be viewed on the FSS website. The scheme applies to all food outlets that supply food directly to consumers. Each is asked to display a certificate on the door or window of their premises, confirming that they have passed their most recent food hygiene inspection. The inspection outcome applies to a business trading at a particular address, so that a change of business operator at a given address will require a fresh assessment. The outcomes of the assessments are divided into four categories as detailed below:

Pass

A 'Pass' indicates that the business broadly met the legal requirements. These requirements include the hygiene conditions found during the inspection and the management procedures in place for providing safe food.

Improvement Required

Where a business has failed to meet these requirements it will not be issued with a "Pass" certificate. This outcome will appear as an "Improvement Required" on the website.

Exempt Premises

A very small number of premises may be registered as food businesses in circumstances where it is unlikely that customers will view them as food premises. The assessment for such premises will have concluded that the food safety risk is negligible.

In such cases (and only with the agreement of the business), a certificate will not be issued and the information on the local authority website will indicate that the business is currently exempt from the food hygiene information scheme.

Awaiting Inspection

Where a business has not yet been inspected, it will be issued with a temporary certificate advising consumers of that fact. This will appear as 'Awaiting Inspection' on the website. Premises will also require to be re-inspected where they have changed ownership.

FSS is in the process of reviewing the scheme, including consideration of the compulsory display of the FHIS outcome by businesses (In Wales and Northern Ireland, it is compulsory to display the FHRS outcome [FHRS is the equivalent system operated in England, Wales and Northern Ireland]). It is unlikely that this review will be completed until after Brexit.

4.10 Food Fraud/Crime

Food fraud is committed when food is deliberately placed on the market, for financial gain, with the intention of deceiving the consumer. Although there are many kinds of food fraud the two main types are:

i) the sale of food which is unfit and potentially harmful, such as:

- recycling of animal by-products back into the food chain
- packing and selling of beef and poultry with an unknown origin
- knowingly selling goods which are past their 'use by' date

ii) the deliberate mis-description of food, such as:

- products substituted with a cheaper alternative, for example, farmed salmon sold as wild, and Basmati rice adulterated with cheaper varieties

- making false statements about the source of ingredients, i.e. their geographic, plant or animal origin

Food fraud may also involve the sale of meat from animals that have been stolen and/or illegally slaughtered, as well as wild game animals like deer that may have been poached.

Resources will be invested in tackling food fraud in the City, including training for officers. The Service will work in partnership with colleagues in other agencies including Food Standards Scotland, other local authorities, the police and HMRC.

4. Resources

4.1 Financial Allocation

The financial allocation for the food regulatory service is set out in Table 4 below.

Table 4: Financial allocation for the food service² 2018/2019

Expenditure		Food Total £
	Staffing	£842,500
	Training	£12,500
	Sampling	£250,000
	Total Expenditure	£1,105,000
Income		
	Total Income	£65,000
Net Cost		£1,040,000

*Estimated provisional figures based on allocation for 17/18

4.2 Staffing Allocation

The current allocation of full time equivalent staff to the Food Regulatory Service is detailed in Table 5 below.

Table 5: Allocation of full time equivalent staff to the Food Service²

Full Time Equivalent Staff	Establishment	In Post
<u>Section Management</u>		
Protective Services Manager	0.1	0.1
Commercial Team Manager	0.6	0.6
Principal Environmental Health Officers	1.2	1.2
<u>Field Staff</u>		
Environmental Health Officers	8.75	8.3
Authorised Officers	3.7	3.3
<u>Section Support</u>		
Administration Staff	2.0	2.0
Total	16.35	15.5

² Estimate based on number of full time equivalent staff working in support of the food enforcement service

4.3 Staff Development Plan

The service ensures that:

- a) All staff involved in food safety interventions are qualified Environmental Health Officers or hold the SFSORB Higher Certificates in Food Premises Inspection and Food Standards Inspection.
- b) All staff involved in the seizure or assessment of foods are Environmental Health Officers or Authorised Officers with specialist qualifications in food inspection.
- c) All staff involved in the assessment of quality systems have had suitable specialist training.

The Service is committed to taking advantage of all opportunities to enhance the skills and competence of officers. It is intended that all food enforcement staff who have not previously attended a recognised HACCP auditing course do so at the earliest possible opportunity. In addition opportunities to undertake training in Official Control Verification and Investigation Skills will be pursued.

