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ABERDEEN
CITY COUNCIL

To: Councillor Wheeler, <u>Convener</u>; Councillor Bell and Graham, <u>Vice Conveners</u>; and Councillors Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Henrickson, Lumsden, Macdonald, McLellan, Stewart and Townson.

Town House,
ABERDEEN 09 September 2019

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House on <u>TUESDAY, 17 SEPTEMBER 2019 at 2.00 pm</u>.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

1   <u>There are no urgent items at this time</u>

DETERMINATION OF EXEMPT BUSINESS

2   <u>There are none at this time.</u>

DECLARATIONS OF INTEREST

3   <u>Members are requested to intimate any declarations of interest</u>

REQUESTS FOR DEPUTATION

4   <u>There are no requests for deputation at this time</u>

PETITION

5   Weight restriction to stop HGV's using School Road/ Golf Road/ Park Road and Park Street

A petition was submitted and had the necessary signatures to be considered at committee.   "We the undersigned petition the council to introduce a weight restriction to stop HGV's from using School Road / Golf Road Park Road and Park Street and to ask the council to write to Police Scotland to consider the installation of speed cameras along School Road and Golf Road in Seaton."

MINUTE OF THE PREVIOUS MEETING

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

COMMITTEE PLANNER

7   Committee Business Planner (Pages 17 - 26)

NOTICES OF MOTION

8   There are no reports under this heading

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

9   There are no referrals at this time

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

10.1   Performance Report - COM/19/098 (Pages 27 - 80)

GENERAL BUSINESS

11.1   Bring Your Own Device policy - CUS/19/304 (Pages 81 - 98)

11.2   Various Small Scale Proposals - stage 3 - OPE/19/335 (Pages 99 - 106)

11.3   Road Safety Plan - OPE/19/334 (Pages 107 - 142)

CONFIDENTIAL/EXEMPT

EHRIA's related to reports on this agenda can be viewed at
Equality and Human Rights Impact Assessments

To access the Service Updates for this Committee please use the following link:
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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 16 May 2019. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillors Bell and Graham, Vice-Conveners; and Councillors Cormie, Delaney, Jackie Dunbar, Grant (as substitute for Councillor Lesley Dunbar), Henrickson, Laing (as substitute for Councillor Jennifer Stewart for item 17), Lumsden, Macdonald, McLellan, Nicoll (as substitute for Councillor Townson for item 17), Jennifer Stewart, the Depute Provost and Townson.

The agenda and reports associated with this minute can be found here [here.](here)

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

DETERMINATION OF URGENT BUSINESS

1.   The Convener advised that there was a referral from the Education Operational Delivery Committee in regard to item 10.9 on the agenda, Lochside Academy – Transport and Safe Routes to School Annual Update. The Convener also had determined that item 10.8 on the agenda, Review of Broad Street, be considered as a matter of urgency in terms of Section 50B(4)(b) of the Local Government (Scotland) Act 1973.

The Committee resolved:-
(i)   to note that a referral from the Education Operational Delivery Committee relevant to item 10.9 had been received and would be heard at that point in the meeting; and
(ii)   to otherwise note the information provided.

CONSULTATION

2.   Councillor Jackie Dunbar questioned whether local members were being consulted on relevant reports that affected their wards.

The Committee resolved:-
to note that the Chief Operating Officer would ensure that officers were reminded to consult with local members for relevant reports.

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DECLARATIONS OF INTEREST

3.   Councillors Macdonald and Jennifer Stewart declared an interest in regard to item 10.8 on the agenda, Review of Broad Street, as members of NESTRANS but did not feel it necessary to withdraw from the meeting.

The Committee resolved:-
to note the declarations.

MINUTE OF THE PREVIOUS MEETING OF 14 MARCH 2019

4.   The Committee had before it the minute of the previous meeting of 14 March 2019, for approval.

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

REQUESTS FOR DEPUTATION

5.   The Convener advised that there had been two requests for deputation received in regard to item 10.8 on the agenda, Review of Broad Street. The Convener also explained that the requests for deputations did not comply with Standing Order 14.1 as a result of the report being issued beyond the deadline specified.

The Committee resolved:-
(i)   to agree to suspend Standing Order 14.1 in order to hear from the two deputations relating to item 10.8 on the agenda, Review of Broad Street; and
(ii)   to note that the Broad Street item would be heard immediately after the two deputations.

DEPUTATIONS - BROAD STREET

6.   The Committee firstly heard from Mrs Carol Gordon, Chair of Disability Equity Partnership, who highlighted the group's principle safety concerns on Broad Street as well as various other concerns. Mrs Gordon highlighted the Getting it Right for Every Resident concept and explained about the safety issues and problems members had encountered on Broad Street, following the partial pedestrianisation of the area.

The Committee then heard from Mrs Rasmussen who explained that she was completely blind and used a guide dog in order to get about. Mrs Rasmussen highlighted to the Committee various problems she encountered whilst on Broad Street with a guide dog, which included the difficulty to identify a safe crossing point, the issue

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with kerbs and how guide dogs identify with them and how negotiation can be a problem.

Members then asked questions of both Mrs Gordon and Mrs Rasmussen.

The Convener thanked Mrs Gordon and Mrs Rasmussen for their contribution.

MATTER OF URGENCY

The Convener intimated that he had directed in terms of Section 50B(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency to ensure the timely review of Broad Street.

REVIEW OF BROAD STREET PARTIAL PEDESTRIANISATION INCLUDING SAFETY REVIEW - PLA/19/088

7.   With reference to article 13 of the minute of Council of 5 March 2018, the Committee had before it a report by the Chief Officer – Capital, which summarised the outcomes of a review of the Broad Street project on the operations, setting and safety of the scheme following six months of full implementation. It also provided details on surveys carried out by Sustrans and engagement with relevant stakeholders which included the Disability Equity Partnership, Bus Companies and the public.

The report recommended:-
that the Committee instructs the Chief Officer – Capital to proceed to design and install a fully traffic signalised junction at the Upperkirkgate/Gallowgate junction, with the design to be discussed and agreed with key stakeholders and funders.

The Convener seconded by the Vice Convener Councillor Bell, moved:-
    that the Committee approve the recommendation as contained within the report.

Councillor Delaney moved as an amendment, seconded by Councillor Jackie Dunbar:-
    that the Committee –
    (a) Notes the decision of Council of 5 March 2018 to permit buses, cyclists and pedestrians to use the "shared surface" proposed for Broad Street;
    (b) Notes with concern the issues which continue to be raised by people with visual, hearing and mobility loss regarding the safe use of the "shared surface" on Broad Street;
    (c) Notes the Sustrans policy statement of June 2018 in which they state "Governments needs to draw up a clear set of principles and standards to promote space that prioritises people and ensures the safety of all users, including people with sensory or physical impairments" and that "the first

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      priority of design should be creating accessible and inclusive environments and must be consistent with the Equality Act (2010)";

(d) Further notes the reference within the Sustrans policy statement to heavily trafficked areas which should include "improved crossings for all users to ensure that the movement of people is given the highest priority";

(e) Notes the view of the Council's Disability Equity Partnership that Broad Street should be fully pedestrianised;

(f) Agrees that Broad Street should be closed to all vehicular traffic between its junctions with Upperkirkgate and Queen Street and instructs the Chief Officer – Operations and Protective Services to seek agreement from Sustrans to progress this change and, subject to agreement, commence the Traffic Regulation Order for this measure as a matter of priority with costs to be met from the Road Safety & Traffic Management Budget, and to report to the appropriate committee in this regard;

(g) Instructs the Chief Officer - Capital, to proceed to design and install a fully traffic signalised junction at the Upperkirkgate/Gallowgate junction. The design is to be discussed and agreed with key stakeholders and funders; and

(h) Instructs the Chief Officer – Operations and Protective Services to identify a safe segregated cycling route as well as accessibility routes into Marischal College, following consultation with key stakeholder and funders.

On a division, there voted:- for the motion (7) - the Convener and Councillors Bell, Grant, Graham, Lumsden, Macdonald and Jennifer Stewart, the Depute Provost; for the amendment (6) – Councillors Cormie, Delaney, Jackie Dunbar, Henrickson, McLellan and Townson.

The Committee resolved:-
to adopt the motion and therefore approve the recommendation contained within the report.

In terms of Standing Order 33.1, Councillor Delaney intimated that he would like this matter to be referred to full Council in order for a final decision to be taken. Councillor Delaney was supported by Councillors Cormie, Jackie Dunbar, Henrickson, McLellan and Townson.

In terms of Standing Order 33.1, the Convener determined otherwise and ruled that the matter would not be referred to full Council.

Councillor Delaney wished to record his dissent against the decision of the Convener.

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COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-
(i)   to agree to remove items 4 (Traffic Management within TECA), 5 (Management of GAPS), 6 and 7 (Various Small Scale Traffic Management Stage 3), 8 (Traffic Regulation Order – Craigshaw Drive), 9 (Motorcyles in Bus Lanes), 10 (Annual Effectiveness Report), 11 (Review of Broad Street), 12 (Lochside Academy Annual Review), 13 (Equalities Report) and 14 (Performance Report);
(ii)   to note that item 15 (Cycle Paths on Union Street) had been transferred to the City Growth and Resources Committee; and
(iii) to otherwise note the information on the business planner.

PERFORMANCE REPORT - COM/19/098

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

The report recommended:-
that the Committee provide comments and observations on the performance information contained in the report appendices.

The Committee resolved:-
(i)   to request that a Service Update be circulated to members in regard to the volume of delay in handling complaints within Customer Experience;
(ii)   to request that information on new fleet vehicles and livery from a recent media article be circulated to members by email; and
(iii) to otherwise note the information contained with no further observations made.

ANNUAL COMMITTEE EFFECTIVENESS REPORT - GOV/19/094

10. The Committee had before it a report by the Chief Officer – Governance, which presented the annual report of the Operational Delivery Committee.

The report recommended:-
that the Committee note the content of the report.

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

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MANAGEMENT OF GAPS IN THE PUBLIC TRANSPORT NETWORK - PLA/19/080

11. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided an update on the position of operating bus services under a section 22 Community Bus Permit following a review by the Department for Transport. The report also provided an update on the performance of all supported bus services.