It is also intended to send a proportion of staff on the REHIS sponsored Food Update Course each year subject to budget availability, course content and the availability of places.

Technical update meetings will continue to be held every month to disseminate information on policy, new legislation and new developments in food enforcement and the food industry in a structured way. These meetings promote consistency of enforcement approach between enforcement staff.

5. Quality Assessment

The Service has established a Quality Monitoring System for intervention activity, which is designed to ensure:

- a) Properly planned and resourced risk based food hygiene interventions are undertaken;
- b) Officers with the appropriate levels of experience and training are selected to carry out interventions;
- b) The consistent application of the Councils' food enforcement policy;
- c) That the intervention itself is viewed as more than a specific visit;
- d) Appropriate training, guidance and coaching is provided to enforcement officers in the furtherance of the objective of continuous professional development;
- e) Consistency of enforcement approach between enforcement officers.

Outstanding sample results are monitored for each Officer on a regular basis by the Principal EHO.

6. Review

6.1 Review Against the Service Plan

The Service Plan will be reviewed on an annual basis.

6.2 Identification of any Variation from the Service Plan

Review of the plan will include assessment of performance against the plan, identify areas for improvement and forecast the demands on the service and the appropriate service mix required to meet those demands. The Service Plan will be revised as appropriate.

6.3 Areas for Improvement

- a) Review and update of Policy and Procedures as required.
- b) Continue to establish partnership agreements for promotional and educational initiatives where possible.
- c) Implementation of mobile working for food inspections as part of the TOM
- d) Continued involvement in the food sampling programme.
- e) Continued application and support of Food Hygiene Information Scheme.
- f) Continued involvement in the EatSafe Project.
- g) Promote careers as Environmental Health Officers/Food Safety Officers at school careers fairs whilst reinforcing the message and importance of food safety.
- h) Continue to implement an alternative enforcement strategy whereby category E (low risk) premises will be assessed by telephone questionnaire.
- i) Continue to update feed database
- j) Dedicate resources to food fraud investigation
- k) Continue involvement with the Annex 5 Implementation Group

Food Regulatory Service Plan Review

2016/2017

1. Food Hygiene Interventions

The number of food hygiene interventions achieved between 1 April 2016 and 31 March 2017 within the target time were as follows:

Risk Category	2015/16		2016/17	
	Inspections Due	Inspections Achieved	Inspections Due	Inspections Achieved
A (High)	37	37	51	46
B (High)	187	183	190	186
C (Medium)	198	197	355	250
D (Low)	44	42	146	5
TOTAL	466	459	742	487

The figures indicate that the performance achievement in respect of high risk premises was 96 % with nine premises missed due to a scheduling error. Systems have been enhanced to prevent a recurrence.

Performance achievement for medium risk premises for 2015/16 was 99%. In 2016/17 performance in this category fell to 70 % due to staffing shortfalls. It should, however, be noted that the number of inspections undertaken during this period increased.

In addition category D low risk premises were also removed from the programme in 2016/17 to allow resources to be concentrated on higher risk businesses.

It must also be noted that the total number of food hygiene inspections that were carried out in 2016/17 was 813; 71 more inspection jobs than were in the work programme for the year. These additional inspections are attributed to new premises that have begun trading in the City. Furthermore 432 revisits to businesses to check compliance were also undertaken in the period.

The percentage of “broadly compliant” premises was 90 % at 31 March 2017. Broadly compliant businesses with no critical risks to food safety and few minor non-recurring contraventions will receive a Pass certificate in the Food Hygiene Information Scheme.

The continued implementation of the Scheme has encouraged food business operators to carry out necessary work on minor recurring contraventions promptly in order to obtain a Pass certificate for display at the premises.

2. Food Standards Interventions

The number of food standards interventions undertaken between 1 April 2016 and 31 March 2017 was 619, an increase from the previous year. 7 Food standards re-visits were also undertaken in this period. This figure will fluctuate year on year depending on how many food standards inspections are due. The number of new businesses that began trading in the area also affects this figure as each new business will require both a food hygiene and food standards inspection at start-up.

3. Formal Enforcement Action

120 Hygiene Improvement Notices were served under Regulation 6 of the Food Hygiene (Scotland) Regulations 2006 in respect of 43 food premises. This figure has decreased from the previous year. The number of notices fluctuates year on year depending on the inspections that are due during that period. In 2016/17 there were no notices served on cleaning as these issues were covered in notices dealing with Food Safety Management Systems.