The report recommended:-
that the Committee –
(a) notes the outcome of the review into s19 and s22 Community Bus Permits by the Department for Transport;
(b) agrees that no changes be made to the current provision of supported bus services this financial year; and
(c) notes that a Service Update report would be circulated following completion of Judicial Review into Community Bus Permits and the further review of the Permit Scheme by the Department for Transport.

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

TRAFFIC MANAGEMENT MEASURES WITHIN TECA - OPE/19/247

12. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided details on the comments that had been received during the statutory consultation for the proposed Traffic Order at The Event Complex Aberdeen, TECA.

The report recommended:-
that the Committee –
(a) acknowledges the comments received as part of the statutory consultation;
(b) instructs the Chief Officer - Operations and Protective Services to proceed with the experimental traffic order for a period of eighteen months; and
(c) instructs the Chief Officer - Operations and Protective Services to review the operation of the experimental order after one year and following the review bring forward a permanent traffic order either in the same terms as the experimental order, or with amended terms as suggested in the review, including consultation with statutory bodies and the public advertisement or proposals.

The Convener moved, seconded by the Vice Convener Councillor Bell:-
    That the Committee approve the recommendations contained within the report.

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Councillor Jackie Dunbar, seconded by Councillor Henrickson, moved as an amendment:-
    That the recommendations within the report be approved with an additional point (d) to be added, to read "to instruct the Chief Officer – Operations and Protective Services to bring back a report to Committee in either 3 or 6 months, detailing, if any, the impact on the neighbouring communities and whether any other interventions are required.

On a division, there voted:- <u>for the motion</u> (7) – the Convener and Councillors Bell, Grant, Graham, Lumsden, Macdonald and Jennifer Stewart, the Depute Provost; <u>for the amendment</u> (6) – Councillors Cormie, Delaney, Jackie Dunbar, Henrickson, McLellan and Townson.

The Committee resolved:-
to adopt the motion and therefore approve the recommendations as contained within the report.

VARIOUS SMALL SCALE TRAFFIC MANAGEMENT STAGE 3 - WESTERTON ROAD - OPE/19/157

13.   With reference to article 6 of the minute of its meeting of 17 January 2019, the Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided details on the traffic volume and speed survey undertaken on Westerton Road after the full opening of the Aberdeen Western Peripheral Route (AWPR), to assist members in their consideration of proposed waiting restrictions on the road.

The report recommended:-
that the Committee -
(a)   acknowledges the objections received as part of the statutory consultation in relation to the "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X" and considers the contents of the objections, as reported to the Operational Delivery Committee on 17th January 2019;
(b)   notes the results of the surveys undertaken pre and post opening of the AWPR produced in Appendix B; and
(c)   approves "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X" produced in Appendix A.

Councillor Bell moved, seconded by the Convener:-
    that the Committee approve recommendations (a) and (b) and amend recommendation (c) to read:- approves "The Aberdeen City Council (Westerton Road, Cults, Aberdeen) (Prohibition of Waiting) Order 201X and proposes "at any time" waiting restrictions on Westerton Road, Cults after the speeding cushions south of properties 1-7 and 2-10.

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

that the Committee approve the recommendations as contained within the report.

On a division, there voted:- <u>for the motion</u> (7) – the Convener and Councillors Bell, Grant, Graham, Lumsden, Macdonald and Jennifer Stewart, the Depute Provost; <u>for the amendment</u> (6) – Councillors Cormie, Delaney, Jackie Dunbar, Henrickson, McLellan and Townson.

The Committee resolved:-
to adopt the motion.

VARIOUS SMALL SCALE TRAFFIC MANAGEMENT STAGE 3 - OPE/19/239

14. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which considered objections that had been lodged with respect to proposed Traffic Regulation Orders (TROs) and as part of the statutory procedure set out in the Road Humps (Scotland) Regulations 1998.

The report recommended:-
that the Committee -
(a)   acknowledges the sixteen objections received as part of the public consultation;
(b)   in relation to the proposed traffic calming scheme on Bedford Place and Sunnyside Road, overrules the objections received and approves that this scheme be implemented as originally envisaged; and
(c)   in relation to the proposed Aberdeen City Council (Primrosehill Drive, Aberdeen) (Prohibition of Waiting) Order 201(X) overrules the objection received and approves that this order be made as originally envisaged.

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

CRAIGSHAW DRIVE CYCLE TRACKS - TRAFFIC REGULATION ORDERS - PUBLIC CONSULTATION - OPE/19/249

15. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which considered objections that had been lodged with respect to proposed Traffic Regulation Orders that were required to establish dedicated cycle tracks on Craigshaw Drive and on certain lengths of adjacent roads.

The report recommended:-
that the Committee –

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(a)   notes the objections received as a result of the statutory consultation in relation to (1) The Aberdeen City Council (Abbotswell Road / Craigshaw Drive/ Wellington Road / West Tullos Road, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 201(X)" and (2) "The Aberdeen City Council (Craigshaw Drive, Aberdeen) (Prohibition of Waiting) Order 201(X)";

(b)   approves "The Aberdeen City Council (Abbotswell Road / Craigshaw Drive / Wellington Road / West Tullos Road, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 201(X)" and instructs the Chief Officer - Operations and Protective Services to refer the order to Scottish Ministers for a final determination in accordance with "The Stopping Up of Roads and Private Accesses and the Redetermination of Public Rights of Passage (Procedure) (Scotland) Regulations 1986"; and

(c)   approves that "The Aberdeen City Council (Craigshaw Drive, Aberdeen) (Prohibition of Waiting) Order 201(X)" be made as originally envisaged.

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

MOTORYCLES IN BUS LANES - PLA/19/081

16.   With reference to article 2 of the minute of the Petitions Committee of 21 November, 2017, the Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided details on the outcome of a review of the issues associated with allowing motorcycles to use bus lanes during their hours of operation in response to a formal petition raised on this subject.

The report recommended:-
that the Committee note the outcome of the review and take no further action in relation to the petition.

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

MATTER OF URGENCY

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

LOCHSIDE ACADEMY - TRANSPORT AND SAFE ROUTES TO SCHOOL - ANNUAL UPDATE 2019 - PLA/19/235

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17. With reference to article 4 of the minute of its meeting of 17 January 2019, the Committee had before it a report by the Chief Officer – Strategic Place Planning and Chief Officer – Operations and Protective Services, which updated members on the performance of the transport services and on the success of provisions in relation to the safe walking routes to Lochside Academy and sought approval to amend the transport arrangements to Lochside Academy.

The report recommended:-
that the Committee –
(a)   approves the removal of 1 vehicle from the service 21, Cove/Charleston – Lochside Academy;
(b)   approves the removal of the service 22A, Leggart/Balnagask – Lochside Academy, from Leggart so that the service starts and ends at Balnagask; and
(c)   agrees that no further changes are required for the Safe Routes to School.

The Education Operational Delivery Committee had resolved:-
(a)   to note the outcome of the 2019 annual review for transport and safe routes to school for pupils attending Lochside Academy;
(b)   to note that significant numbers of children attending Lochside Academy continue to cross Wellington Road outwith the safe crossing points by climbing over the vehicle guard rail separating the north and southbound carriageways between the Souterhead Roundabout and the junction with Charleston Road North; and
(c)   to refer the matter at (b) to the Operational Delivery Committee, with the recommendation they give effect to implementing protective measures to prevent pedestrians crossing Wellington Road between these junctions by instructing the Chief Officer - Operations and Protective Services to design and install protective measures to prevent pedestrians crossing Wellington Road between these junctions, to be paid for by reprioritising funds from the Cycling, Walking and Safer Streets Budget.

The Convener moved, seconded by Councillor Graham:-
      That the Committee agree the recommendations as contained within the report.

Councillor Nicoll moved as an amendment, seconded by Councillor McLellan:-
      That the Committee approve recommendations (a) and (b) and agree the recommendations in the referral from the Education Operational Delivery Committee as set out above.

On a division, there voted for the motion (7) – the Convener and Councillors Bell, Grant, Graham, Laing, Lumsden and Macdonald; for the amendment (6) – Councillors Cormie, Delaney, Jackie Dunbar, Henrickson, McLellan and Nicoll.

The Committee resolved:-

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

EQUALITIES MAINSTREAMING REPORT - CUS/19/272

18. The Committee had before it a report by the Director of Customer Services, which provided an update on progress achieved as at 30 April 2019 on mainstreaming the public sector equality duty and achieving Aberdeen City Council's Equality Outcomes for 2017-21.

The report recommended:-
that the Committee approves the Equality Outcomes and Mainstreaming Progress Report for 2017-19 and instructs the Chief Officer - Early Intervention and Community Empowerment to make the report publicly accessible.

The Committee resolved:-
(i)   to thank officers for their hard work with producing the equalities document; and
(ii)   to otherwise approve the recommendation as contained within the report.
 -    **Councillor John Wheeler, <u>Convener</u>**
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	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	17 September 2019								
4	South College Street/Queen Elizabeth Bridge Junction	CH&I - 8/11/17 - To instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction.		Joanna Murray	Strategic Place Planning - Gale Beattie	Place	5	D	**Awaiting a response from officers.**
5	Child Poverty	A local authority and each relevant Health Board must, as soon as reasonably practicable after the end of each reporting year, jointly prepare and publish local child poverty action report	The Committee noted on 16/05/19 that this would now be reported in September 2019 after the end of the financial year to complete internal governance and submit to cttee. The legislation states that the report must be submitted 'as soon as practicable after the end of the financial year'.	Derek McGowan	Early Intervention and Community Empowerment	Operations	2	D	
6	Bring Your Own Device Policy (BYOD).	To seek committee approval of the adoption of council Bring Your Own Device (BYOD) Policy.		Chris Sellar	Digital and Technology	Customer	GD7.1		
7	Petition - School Road	A petition was submitted and had the necessary signatures to be considered at committee. "We the undersigned petition the council to introduce a weight restriction to stop HGV's from using School Road / Golf Road Park Road and Park Street and to ask the council to write to Police Scotland to consider the installation of speed cameras along School Road and Golf Road in Seaton."		Doug Ritchie/Vycki Ritson	Operations and Protective Services	Operations	GD 5		
8	Various Small Scale Traffic Management Stage 3	Following completion of the public consultation process, this report considers objections that have been lodged with respect to proposed Traffic Regulation Orders (TROs), and as part the statutory procedure set out in the Road Humps (Scotland) Regulations 1998.		Tolu Olowoleru	Operations and Protective Services - Mark Reily	Operations	5		

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**		**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
9	Proposed Road Sign Policy	To clarify the situation regarding requests for directional signs.	At its meeting on 16/5/19 the Committee noted that this had been delayed until September 2019 to enable further background assessment to be carried out and to consult with CMT about the proposed policy.	Jack Penman	Operations & Protective Services - Mark Reilly	Operations	GD 7.1	R	This better fits as a guidance/procedural document for officers to use. This will assist in responding to members and public enquires whilst ensuring a level of consistency in responses. Much of what was included in the proposed policy is already covered in national legislation/guidance so a separate policy is not required.
10	Road Safety Plan	To present the Road Safety outcomes and actions over the past 5 years and to introduce the proposed Aberdeen City Road Safety Plan (2019-2022) for adoption. To be reported every second year.		Laura Sneed	Operations and Protective Services	Operations	2		
11	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Commissioning	1 and 3		
12	Housing Case	To enable officers to undertake a housing transfer for a tenant which currently sits outwith officers delegated authority under the scheme of allocation.		Jo Mackie	Early Intervention and Community Empowerment	Customer	5		

	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
	A	B	C	D	E	F	G	H	I
13	Scottish Housing Regulator – Annual Assurance Statement	To seek approval for our Annual Assurance Statement which must be submitted to the Scottish Housing Regulator by 31 October 2019.		Neil Carnegie	Early Intervention and Community Empowerment	Customer	1		
14	Roads Winter Maintenance Winter Plan	To present members with the proposed Roads Winter Service Plan and to explain changes from previous years.		Angus MacIver	Operations and Protective Services	Operations	2 & 5		
15	Hydrogen Buses and Facilities in Aberdeen	Council 10/09/18 - It was agreed that a report come to the first Operational Delivery Committee following consultation with an outline strategic appraisal on how the Council intends to increase charging and refuelling infrastructure across the city including potential funding sources available and estimated cost implications	This will be reported after the Main Issues report has been to CG&R and consultation closes.	Gale Beattie/David Dunne	Strategic Place Planning	Place	TBC	T	Reports on both the Hydrogen Strategy and EV Strategy are already due to go to CG&R Committee at the start of the 2020/21 financial year. With a report on the current Aberdeen Hydrogen Bus Project due at this September's CG&R meeting
16	12 November 2019								
17	Council Housing Rent Management and Universal Credit Review of Implementation of Full Service	ODC 14/03/19 - To note that a report would be brought back to the November meeting on the progress being made, which would also provide details on what was being done to support tenants. To review Universal Credit after the first year of implementation and identify any learnings or recommendations that the council has adopted to support the transition to full UC service.		Neil Carnegie	Early Intervention and Community Empowerment	Customer	TBC		

	A	B	C	D	E	F	G	H	I
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
18	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Commissioning	1 and 3		
19	Policy that Specifies the Existing Granite Sett and Lock Block Streets - NOM Former Cllr Corall	Council 15/03/17 referred the terms of the motion to Communities, Housing and Infrastructure Committee. "agrees to instruct the Interim Director of Communities, Housing and Infrastructure to develop a policy that specifies: a. the location of existing granite sett and lock block streets; b. which ones should be maintained; and c. what maintenance procedure should be used; and gives a commitment that any future repair work will be carried out sympathetically and appropriately."		Angus MacIver/ Paul Davies	Operations and Protective Services - Mark Reilly	Operations	GD 7.1	D	Before this report can be submitted two trials require to be completed: (1) The works on High Street – Old Aberdeen in relation to the Granite Setts. This work has been out to tender and the works commenced on the 15th July; and (2) The works at Corse Wynd – Kingswells in relation to the lock block. These works are just about to go out to tender. Both these trials are required to be completed to allow officers to complete the report.

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**		**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
20	Risk Register	To present the Customer Function Risk Register by Cluster in accordance with the Risk Management Framework and Committee Terms of Reference		Graeme Simpson, Jacqui McKenzie, Mark Reilly, Paul Smith, Andrew Howe, Derek McGowan	Customer Experience/ External Communications / Digital and Technology/ Early Intervention and Community Empowerment/ Operations and Protective Services/ Integrated Children's and Family Services	Various	9		
21	Joint Inspection of Children's Services	To report on inspection findings.		Alison McAlpine/ Kymme Fraser	Integrated Children's and Family Services	Operations	1		

	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
	A	B	C	D	E	F	G	H	I
22	Windmill Brae	ODC 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.	The Committee previously noted that this required to be delayed until September 2019, due to the large number of objections and the requirement for the inclusion of additional survey data.	Ross Stevenson	Operations and Protective Services - Mark Reilly	Operations	3 and 4	D	The Statutory Consultation is taking considerably longer than anticipated due to the complexity of the proposals and the number of responses from residents and businesses. Additional surveys had to be carried out and further meetings to be arranged with all concerned. Its anticipated that this report will be concluded for the November 2019
23	Various Small Scale Traffic Management Stage 3	Following completion of the public consultation process, this report considers objections that have been lodged with respect to proposed Traffic Regulation Orders (TROs), and as part the statutory procedure set out in the Road Humps (Scotland) Regulations 1998.			Mark Reily	Operations	3		
24	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
25	Out of Authority Placements	EOD Committee 17/01/19 - To request that officers submit separate committee reports to a future meeting of the Education Operational Delivery Committee in respect of Out of Authority Placements. This report may also need to be submitted to Operational Delivery Committee		Graeme Simpson	Integrated Children's and Family Services	Operations	**TBC**		

	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
	A	B	C	D	E	F	G	H	I
26	Community Learning Centre and leased Community Centre provision	Council Budget 05/04/19 - To instruct the Chief Officer - Early Intervention and Community Empowerment to undertake a review of Community Learning Centre and leased Community Centre provision to ensure best value, appropriate direction and scrutiny of service provision, and report to the relevant Committee on the implementation of that review		Derek McGowan	Early Intervention and Community Empowerment	Customer	**TBC**		
27	**09 January 2020**								
28	Autism Strategy and Action Plan	ODC 17/01/19 - To instruct that annual reports would be submitted on the progress of implementation of the Action Plan.		Jenny Rae	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
29	Scottish Road Works Commissioner Annual Performance	Annual report on performance from the Scottish Road Works Commissioner.		Angus MacIver/ Kevin Abercrombie	Operations and Protective Services	Operations	Purpose 1	D	Delayed by two cycles as the Road Commissioner advised that the issue of the annual figures had been delayed and will not be issued until some time during the next quarter.
30	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Commissioning	1		
31	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
32	**05 March 2020**								
33	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
34	**21 May 2020**								

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**		**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
35	Committee Annual Effectiveness Report	To present the annual effectiveness report for the Committee	To be reported May 2020	Fraser Bell	Governance	Governance	GD7.5		
36	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
37	**10 September 2020**								
38	Road Safety Plan	To be presented every second year. To be presented in September 2019.		Laura Sneed	Operations and Protective Services	Operations	3		
39	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
40	**19 November 2020**								
41	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)			Operations and Protective Services - Mark Reily	Operations	3		
42	**Date to be confirmed** ****Can you please review the below and advise on when these items will be reported*****								
43	Cycle Path for Ferryhill School Children	At its meeting on 14 June 2017, the Petitions committee referred the matter to the CH&I Committee which at its meeting on 29 August 2017 instructed officers to undertake a feasibility study to look at options on improving cycling within the area. At its meeting on 8 November 2017, the Committee instructed the Director of Communities, Housing and Infrastructure to report back to the appropriate committee with the anticipated levels of active travel associated with the school, how any future actions should be progressed, what resources will be needed and how these can be sourced following the production of the school's travel plan.	To be reported in 2019 following the production of the Ferryhill School Travel Plan	Alan Simpson	Strategic Place Planning	Place	5	D	This report has been delayed and will be included in the review of Active Travel Action Plan.

	A	B	C	D	E	F	G	H	I
2	**Report Title**	**Minute Reference/Committee Decision or Purpose of Report**	**Update**		**Chief Officer**	**Directorate**	**Terms of Reference**	**Delayed or Recommended for removal or transfer, enter either D, R, or T**	**Explanation if delayed, removed or transferred**
44	Smart Bins and Digitalisation of Waste Containers	To seek approval to conduct a trial on bin fill sensors on communal bins, i.e. to trial fitting sensors in communal bins that tell us when they need emptying and record accurately how often these bins require to be serviced.	Delayed from May 2018. The initative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial **To be reported to CRD Joint Committee in June to seek funding - move to 'future reports' section of planner meantime**	Pam Walker	Operations and Protective Services	Operations			
45	Use of Plastic Based Materials in Roads Construction	ODC 17/01/19 -To instruct the Chief Operating Officer to bring back a report to this committee when there is sufficient evidence on the benefits of conducting a trial of this product in Aberdeen.		Paul Davies	Operations and Protective Services	Operations	3 and 5		
46	Motion by Councillors Boulton and Delaney - Suitable Bus Laybys on the Hazlehead to Westhill Road	CH&I Committee 27/08/15 resolved (i) to agree that any future development within this area should be conditioned to incorporate public transport facilities where feasible; (ii) to agree that due to the ongoing works at the Five Mile Garage in connection with the AWPR, along with the proposed expansion to the Prime Four development, no work should be carried out on introducing bus stops/laybys or pedestrian crossings on the A944 until such a time as the proposed expansion to the Prime Four development is agreed and after the AWPR becomes operational; (iii) to instruct officers to continue discussions with the developers in order to ensure that contributions are secured	Due to continued lack of new development in the area of the Prime 4 site there have been no developer's contributions to take this proposal forward at this time.	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1		**No date specified for reporting back as this will depend on any new development in the area of the Prime Four site.**

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	COM/019/302
DIRECTOR	Rob Polkinghorne and Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1, 3

1.   **PURPOSE OF REPORT**

1.1   The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).

2.   **RECOMMENDATION(S)**

2.1   That the Committee provide comments and observations on the performance information contained in the report Appendices.

3.   **BACKGROUND**

3.1   This report is to provide members with key performance measures in relation the Operations function (non-Education).