A breakdown of the non-compliances contained within the Notices is as follows:

Non Compliance	2015/16	2016/17
Facilities and equipment	19	18
Food Safety Management System	48	49
Structural repair	23	27
Training	7	18
Pest control	5	5
Cleaning	75	-
Other	4	3
TOTAL	181	120

In addition 19 Remedial Action Notices were also served on 12 premises. These notices require immediate actions to be taken to control the risks and may involve restricting or inhibiting operations.

One report was submitted to the Procurator Fiscal during the year. The food business operator pled guilty and was fined £600.

4. Food Complaints

A total of 174 food complaints in respect of food and food premises were received in 2016/2017. These were dealt with according to the Services' food complaints procedure and Enforcement Policy. It should be noted that on average complaints form only a proportion of the total number of requests for service.

A breakdown of food service requests received is as follows:

Service Requests	2015/16	2016/17
Suspected food poisoning	57	77
Food Hygiene Enquiry	167	243
Food Standards Enquiry	13	8
Food Observations	85	131
Food Condemnation	0	0
Food Hygiene Complaint	44	59
Hygiene of Food Premises	90	115
Food Standards Complaint	99	95
FHIS Revisit Request	21	18
Waste Complaint	12	23
Waste Segregation Complaint	1	2
Water Cut Off	0	0
Carrier Bag Charge Complaint	0	0
Carrier Bag Charge Enquiry	1	0
Business Advice	-	1
TOTAL	590	771

There was an increase of 30% in the number of service requests received, compared to 2015/16.

5. Food Sampling

There is no statutory target in respect of obtaining and submitting food samples.

Aberdeen Scientific Services Laboratory operates a unit charging scheme and a fixed number of units is allocated, on an annual basis, in respect of food microbiological examination and food chemistry analysis.

Sampling targets for the year were calculated as 355 chemical and 283 microbiological. These totals include general monitoring, local targeted exercises and regional and national surveillance surveys. They do not include re-active samples such as those taken as a result of consumer complaints or as part of investigations of food poisoning outbreaks.

The actual samples submitted for laboratory analysis or examination during 2016/2017 totalled 341 chemical which equates to 96 % of the target figure and 276 microbiological which equates to 98% of the target figure.

All sample failures were followed up and the results provided to the food businesses. Premises visits to discuss required remedial action were also undertaken and repeat samples procured to assess legal compliance.

6. Notification, Control and Investigation of Outbreaks of Foodborne Disease

Notifications received from NHS Grampian in respect of foodborne disease totalled 64. This figure includes 19 instances of viral illness associated with schools, nurseries and residential institutions.

All were investigated fully in partnership with the NHS Health Protection Team without the necessity of any formal action.

A breakdown of specific diseases is as follows:

Disease	2015/16	2016/17
Salmonella	54	40
E.Coli O157	0	0
Hepatitis E	3	2
Dysentery	8	3
Campylobacter	0	-
TOTAL	65	45

Officers from the Service conducted interviews with patients gathering information for Enteric Disease Surveillance Forms. This information is shared with colleagues in the Grampian Health Board Health Protection Team. The 2015/16 statistics show a marked increase in the salmonella notifications from the previous year.

No major food borne disease outbreaks occurred during the year .

7. Food Alerts

The food alerts received from the Food Standards Agency during 2016/2017 are classified and compared to previous year's trends below.

Category of Alert	2015/2016	2016/2017
For Action	3	3
Recall	74	66
Withdrawal	0	0
Allergy Alert	98	82
TOTAL	175	157

Officers are made aware of the withdrawal, recall and allergy alerts and accordingly check for products on sale when they are carrying out routine inspections and premises visits. In the case of the Alerts for Action the premises known or believed to stock the items in question are specifically

targeted at the time the Alert is issued to ensure that there is no product on site.

8. Export Certificates

The Service issued 198 Export Certificates for fishery products during 2016/2017; 58 less than the previous year. The number of certificates issued will fluctuate annually depending on the export market.