3.2   On 28th March 2019, the Council's Strategic Commissioning Committee agreed a revised Performance Management Framework which set out arrangements for establishing and reporting performance measures to the Council's Committees. The Framework recognises that the City's refreshed Local Outcome Improvement Plan (LOIP) has put in place updated measures, through stretch outcomes and key improvement measures, and that these have been aligned to the Council Delivery Plan, agreed by Council on 5th March 2019. These significant changes require to be integrated within the Council's performance management arrangements.

3.3 In addition, the Framework provides an amended approach within which performance will be reported to committees. This presents performance data and analysis within four perspectives as shown below.
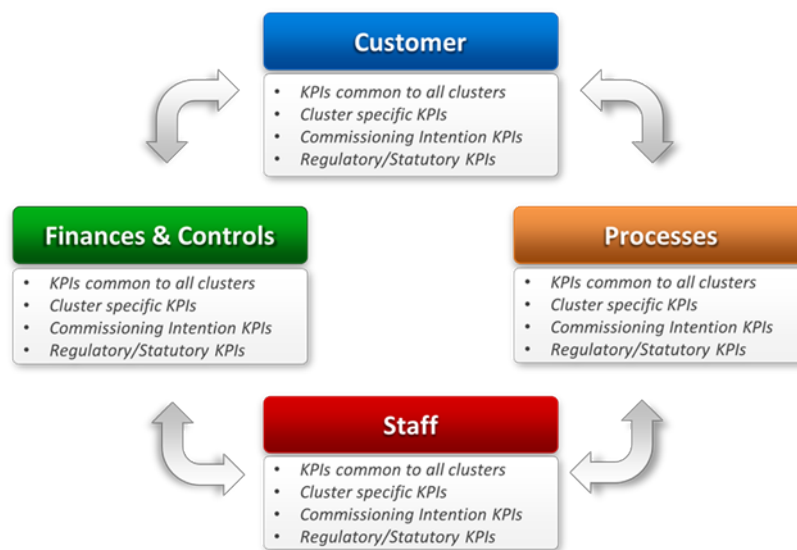
3.4 This report, as far as possible, reports performance up to the end of July or Quarter 1 2019/20, as appropriate. It also includes on this occasion Strategic Performance Indicator (SPI) data for 2018/19.

3.5 Appendix A provides an overview of current performance across the Operations (non-Education) function, with reference to recent trends and performance against target.

3.6 Appendix B, shows further analysis of several performance measures, listed below, which have been identified as exceptional: -

- The percentage of Repairs Inspections completed within 3 working day target (year to date)
- Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)
- Fleet Services - percentage of vehicles over 5 years old
- Percentage of all streetlight repairs completed within 7 days
- Sickness Absence – Average number of days lost
- Percentage of complaints resolved within time (Corporate)
- YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed
- Average time taken to Re-let all properties (shown), Void Rent Loss and Satisfaction with the Standard of Home when moving in **(Merged)**
- Gross rent arrears (Includes Current & Former Tenant Arrears and Write Offs) as a percentage of Rent due for the reporting year

3.7 Appendix C provides SPI information which is in narrative form only and is relevant to Operations and Protective Services (non-Education).

3.7   Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

✅ On target or within 5% of target

⚠️ Within 5% and 20% of target and being monitored

🛑   Below 20% of target and being actively pursued

📈 Data only – target not appropriate

4.   FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report.

5.   LEGAL IMPLICATIONS

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

6.   MANAGEMENT OF RISK

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

Environment	No significant related environmental risks.	L	N/A
Technology	No significant related technological risks.	L	N/A
Reputational	There are no material reputational risks attached to this report	L	Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.

7.   OUTCOMES

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

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done

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

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	The recommendations arising from this report do not require that full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

Local Outcome Improvement Plan
Aberdeen City Council Delivery Plan

10. APPENDICES (if applicable)

Appendix A – Performance Summary Dashboard
Appendix B – Performance Analysis of Exceptions
Appendix C – Narrative Strategic Performance Indicators

11. REPORT AUTHOR CONTACT DETAILS

Louise Fox
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01224 522666

Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services

<div style="background-color:#29ABE2;color:white;padding:4px;">1.   Customer</div>

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Percentage of repairs appointments kept	99.47%	✅	99.45%	✅	99.47%	✅	99.32%	✅	96.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	91.35%	✅	91.35%	✅	91.35%	✅	92.98%	✅	80%

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	70	📈	66	📈	52	📈	
% of complaints resolved within timescale stage 1 and 2) - Building Services	38.6%	🔴	43.9%	🔴	50%	🔴	75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	55.7%	📈	53%	📈	44.2%	📈	
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0	📈	0	📈	1	📈	

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

** Further Customer Demand PI's under development

<div style="background-color:#F7A600;color:white;padding:4px;">2.   Processes</div>

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	2.75	✅	2.85	✅	2.95	✅	3.34	✅	4.1
The year to date average length of time taken to complete non emergency repairs (days)	5.54	✅	5.29	✅	5.18	✅	5.13	✅	8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.23%	✅	92.14%	✅	91.88%	✅	92.07%	✅	93.6
YTD How many times in the year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	0	📊	0	📊	0	📊	0	📊	
The percentage of Repairs Inspections completed within 3 working day target (year to date)	63.3%	⚠️	76.7%	✅	76.3%	✅	62.6%	⚠️	78%

SPI

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete non emergency repairs (days)	6.53	✅	7.46	✅	4.88	✅	8.3

3. Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	12.8	🔴	12.8	🔴	12.9	🔴	12.9	🔴	10
Accidents - Reportable - Employees (No In Month - Building Services)	0	📊	2	📊	0	📊	0	📊	

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (No In Month - Building Services)	0	📈	1	📈	1	📈	1	📈	
Establishment actual FTE	436.24	📈	418.63	📈	412.44	📈	399.46	📈	
Staff Costs - % Spend to Date (FYB)	6.6%	✅	14%	✅	21.3%	✅	28.9%	✅	100%

*Sickness Absence – the 10-day target for Average Number of Days Lost referred to throughout this Appendix is used to allow benchmarking against the public sector absence average of 9.7 days.

In addition, while transitioning from PSe to using CoreHR, People and Organisation have continued to use the YourHR/PSe database to produce sickness absence information in the interim. As PSe has not been updated to include new starts or remove leavers since the start of June (in line with the transition to CoreHR), it is expected that some new start and leavers absence will not be accounted for using the current reporting process. A revised reporting process is currently under development, which will mitigate any short-term errors, and is anticipated to be available within the coming weeks.

4. Finance & Controls

SPI

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average repairs and maintenance expenditure per house per year	1,194	📈	1,170	📈	1,352	✅	1,323

** Work ongoing to develop individual service-based measures

Environmental Services

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	9	📈	3	📈	11	📈	
% of complaints resolved within timescale (stage 1 and 2) - Environment	66.7%	🔺	100%	✅	36.4%	🛑	75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	55.6%	📈	100%	📈	36.4%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0	📈	0	📈	0	📈	

** Further Customer Demand PI's under development

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	153	📈	141	📈	185	📈	

2. Processes

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) **(Conducted 3 times annually)**							77%	🔺	90.1%
Grounds - LAMS (Land Audit Management System)			98%	✅	93%	✅	100%	✅	93%
Number of Complaints upheld by Inspector of Crematoria	0	✅	0	✅	0	✅	0	✅	0
Scheduled and Actual Cremations - Number of Discrepancies	0	✅	0	✅	0	✅	0	✅	0

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Number of Scheduled and Actual Cremations	180	📈	205	📈	157	📈	150	📈	
% of Crematorium records found to be in order	100%	✅	100%	✅	100%	✅	100%	✅	100%

3. Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environment	16.3	🔴	17.1	🔴	17.3	🔴	17.7	🔴	10
Accidents - Reportable - Employees (No In Month - Environment)	0	📈	0	📈	1	📈	1	📈	
Accidents - Non-Reportable - Employees (No In Month - Environment)	0	📈	1	📈	1	📈	1	📈	
Establishment actual FTE	319.63	📈	321.84	📈	324.21	📈	321.78	📈	
Staff Costs - % Spend to Date (FYB)	7.5%	✅	15.2%	✅	24.4%	✅	32.7%	✅	100%

4. Finance & Controls

** Work ongoing to develop individual service-based measures**

Facilities Management

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		Target 2019/20
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	1	📈	1	📈	4	📈	
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%	✅	100%	✅	75%	✅	75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	0%	📈	0%	📈	0%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0	📈	0	📈	0	📈	

** Further Customer Demand PI's under development

2. Processes

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		Target 2019/20
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	1,064,614	✅	1,524,619	✅	368,536	⚠️	437,633
Number of meals provided during holiday projects (YTD)	9,359	📈	10,699	📈	1,144	📈	

3. Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	16.4	🛑	17.4	🛑	17.8	🛑	18.5	🛑	10
Accidents - Reportable - Employees (No In Month - Facilities)	0	📈	0	📈	0	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - Facilities)	1	📈	3	📈	1	📈	2	📈	

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
*Staff Costs - % Spend to Date (FYB)	9%	✅	16.6%	✅	31%	✅	34.9%	✅	100%

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4. Finance & Controls

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Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0	✅	0	✅	0	✅	0	✅	0

** Work ongoing to develop individual service-based measures

Fleet and Transport

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1. Customer

</div>

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Fleet	1	📈	1	📈	1	📈	
% of complaints resolved within timescale (stage 1 and 2) - Fleet	100%	✅	100%	✅	100%	✅	75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet	100%	📈	0%	📈	100%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Fleet	0	📈	1	📈	1	📈	

** Further Customer Demand PI's under development

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2. Processes

</div>

Performance Indicator	Q3 2018/19	Q4 2018/19	Q1 2019/20	2019/20

	Value	Status	Value	Status	Value	Status	Target
% of Council fleet lower emission vehicles (YTD)	93%	✅	99.6%	✅	99.6%	✅	100%
% of Council vehicles under 5 years old					67.76%	🛑	80%

SPI

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Council vehicles over 5 years old	52.8%	🛑	47%	🛑	27.4%	🛑	20%

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Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	12.7	🛑	12.9	🛑	13.3	🛑	13.8	🛑	10
Accidents - Reportable - Employees (No In Month - Fleet)	0	📈	0	📈	0	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - Fleet)	1	📈	0	📈	0	📈	0	📈	
Establishment actual FTE	40.5	📈	35.79	📈	34.79	📈	33.81	📈	
Staff Costs - % Spend to Date (FYB)	7.8%	✅	15.7%	✅	25.2%	✅	33.6%	✅	100%

<table>
<tr><td colspan="9" style="background:green;color:white">4.　Finance & Controls</td></tr>
</table>

** Work ongoing to develop individual service-based measures

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Fleet Compliance Incidents (Environmental)	6	✓	3	✓	8	✓	12
Fleet Compliance Incidents (Fleet)	2	✓	0	✓	2	✓	2
Fleet Compliance Incidents (Roads)	5	✓	2	✓	0	✓	1
Fleet Compliance Incidents (Waste)	3	✓	4	✓	12	🔴	6

Integrated Children's Service (excluding Education)

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	27	📈	18	📈	18	📈	
% complaints resolved within timescale (stage 1 and 2) - CSW	44.4%	🔴	16.7%	🔴	61.1%	🔺	75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	40.7%	📈	5.6%	📈	27.8%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0	📈	0	📈	0	📈	

** Further Customer Demand PI's under development

2. Processes

Performance Indicator	April 2019	May 2019	June 2019	July 2019	2019/20

	Value	Status	Value	Status	Value	Status	Value	Status	Target
Number of children on Child Protection Register	85		95		103		119		
New CPR registrations	16		19		12		20		
*LAC looked after in a residential placement in Aberdeen City (%)	3.4%		3.3%		3.1%		3.4%		
*LAC looked after in a residential placement out with Aberdeen City (%)	6.4%		6.4%		6.8%		6.1%		
*Looked After Children looked after at home (%)	15%		15%		15%		17.4%		
*Looked After Children looked after in Kinship (%)	19.8%		19.4%		18.1%		17.8%		
*Looked After Children looked after in Foster Care (%)	52%		52%		52%		51.3%		

* The indicators are reporting on proportions of children who are looked after at home, with friends and family or are in foster care. The service is working to keep as many looked after children at home when it is safe to do so, so although there is no target, an increase in this proportion is seen as positive and is compared to the National and comparator authorities data in the CLAS returns. Similarly, the proportions of looked after with kin and foster are compared with CLAS returns.

SPI's

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
LAC with 3 or more placements in the past year (%)	5.38%		4.58%		3.45%		
01.11a: % of looked after children and young people supported to remain within their families (at home and within kinship care)	44.91%		43.24%		41.56%		
Number of children on Child Protection Register	276		258		208		
01.14a47: The number of children re-registering on the Children Protection Register within two years of being taken off the register	22		12		13		

3. Staff

Performance Indicator	April 2019	May 2019	June 2019	July 2019	2019/20 Target

	Value	Status	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence - Integrated Children's & Family Services	8.4	✅	8.7	✅	9.1	✅	9.3	✅	10
Accidents - Reportable - Employees (No In Month - CSW)	1	📈	0	📈	0	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - CSW)	0	📈	0	📈	0	📈	0	📈	
Establishment actual FTE	356.2	📈	361.42	📈	355.21	📈	347.79	📈	
Staff Costs - % Spend to Date (FYB)	6.6%	✅	14.1%	✅	23.3%	✅	33.3%	✅	100%

4.	**Finance & Controls**

** Work ongoing to develop individual service-based measures

Protective Services

1.	**Customer**

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	13	📈	13	📈	10	📈	
% of complaints resolved within timescale - Protective Services	84.6%	✅	84.6%	✅	50%	🔴	75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%	📈	15.4%	📈	20%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	1	📈	0	📈	0	📈	

** Further Customer Demand PI's under development

LGBF – Noise Complaints

Performance Indicator	2016/17	2017/18	2018/19	2018/19 Target

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	Value	Status	Value	Status	Value	Status	
Barking Dogs and domestic Environmental Protection Act complaints received during the year requiring attendance on site, the average time (hours) between the time of the complaint and attendance on site.	18.6	✅	16.17	✅	30.4	✅	48

2. Processes

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Non Domestic Noise % responded to within 2 days	97.6%	✅	97.7%	✅	100%	✅	92.6%	⚠️	100%
High Priority Pest Control % responded to within 2 days	100%	✅	100%	✅	98.8%	✅	98.8%	✅	100%
High Priority Public Health % responded to within 2 days	91.7%	⚠️	97.4%	✅	95.7%	✅	88.2%	⚠️	100%
Dog Fouling - % responded to within 2 days	100%	✅	100%	✅	100%	✅	100%	✅	100%

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	✅	100%	✅	100%	✅	100%
*Food Safety Hygiene Inspections % premises inspected 12 monthly	98.4%	✅	98.85%	✅	100%	✅	100%
*Food Safety Hygiene Inspections % premises inspected more than 12 monthly	59.79%	🛑	63.9%	🛑	64.52%	🛑	100%
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	19.23%	✅	35%	✅			20%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	11.65%	✅	16%	✅			10%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	59.13%	✅	75%	✅			20%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	21.8%	✅	31%	✅			10%

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	73.64%	🔺	89.5%	✅	78.3%	✅	80%
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	98.3%	✅	81%	🔺	100%	✅	95%

*As of 01/07/2019, the risk rating scheme for food premises has changed which will require the PIs for Food Safety Hygiene Inspections to be overhauled. Premises are now rated across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings. The Service is currently identifying an appropriate manner to correlate and report this information. During the transition period from the old to new risk ratings, neither will provide an accurate reflection of activity.

As these new PI's are established, the Service Manager will provide a descriptive update on food enforcement activity rather than a potentially misleading data. New PI's will be included in the Scorecard as soon as they become available.

SPI's

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of trading standards consumer complaints that were dealt with in 14 days	83.84%	🔺	83.02%	🔺	80.91%	🔺	100%
PS4: % of trading standards business advice requests that were dealt with in 14 days	88.42%	🔺	86.01%	🔺	88.28%	🔺	100%
Trading Standards Inspections - % visits to high risk premises achieved	98.95%	✅	98.98%	✅	98.91%	✅	100%
Food Safety Hygiene Inspections % premises inspected 6 monthly	90.2%	🔺	97.22%	✅	100%	✅	100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	97.89%	✅	97.94%	✅	98.85%	✅	100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	50.9%	🛑	53.88%	🛑	63.9%	🛑	100%
High Priority Pest Control % responded to within 2 days	98.8%	✅	99.4%	✅	95.8%	✅	100%
High Priority Public Health % responded to within 2 days	97.5%	✅	93.3%	🔺	97.2%	✅	100%

3. Staff

Performance Indicator	April 2019	May 2019	June 2019	July 2019	2019/20 Target

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	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	2.3	✅	4.8	✅	5.1	✅	5.2	✅	10
Accidents - Reportable - Employees (No In Month - Protective Services)	0	📈	0	📈	0	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - Protective Services)	0	📈	0	📈	0	📈	0	📈	
Establishment actual FTE	74.12	📈	74.5	📈	74.1	📈	73.54	📈	
Staff Costs - % Spend to Date (FYB)	7.1%	✅	14%	✅	25.4%	✅	33.9%	✅	100%

4. Finance & Controls

** Work ongoing to develop individual service-based measures
Road and Infrastructure Services

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Roads	20	📈	20	📈	19	📈	
% of complaints resolved within timescale - Roads	15%	🔴	40%	🔴	36.8%	🔴	75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	70%	📈	30%	📈	52.6%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0	📈	0	📈	0	📈	

** Further Customer Demand PI's under development

<div style="background-color:orange">2. Processes</div>

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Percentage of all traffic light repairs completed within 48 hours	98.6%	✅	96.2%	✅	97.5%	✅	99%	✅	95%
Number of Traffic Light Repairs completed within 48 hours	71	📈	50	📈	79	📈	101	📈	
Percentage of all street light repairs completed within 7 days	43.61%	🛑	52.85%	🛑	64.29%	🛑	60.71%	🛑	90%
Number of Street Light Repairs completed within 7 days	99	📈	130	📈	45	📈	68	📈	
Number of Street Light Repairs completed within the month taking over 28days	54	📈	31	📈	18	📈	12	📈	
Potholes Category 1 and 2 - % defects repaired within timescale	100%	✅	97.1%	✅	99.1%	✅	93.2%	✅	95%
Potholes Category 1 and 2 - No of defects repaired within timescale	345	📈	364	📈	350	📈	452	📈	

SPI's

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
*Percentage of all traffic light repairs completed within 48 hours	97.24%	✅	96.12%	✅	97.03%	✅	96%
Percentage of all street light repairs completed within 7 days	59.07%	🛑	55.57%	🛑	58.95%	🛑	90%
Percentage of street lighting columns that are over 30 years old	26.82%	✅	24.42%	✅	24.73%	✅	28.7%
Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes	3.09%	✅	2.55%	✅	2.55%	✅	4.6%
Potholes Category 1 and 2 - % defects repaired within timescale	95.9%	✅	92.5%	✅	97.74%	✅	95%

*It is intended to remove the indicator relating to traffic signal faults and maintenance performance following the current Committee cycle for the following reasons;

1. Maintenance of the traffic signal equipment is carried out by an external contractor, commissioned following a robust tender exercise. The contract itself has a performance management procedure in place, with officers assessing the contractor's performance on a quarterly basis.
2. This is a non-prescribed SPI and the Local Authorities in Scotland with a comparable traffic signal inventory to Aberdeen City are no longer reporting this SPI, thereby preventing any benchmarking exercise.