Performance on Areas for Improvement 2016/2017

Areas for Improvement	Action
Review of Policy and Procedures as required	Target met
Continue to Establish Partnership Agreements for promotional and educational initiatives where possible	Officers participated in promotional activities again this year providing information about food safety matters.
Implementation of mobile working for food hygiene inspections	Delayed due to IT issues
Continued involvement in the food sampling programme	Target met
Continued application and support of the Food Hygiene Information Scheme	Target met
Continued involvement in the EatSafe Project	Target met
Promote careers as Environmental Health Officers/Food Safety Officers at school careers fairs whilst reinforcing the message and importance of food safety	Representation at school Careers Events and the Carers Scotland event promoting careers in Environmental Health
Continue to implement an alternative enforcement strategy whereby category E (low risk) premises will be assessed by telephone questionnaire	Members of the Business Support Team contacted low risk businesses throughout the year by telephone.
Continue to update feed database	Target met
Dedicate resources to food fraud investigations	Target met

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ABERDEEN CITY COUNCIL

COMMITTEE	Public Protection
DATE	9 th May 2018
REPORT TITLE	Protective Services Occupational Health and Safety Intervention Plan 2018/19
REPORT NUMBER	OPE/18/017
DIRECTOR	Robert Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Andrew Gilchrist
TERMS OF REFERENCE	3.3

1. PURPOSE OF REPORT

- 1.1 Outlines the Protective Services proposals for delivering the occupational safety and health regulatory service for 2018/19.

2. RECOMMENDATION(S)

That the Committee approves the Occupational Health and Safety Intervention Plan for 2018/19 (Appendix 1).

3. BACKGROUND

- 3.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 premises.
- 3.2 The principal activities in regard to these premises are:
- a) Investigating complaints relating to safety, occupational health and welfare at these workplaces;
 - b) Investigating reported accidents arising in the course of work activities;
 - c) Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects;
 - d) Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - e) Engaging in focussed intervention programmes.
- 3.3 It is a statutory requirement that the Council “make adequate arrangements for enforcement” of the requirements of the Health and Safety at Work etc. Act

1974 and therefore it is essential that there is appropriate, proportionate engagement in this field. In particular, the Council should be seen to be taking a proactive approach in developing initiatives that are directed toward making a significant impact in the community.

- 3.4 The interventions have been selected on the basis that they represent concerns that are widely known nationally. Although they have been produced with the intent that they represent an achievable target, the Committee's understanding is sought on the possibility that there may be a carry over of the planned work to the following financial year.

What	Why	How
Proactive work		
Control of legionella	National priority and high risk sector	Proactive inspection of registered cooling towers/evaporative condensers.
Tanning salons	Concern about overexposure of clients to UV radiation and use by underage clients.	Advisory visits to ensure appropriate controls in place ,with the option of enforcement follow up if required.
Electrical safety	Recognition that there is a lack of awareness by small businesses on their responsibilities of providing and maintaining a safe electrical system	Provision of written advice on maintenance responsibilities Training of officers to identify matters of evident concern (MEC) Reactive visits as a result of knowledge of MEC

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety etc. at Work Act 1974. Failure to do so could lead to Health and Safety Executive(HSE) using it's default powers to take over services.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial			
Legal	Statutory duty to provide an adequate health and safety enforcement service.	L	Sufficient resources allocated to avoid legal challenges.
Employee	The lack of an effective intervention plan could adversely impact on the competence of staff in relation to health and safety enforcement	L	Delivery of an effective intervention plan will support the maintenance of competence.
Customer	The lack of an effective intervention plan to tackle health and safety issues could result in unacceptable risks to the health and safety of the population of Aberdeen	L	The intervention plan is designed to tackle significant health and safety issues to protect the population of Aberdeen.
Environment			
Technology			
Reputational	The lack of an effective intervention plan to tackle health and safety issues could result in reputational damage.	L	Criticism could be directed at the Council if there is failure to effectively implement the Service Plan, but it is considered that there are sufficient controls in place to avoid this.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The regulation of commercial premises within the city contributes to making Aberdeen an attractive,

	clean, healthy and safe place to live.
Prosperous People	Implementation of this plan will contribute to ensuring the health, safety and welfare of Aberdeen's workforce and the general public
Prosperous Place	Implementation of this plan will contribute towards ensuring Aberdeen is a safe place to work, to enjoy recreationally and to visit.

Design Principles of Target Operating Model	
	Impact of Report
Governance	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

Occupational Health and Safety Intervention Plan 2017/18.