<table>
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Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	9.7	✅	9.3	✅	9.2	✅	9	✅	10
Accidents - Reportable - Employees (No In Month - Roads)	0	📈	0	📈	2	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - Roads)	0	📈	1	📈	1	📈	2	📈	
Establishment actual FTE	142.68	📈	135.65	📈	132.65	📈	131.87	📈	
Staff Costs - % Spend to Date (FYB)	6.5%	✅	13%	✅	23.4%	✅	30.2%	✅	100%

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** Work ongoing to develop individual service-based measures

Performance Indicator	2015/16		206/17		2017/18		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Total annual energy consumption in kilowatt hours per annum (street lanterns only)	16,287,917	📈	14,252,163	📈	13,939,396	📈	

Waste Services

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value		Value	Status	
Total No. complaints received - Waste	15	📈	28	📈	24	📈	
% of complaints resolved within timescale - Waste	86.7%	✅	96.4%	✅	79.2%	✅	75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	73.3%	📈	64.3%	📈	50%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0	📈	0	📈	3	📈	

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Number of missed bin collection reports in month - residential	154	📈	139	📈	162	📈	198	📈	

LGBF – Refuse Collection

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift)	116,173	📈	117,747	📈	118,741	📈	

2. Processes

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	79.4%	🔺	81.5%	✅	78.9%	🔺	85%
Percentage of Household Waste Recycled/Composted	47.3%	✅	46.3%	✅	45.4%	✅	46%

SPI's – Abandoned Vehicles

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
The number of abandoned vehicles that require to be removed by the council - removed within 14 days	61.63%	📈	44.76%	📈	60.09%	📈	

3.   Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	20.2	🔴	19	🔴	19.3	🔴	19.6	🔴	10
Accidents - Reportable - Employees (No In Month - Waste)	0	📈	0	📈	0	📈	0	📈	
Accidents - Non-Reportable - Employees (No In Month - Waste)	2	📈	1	📈	3	📈	4	📈	
Establishment actual FTE	171.74	📈	174.4	📈	177.4	📈	173.06	📈	
Staff Costs - % Spend to Date (FYB)	5.5%	✅	13.2%	✅	28%	✅	33%	✅	100%

4.   Finance & Controls

** Work ongoing to develop individual service-based measures

Customer

Customer Experience

SPI's – Freedom of Information

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
% of Environmental Info Requests replied to within 20 working days - Corporate	92.24%	✅	97.19%	✅	90.35%	✅	85%
% of Freedom of Information requests replied to within 20 working days - Corporate	90.96%	✅	95.33%	✅	90.43%	✅	85%
Percentage of Corporate Requests dealt with within 20 working days (FOIs and EIRs combined)	91.31%	✅	95.93%	✅	90.4%	✅	85%

SPI's – Benefit Administration Costs

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Weighted private rented sector caseload	3,442.08	📈	3,618.87	📈	3,480.42	📈	
Weighted registered social landlord caseload	4,288	📈	4,306	📈	4,346	📈	
Weighted Council Tax Benefit caseload	20,685.68	📈	21,086.96	📈	20,884.8	📈	
Gross administration cost per benefit case	£41.85	✅	£38.08	✅	£33.83	✅	£37.00
Weighted rent rebate caseload	15,808.19	📈	15,599.81	📈	15,220.8	📈	

SPI's- Benefit Claims and Changes

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	8.81	✅	10.93	🔴	9.65	✅	12
Average Number of Days to Process New Benefit Claims	18.4	✅	18.81	✅	19.5	✅	23

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average Number of Days to Process Change of Circumstances	7.24	✅	9.76	🔴	8.22	✅	9

LGBF - Council Tax Collection

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Cost of collecting council tax per dwelling	£8.32	✅	£7.92	🔺	£7.20	✅	£7.75

LGBF - Council Tax Income

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Percentage of income due from council tax for the year that was received by the end of the year	95.15%	✅	94.96%	✅	94.59%	✅	£95.25
Income due from council tax for the year net reliefs and rebates	106,189,619	📈	112,827,839	📈	117,139,771	📈	

LGBF – Payment of Invoices

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Percentage of invoices sampled and paid within 30 days	97.21%	🔺	95.96%	🔺	80.49%	🔴	98%

SPI's- Complaints

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	64.55%	📈	58.32%	📈	58.27%	📈	
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	47.86%	📈	61.82%	📈	39.39%	📈	
% complaints resolved within time (Corporate)	61.75%	🔴	59.03%	🔴	52.99%	🔴	75%
The number of escalated complaints closed within 20 working days as % of total no of escalated complaints	53.97%	📈	22.37%	📈	33.91%	📈	

Early Intervention and Community Empowerment

Libraries

1. Customer

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	74,756	📈	76,783	📈	70,948	📈	78,029	📈	

LGBF – Library Visits

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Total number of library visits - person; virtual	1,478,224	📈	1,461,623	📈	1,429,729	📈	

SPI - Community Use of Libraries

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of community participations generated by Library and Information Service Engagement and Extensions activity	35,257	📈	41,978	📈	38,730	📈	

SPI - Learning Centres / Access Points

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Number of PC terminal and Wi-Fi access uses within Libraries and Library Learning Centres	228,890	📈	215,587	📈	187,673	📈	📈

Community Safety and Justice

1. Customer

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Community Safety and Justice	12	📈	7	📈	17	📈	
% of complaints resolved within timescale (stage 1 and 2) - Community Safety and Justice	58.3%	🔴	71.4%	✅	41.2%	🔴	75%
% of complaints upheld against closed complaints (stage 1 and 2) - Community Safety and Justice	25%	📈	42.9%	📈	29.4%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Community Safety and Justice	0	📈	0	📈	1	📈	

** Further Customer Demand PI's under development

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	97.1%	✅	98.9%	✅	98.2%	✅	97.6%	✅	95%

LGBF – ASBIT Noise

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
For domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004, the average time (hours) between the time of the complaint and attendance on site	0.37	✅	0.56	✅	0.56	✅	1

2. Processes

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
YTD Percentage of anti-social behaviour cases reported which were resolved	94.7%	⚠️	95.4%	✅	95.9%	✅	96.6%	✅	100%
Number of cases of anti-social behaviour reported - YTD	319	📈	694	📈	1,092	📈	1,431	📈	📈

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Priority Families - Percentage of families assessed as having 3 or more improved outcomes 6months following the conclusion of support			86%	📈			

3. Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (Community Safety and Justice)	0	📈	0	📈	0	📈	0	📈	

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (Community Safety and Justice)	0	📈	1	📈	0	📈	2	📈	

4. Finance & Controls

** Work ongoing to develop individual service-based measures

Housing

1. Customer

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By Scottish Government on a Quarterly Basis)	6.8%	🔴	6.8%	🔴	6.8%	🔴	6.8%	🔴	4.5%
Percentage of tenants satisfied with the standard of their home when moving in YTD	N/A		66.7%	🔺	66.7%	🔺	66.7%	🔺	75%
Financial Inclusion - no of cases per month	129	📈	142	📈	131	📈	186	📈	

Performance Indicator	Q3 2018/19		Q4 2018/19		Q1 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Housing Services	42	📈	47	📈	46	📈	
% complaints resolved within timescale (stage 1 and 2) - Housing Services	54.8%	🔴	48.9%	🔴	58.7%	🔴	75%
% of complaints with at least one point upheld (stage 1 and 2) - Housing Services	30.9%	📈	42.5%	📈	37%	📈	
Total No. of lessons learnt identified (stage 1 and 2) - Housing	0	📈	0	📈	2	📈	

**Further Customer Demand PI's under development

2. Processes

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	100%	✅	99.5%	✅	99.6%	✅	99.8%	✅	100%
Number of Households Residing in Temporary Accommodation at Month End	418	📊	400	📊	409	📊	420	📊	
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	22.6	📊	23.6	📊	24.3	📊	23.8	📊	
The YTD number of Legal repossessions following decree (Arrears) - Citywide	5	📊	9	📊	12	📊	18	📊	
The YTD Average time taken to relet all properties (Citywide - days)	65.6	🔴	63.5	🔴	64.4	🔴	62.9	🔴	46
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	92.4%	✅	93.3%	✅	92.6%	✅	93%	✅	90%
Welfare Rights - % of Successful Appeals	64%	📊	91%	📊	71%	📊	88%	📊	

SPI

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Percentage of properties that meet Energy Efficiency Standard for Social Housing (EESSH)	84.84%	🔺	85.56%	🔺	86.9%	🔺	97.1%

3. Staff

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No In Month - Housing)	0	📊	0	📊	0	📊	0	📊	

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (No In Month - Housing)	0		0		0		0		

4. Finance & Controls

Performance Indicator	April 2019		May 2019		June 2019		July 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	Value	Status	
Gross rent Arrears as a percentage of Rent due	6.31%	✅	6.98%	🔺	6.45%	✅	6.98%	🔺	6.2%
Rent loss due to voids - Citywide - YTD average	1.66%	🛑	1.38%	🛑	1.43%	🛑	1.5%	🛑	1%
Financial Inclusion - Total Financial Gains Achieved per month	£240,450	📈	£336,359	📈	£263,254	📈	£396,069	📈	

SPI's

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Average supervision and management expenditure per house	782	📈	709	📈	691	📈	

Performance Indicator	2016/17		2017/18		2018/19		2018/19 Target
	Value	Status	Value	Status	Value	Status	
Gross rent Arrears as a percentage of Rent due	4.63%	✅	5.3%	🔺	6.86%	🔺	6.2%
Rent loss due to voids - Citywide	0.98%	✅	1.19%	🛑	1.47%	🛑	1%

Operational Delivery Committee Performance Report Appendix B

The percentage of Repairs Inspections completed within 3 working day target (year to date)
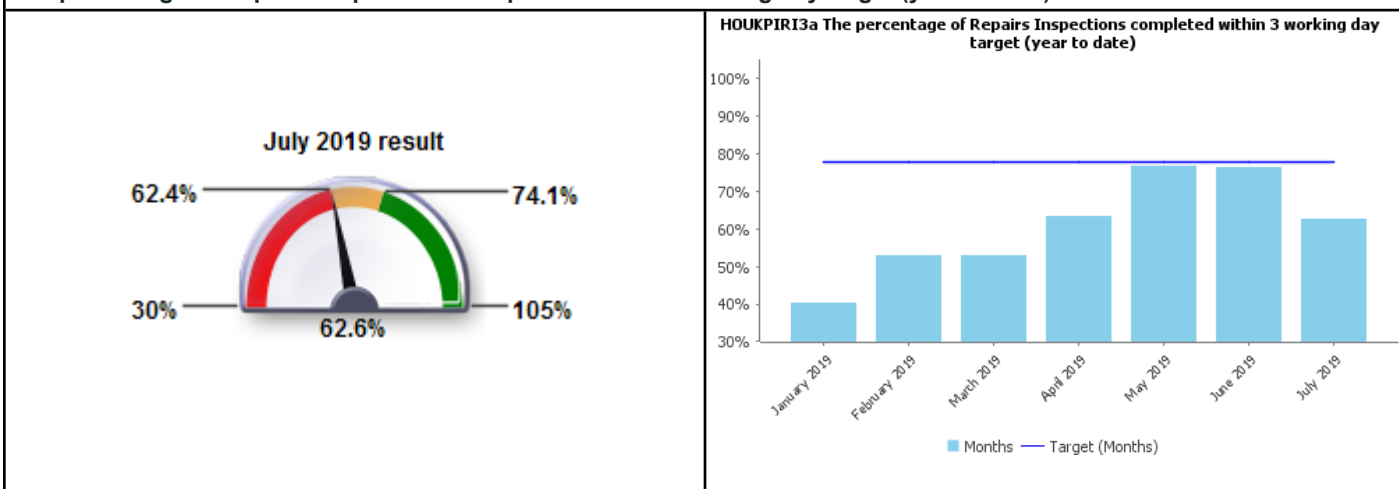
July 2019 result

62.4% — 74.1%
30% — 105%
62.6%

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

Why is this important?

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

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

Benchmark Information:

This measure is not currently benchmarked.

Target:

The target for the % of reactive repairs inspected within 3 working days will remain at **78%** for 2019/20.

This is what the data is saying:

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

This is the trend:

Inspections within the 3-day target had been showing an upward trend up to the end of June and it is thought that the decline in performance throughout July is due to annual leave and staff absence. With the return of staff into the inspection team following annual leave and successful backfilling on a temporary basis we expect performance for this PI to recover in the coming months.

This is the impact:

The impact of this on tenants is perceived to be reduced due the percentage of them who are known to request appointments out with the three working day target period. This, in turn, influences the percentage of inspections which it is in fact even possible to deliver within that time. The service currently accommodates these requests to provide a more flexible inspection regime to tenants.

These are the next steps we are taking for improvement:

Following consultation with other clusters, senior management and the Tenants Liaison Group we have reviewed the 3-day target for inspections and found that it was set internally and is not benchmarked, meaning performance cannot be compared with other Councils. A decision was taken to look at a wider timescale, allowing tenants more flexibility when booking repairs inspections to suit them and thus improve the service provided. This has been agreed and accepted and will commence from 1st September 2019. From that point, tenants will be able to request inspections within a 20-day period, providing us with the ability to carry out the required work in a more convenient and flexible manner. It is expected that this will alleviate some of the current issues and pressures surrounding inspection performance.

Responsible officer:	Last Updated:
Graham Williamson	July 2019

Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)

June 2019 result

72.08%

85.6%

50%   77%   100%

ENV 1.50 Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)

■ Months — Target (Months)
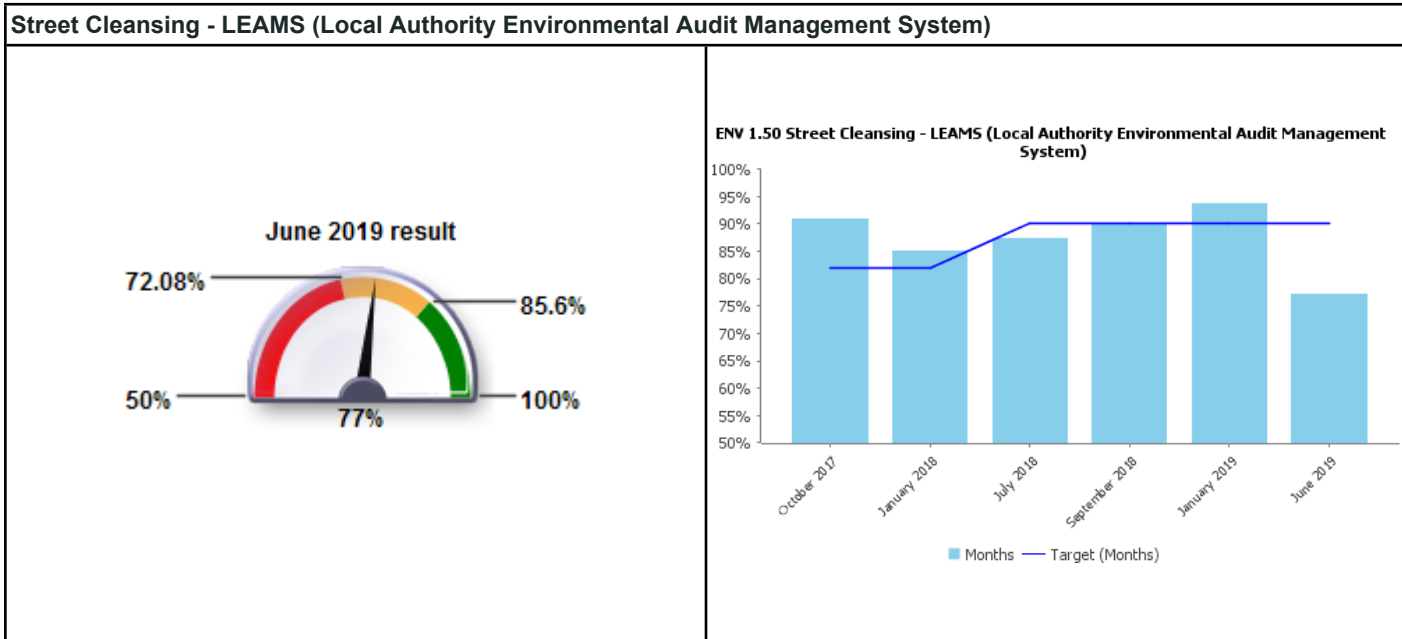
Why is this important?

LEAMS (Local Environmental Audit and Management System) has been the national performance indicator for street cleanliness since 2003/2004. It was originally developed to help local authorities meet their obligations under Best Value.

Clean and safe local environments are a vital element of improving the health and wellbeing of Scotland's communities. Issues such as vandalism, graffiti, litter, dog fouling and discarded rubbish have a serious and long-lasting impact on people's quality of life

At a time when public spending is being considerably reduced, areas affected by high levels of litter may be increasingly neglected. It is against this backdrop that LEAMS can provide a clear picture of the state of streets and identify the actions needed to address local environmental quality.

LEAMS uses a combination of self and independent monitoring. Each local authority conducts two audits in their own areas. These assess the cleanliness of a minimum random sample of 5% of streets/roads. In addition, KSB conducts an annual validation audit, also assessing a 5% sample of streets within each local authority. This ensures independent evaluation.

The independent survey assesses the cleanliness grade; servicing and coverage of public-use litter bins; types of litter; sources of litter; and local environment quality (vandalism, graffiti, weed-growth, detritus, staining, fly tipping and flyposting). Most litter types and sources are omitted from the self-monitored local authority surveys, rather focus is on the general condition of the local environment.

Each site/survey is graded according to the standards outlined in the Code of Practice on Litter and Refuse (Scotland) 2006. This grading system is based on research into standards of cleanliness which most people regard as being 'acceptable' or 'unacceptable'.

The Performance Indicator is the % of sites assessed that match this 'acceptable' criteria.

Benchmark Information:

Keep Scotland Beautiful provides a full report to each local authority. It also combines the results from all 32 local authorities to create a national picture of street cleanliness and environmental quality. In 2018/19 Aberdeen scored 90.2% which was its highest score for a number of years and up from 85.8% in 2017/18. The national average currently for 18/19 was 92.8%. Aberdeen sits within a benchmarking club of similar local authorities where the average is 90.1%.

Target:

The target set for 19/20 has been set at 90.2%

This is what the data is saying:

The target set is very challenging and the most recent survey result scores the city at 72.08%, which is below the target set. It should be noted that it only takes a small number of streets to be graded as 'unacceptable' for the end result to be lower than expected. The service is confident that future surveys will show an improved score.

This is the trend:

Over the last few years Aberdeen's average score has remained fairly steady and recently the trend has been for a gradual improvement in scoring. Aberdeen continues to be amongst the lowest scoring local authorities. The results from LEAMS for Aberdeen City Council in 2018/19 indicate that overall, the street cleansing service is managing to keep majority of areas free from significant issues which would affect the quality of the neighbourhoods that the public live, work and commute through. Considering over the last eight years, the average net cost of street cleaning in Scotland has reduced by 30%, it is encouraging that many of the key indicators for street cleanliness have continued to improve for Aberdeen City Council over the last four years. Of particular note is a reduction in the frequency of; significantly littered areas, dog fouling, weed growth, detritus, pavement staining and graffiti.

This is the impact:

In high public use areas, including the city centre and built-up residential areas, littering is a more visible issue. Litter free sites continue to be less frequently observed and excessive litter levels more common as in previous years. Litter can give an area a feeling of being unkept and unattractive. Litter can lead to more litter and waste, leading the public to lose a sense of civic pride.

These are the next steps we are taking for improvement:

Clean Up Aberdeen is recognised locally and nationally as a very successful campaign and every effort will be made to improve and develop the campaign further. The campaign focusses on education and communities. With everyone pulling together a real difference can be seen.
Street sweeping is continually being reviewed with the aim being to ensuring resources are allocated to where they are needed the most.

Responsible officer:	Last Updated:
Steven Shaw	June 2019

Fleet Services - % of vehicles over 5 years old
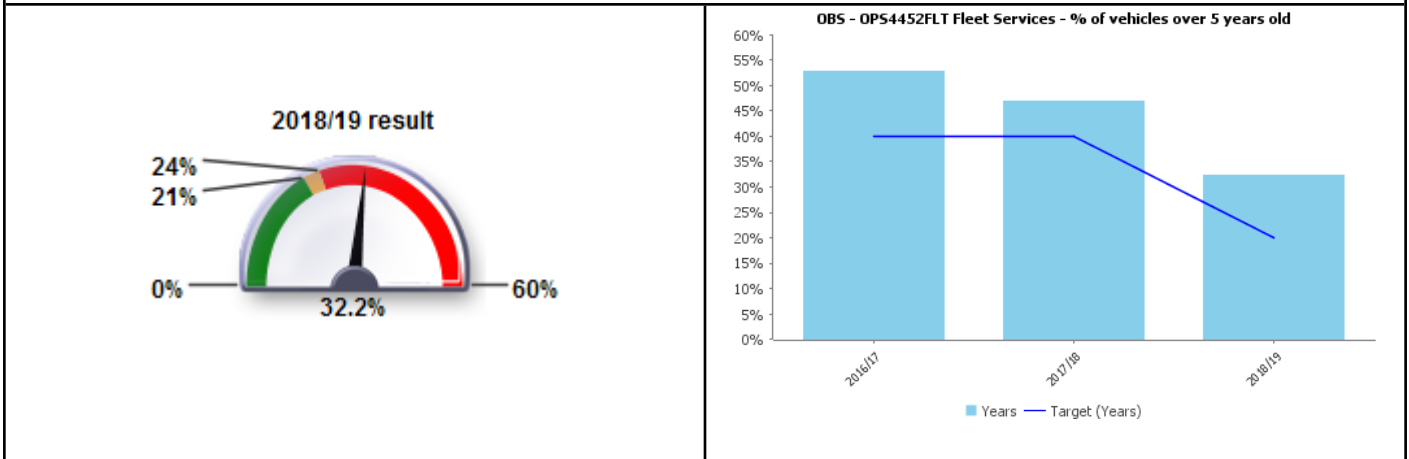
Why is this important?