[HELA LAC 67/2\(rev. 6\) Advice/Guidance to Local Authorities on Targeting Interventions](#)

[National Local Authority Enforcement Code- Health and Safety at Work](#)

10. APPENDICES

Appendix 1 –Protective Services Occupational Health and Safety Intervention Plan

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

Protective Services
OCCUPATIONAL HEALTH AND SAFETY

Intervention Plan

2018-2019

Foreword

Aberdeen City Council's Protective Service's Health & Safety Intervention Plan has regard to recent developments in Council Policy and the changing Occupational Health and Safety landscape.

In 2018/19 the Service activities will reflect the HSE's national priorities but will also address local matters of concern.

The Plan will be reviewed on an annual basis by the Commercial Team Manager in conjunction with the Principal Environmental Health Officer specialising in Occupational Health and Safety.

The intervention plan details the intended activity of the service based on the resources allocated and the establishment staffing levels. It should be noted that 2 Senior Authorised Officer posts have been deleted, with significant, but not critical impact on the staffing resource.

Health and Safety Intervention Plan

1 Service Aims and Objectives

Aims and Objectives

- 1.1 The overall aim of the Occupational Health and Safety Service is to work with others to protect people's health and safety by ensuring physical risks in the workplace are managed properly
- 1.2 Officers seek to ensure that the health and safety of members of the public is not compromised by ensuring businesses comply with their obligation to provide safe systems of work.
- 1.3 These aims are passed primarily through the enforcement of relevant legislation by a variety of means but principally through advice given during proactive inspection and audits of work systems. In addition, these aims are also achieved by the provision of advice and promotion of relevant issues to employers, employees and, where appropriate, to the wider public.

2. Scope of and Demands on the Health and Safety Regulatory Service

- 2.1 As an Enforcing Authority, the Council has responsibility for the provision of health and safety enforcement services covering a range of businesses, mainly within the service sector, covering approximately 4,000 premises.

The principal activities in regard to these premises are:

- 1 Investigating complaints relating to safety, occupational health and welfare at these workplaces;
 - 2 Investigating reported accidents arising in the course of work activities;
 - 3 Investigating reports of statutory examination of certain types of work equipment, where the examination has revealed defects;
 - 4 Receiving notifications of work involving asbestos that may require to be followed up to ensure adequate controls are in place; and
 - 5 Engaging in focussed intervention programmes.
- 2.2 The term 'enforcement' is not restricted to the use of legal sanctions to achieve the aims of the legislation. 'Enforcement' is also taken to include:
 - 1 The provision of advice about the application and interpretation of legislation.
 - 2 The provision of advice about best practice.
 - 3 Encouragement of businesses to achieve compliance and adopt good practice

through awareness raising, promotion, education and provision of feedback.

- 4 Raising the awareness of employers, self-employed and employees about safety and health issues and the measures necessary or available to control them.
- 5 Partnership management with the business and voluntary sectors and other agencies.

2.3 Formal enforcement options include:

- 1 The use of enforcement notice procedures to require improvements to safety controls or prohibit the dangerous operations.
- 2 The power to seize or render safe dangerous equipment, substances or articles.
- 3 In certain cases the regulation of activities through system of prior approval.
- 4 Reporting matters to the Procurator Fiscal with a view to instigating prosecution.

2.4 The staff carrying out health and safety inspections also have responsibilities for inspecting premises under food safety legislation as detailed in the organisational chart set out in Section 3.2.

2.5 The business profile for which the service is responsible for health and safety enforcement is detailed in Table 1 below.

Table 1: Business Profile for Health and Safety Enforcement in Aberdeen

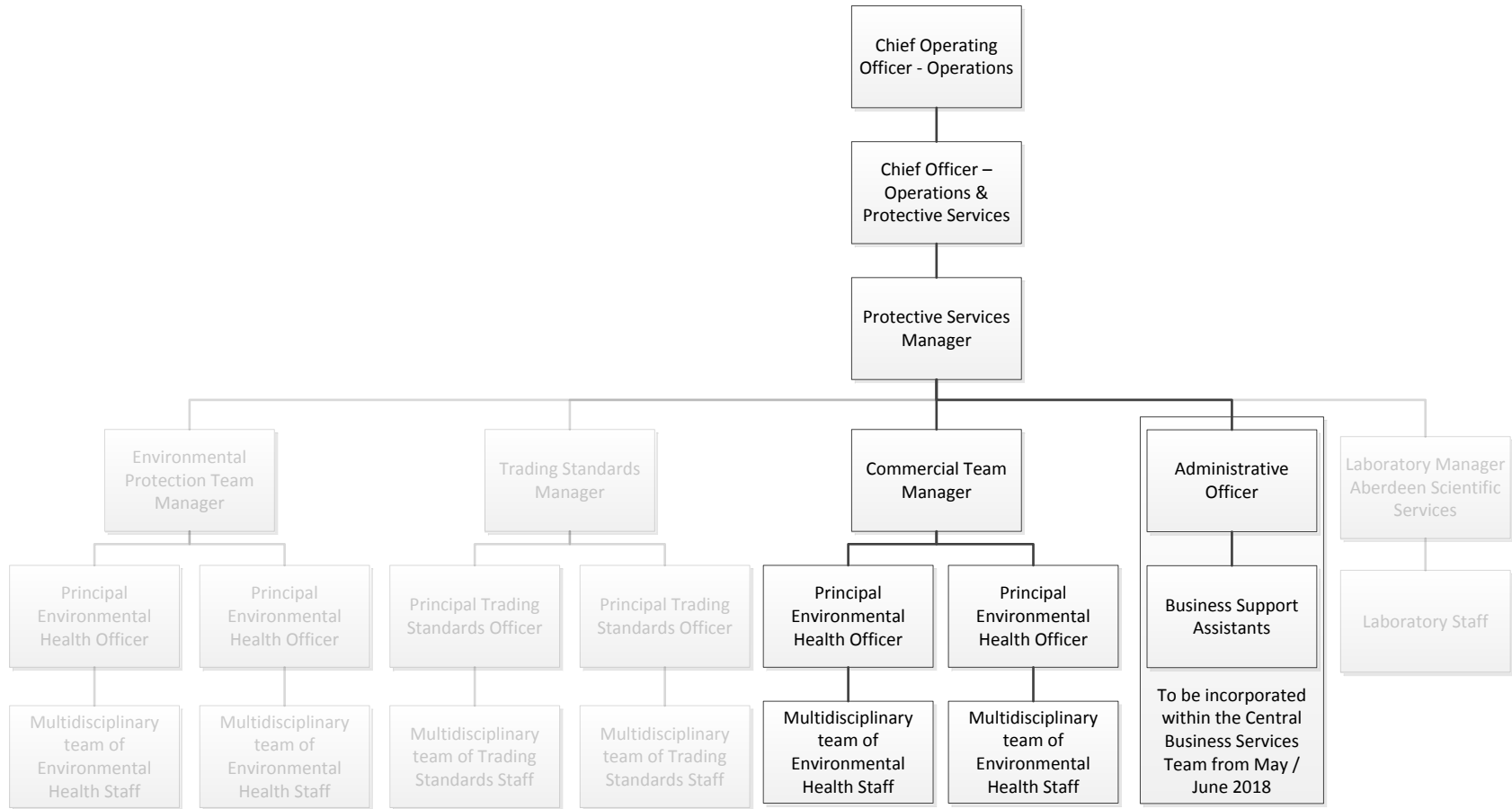
Type of Premises	No. in category (05/01/2018)
Retail	1040
Wholesale	137
Office	1141
Catering	949
Hotels	102
Residential Care	88
Leisure	152
Consumer Services	502
Other	93
Total	4204

3. Organisational Structure

3.1 The Health and Safety Regulatory Service

The Health and Safety regulatory service is a city-wide service provided from within Environmental Health's Commercial Section in Protective Services by a mix of staff that includes Environmental Health Officers, Authorised Officers and administration staff. The staff also carry out a range of additional activities including food safety, licensing, animal health and welfare inspections which give the opportunity to deal with health and safety concerns at that time.

3.2 ORGANISATION CHART



3.3 Staffing Allocation (as of 2/03/2018)

	Full time Equivalent Staff involved in health & safety enforcement
Section Management	
Commercial Team Manager	0.2
PEHO	0.6
Field Staff	
EHO	1.5
Section Support	
Administration Staff	0.2
Total	2.5

3.1 The Service will only deploy officers to carry out enforcement tasks for which they possess the appropriate qualifications and experience. Officers who are not accredited operate under the close supervision of the PEHO. Formal enforcement action [service of notices or preparation of reports to the Procurator Fiscal] is subject to the scrutiny of the PEHO or Commercial Team Manager.

4. Service Delivery

4.1 Local authorities have a duty to 'make adequate arrangements for enforcement' under Section 18 of the Health and Safety etc. at Work Act 1974. "The National Local Authority Enforcement Code – Health and Safety at Work" sets out what is meant by "adequate arrangements for enforcement" and concentrates on the following four objectives:

- [a] Clarifying the **roles and responsibilities** of business, regulators and professional bodies to ensure a shared understanding on the management of risk;
- [b] Outlining the **risk-based regulatory approach** that LAs should adopt with reference to the Regulator's Compliance Code, HSE's Enforcement Policy Statement and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk;
- [c] Setting out the need for the **training and competence** of LA H&S regulators linked to the authorisation and use of HSWA powers; and
- [d] Explaining the arrangements for collection and publication of LA data and peer review to give an **assurance on meeting the requirements of this Code**.

- 4.2 “The National Local Authority Enforcement Code – Health and Safety at Work” sets out what is meant by “adequate arrangements for enforcement”

Practically, this Service is guided to achieve this by:

- [a] having a risk-based Intervention Plan focussed on tackling specific risks;
 - [b] evaluate the risks that they need to address and use the whole range of interventions to target these specific risks;
 - [c] reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed;
 - [d] using national and local intelligence to inform priorities;
 - [e] ensuring that officers authorised to enforce the requirements are trained and competent;
 - [f] setting clear expectations for delivery;
 - [g] having a clear and easily accessible enforcement policy;
 - [h] providing easily accessible information on services and advice available to businesses;
 - [i] publishing data on our health and safety inspection records;
 - [j] having an easily accessible complaints procedure.
- 4.3 Arising from the Enforcement Code is a list produced by the HSE of high risk activities/sectors that may be subject to proactive inspections and which guides the Service's direction in enforcement activity.
- 4.4 In summary, this means the LAs ensuring their planned regulatory activity is focussed on outcomes-primarily working to deliver those national priorities set by HSE, taking account of local issues prioritised by risk, and be accompanied by an inspection programme meeting the requirements of the Code. The programme has therefore been developed to meet targets that are attainable and meaningful.

5 **Quality Monitoring and Assessment**

- 5.1 Documented procedures for quality monitoring and quality assessment of the Service have been established and as part of this joint inspections, where competency is assessed and consistency checks are made are carried out throughout the year. These should ensure adherence to the Service’s Health and Safety Enforcement Policy, internal enforcement procedures and the HSE guidance and the Enforcement Management Model.

6 Performance Review 2016/17

Year 2016/17 is reviewed below. Data for 2017/18 is not currently available and therefore, the review of 2017/18 will be reported to Committee by means of a Service Update during 2018/19.

Intervention type		Number of Inspection / intervention visits		Notes
Proactive Inspections	Proactive inspection	Targeted using National Intelligence	Targeted using Local Intelligence	Inspection visits made to locally owned steel stockholders/timber merchants /tyre and exhaust fitters. No significant issues uncovered, but considered a worthwhile exercise as it enhanced the Service's presence in this area and developed officers' professional competencies.
		14	14	
Non- inspection interventions	Other visits/face to face contacts	33	0	
	Other contact /interventions	75	75	Cafés and other businesses written to advising on their responsibility towards ensuring the safety of pressure systems in coffee machines.
Reactive visits	Visit to investigate incidents	29		
	Visit to investigate complaints	57		
	Visits following requests for advice	23		
Revisits following earlier interventions		26		
Improvement Notices		Immediate Prohibition Notices		Deferred Prohibition Notices
20		6		0

6.1 **Review of Intervention Plan**

The Service Plan will be reviewed on an annual basis following the end of each financial year.

6.3 **Areas for Continuous Improvement**

- [a] Ensure that the profile of occupational health and safety is maintained and enhanced, primarily by the interventions detailed in this Plan.
- [b] Continue to establish partnership agreements for promotional and educational initiatives where possible.
- [c] All field staff are to be assessed as to their competency. Ongoing development needs to be addressed therefrom.
- [d] Ensure the publication of data of the Service's health and safety activities, including the register of enforcement notices.