Aberdeen City Council is committed to reducing carbon emissions both within its operations and across the city as part of Powering Aberdeen.

Benchmark Information:

The data information comes from the current Fleet Management system. The % number of vehicles in current year measuring against previous years which will show a reduction in the percentage annually as Fleet vehicles are replaced. National benchmarks are not currently available.

Target:

Going forward the PI will reflect vehicles **under** 5 years old and will be reported on a quarterly basis. This is to provide Members with greater clarity on performance as we proceed positively to maximise the percentage of fleet under the 5-year target. Vans and large goods vehicles will be reported separately as well as the whole fleet. The target for 2019/20 will be 80% of vehicles under 5 years old.

This is what the data is saying:

The data measures the current percentage of Fleet vehicles with an age profile of over 5 years to the end of 2018/19.

This is the trend:

The trend is showing a large reduction in vehicles over 5 years old which will reduce further as the replacement programme progresses.

This is the impact:

The reduction in older vehicles allows the Council to operate those with the latest technology and with reduced emissions which links into the Transportation Strategy Plan for clean transport for the city, while presenting an improved on the road image to the public of Aberdeen. This will reduce vehicle maintenance costs and downtime enabling services to deliver their objectives with newer and thus more reliable vehicles.

These are the next steps we are taking for improvement:

The service is to introduce further alternative fuelled vehicles within the Council's fleet to reduce overall Carbon Footprint and exhaust emission levels. Introduction of Telematics (a system to monitor aspects of vehicle usage such as distance travelled, speed, braking) will provide a clearer understanding of how our fleet is used and provide further potential to reduce emissions.

Responsible officer:	Last Updated:
William Whyte	2018/19

Percentage of all street light repairs completed within 7 days
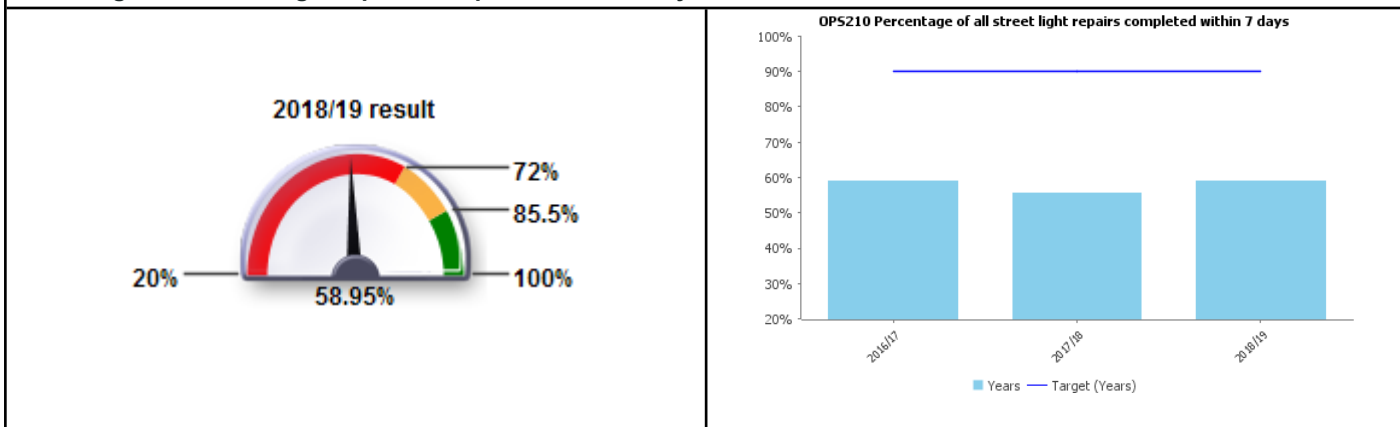
Why is this important?

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

Benchmark Information:

In 2017/18 the annual figure for this PI was 55.75%, showing a decline from the 2016/17 outcome of 59.07%. Benchmarking data for 2017/18 produces an outcome of 54.6% against the APSE family group average of 84.54% and Scotland wide average of 87.39%. Benchmarking information for 18/19 is not yet available.

Target:

The target for this indicator for 2018/19 was set at 90% and will be maintained at that level for 2019/20.

This is what the data is saying:

Following a decline in performance during 2017/18 to 56%, there has been a marginal recovery during 2018/19, almost achieving 2016/17 levels. It is clear that to achieve the target, either the service must increase the number of electricians or sub-contract the work in open tender.

This is the trend:

Since 2015/16 there has been very little change in the overall performance of this measure with only month on month fluctuations. The outcomes for the past 4 financial years have all ranged from 55 to 59%.

This is the impact:

During 2018/19 we have seen a reduction of 15% in the number of reported faults and it is expected that this will continue in the coming year as we begin to see the impact of the LED conversion programme. The number of faults will continue to fall in line with the reduction in older lanterns on the network. This will reduce demand on the service and if the existing resource level is maintained, we would expect an ongoing improvement in this SPI as available resources can be targeted.

These are the next steps we are taking for improvement:

During 2019/20 a further 7,500 LED lanterns are due to be installed. By April 2021 it is expected that over 50% of the street lights in Aberdeen will have been converted to LED, leading to a longer period between lantern failures and continued defect reduction.

Responsible officer:	Last Updated:
George Collie	2018/19

Sickness Absence – Average number of days lost

July 2019 result

12
10.5
0
35
19.6

OPS4071WST Sickness Absence - Average Number of Days Lost - Waste

January 2019, February 2019, March 2019, April 2019, May 2019, June 2019, July 2019

Months — Target (Months)
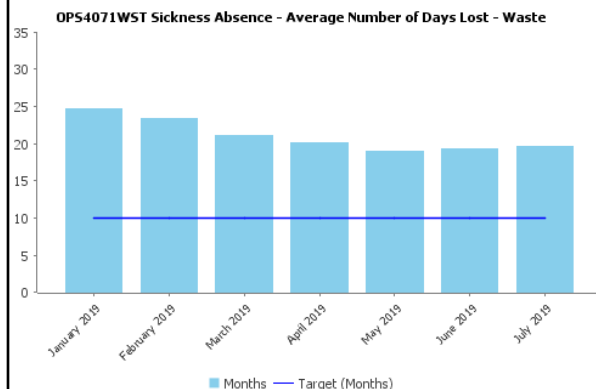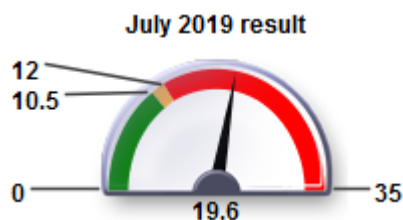
Why is this important?

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

Benchmark Information:

In the most recent LGBF report for 2017/18, the average number of days lost per employee (non-teacher) ranges from 16.78 to 8.36 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.65 days) approx. 0.24 days higher than the 2017/18 Scottish average of 11.41 and 20th from a total of 33 Councils. This shows an improvement in ranking (from 23rd) but little overall change in average number of days lost for non-teaching staff. The 10-day target is based on the public-sector average of 9.7 days.

Target:

The target for the Average Number of Days lost per employee has currently been held at 10 days per annum for 2019/20.

This is what the data is saying:

The level of absence within the Waste & Recycling Team has remained stable over the past quarter and has reduced from the levels in the previous quarter. Across Operations and Protective Services there has been some variation from the start of 2019/20. There have been incremental increases in Environment, Facilities and Fleet, no change in Building Services and overall reductions in both Waste and Roads and Infrastructure. Waste continues to have the highest number of days lost.

This is the trend:

The overall trend for Operations and Protective Services is upwards. From the start of the financial year average days lost has increased month on month from 14.6 in April to the July figure of 15.4.

This is the impact:

The impact of this absence is a requirement for the team to reallocate resources, employ agency staff or use overtime to cover. The nature of the Waste & Recycling Service is that it cannot run below its establishment as services cannot be stopped or delayed to any significant degree and there are minimum staffing levels required per vehicle. The same is true of other Services. All teams work closely with People and Organisation, employing the policies and procedures available as below:
- Following the content of the Supporting Attendance and Wellbeing policy
- Keeping in regular contact with employees who are on sick leave and being supportive of them
- Considering referring employees to the occupational health provider, where appropriate

7

- Carefully considering the content of occupational health medical reports, including applying reasonable adjustments for employees with a disability
- Holding return to work discussions after every sickness absence
- When an absence trigger point is met ensuring the formal procedure of the above policy is applied
- Making employees aware of 'Time for Talking' – the counselling service, where appropriate
- Considering Quality of Working Lives stress risk assessments where appropriate
- Ensuring sickness absence is recorded on the Your HR system and closed off when an employee returns to work

Close attention and monitoring are also paid to individual cases in an effort to reduce absence levels. There is a specific focus on long term absence as this is the area that has the greatest impact on outcomes and service delivery.

These are the next steps we are taking for improvement:

The Waste and Recycling Service is working with colleagues to establish improved reporting methods which will provide more detailed data for management of absence and are also working closely to specifically focus on reducing long term absences by actively addressing these on an individual basis and seeking solutions to each. The Service is also working with the Wellbeing team and has hosted a number of activities at Altens East over the past 18 months.

A number of initiatives are also ongoing Corporately, including:
- Further promote the use of Quality of Working Lives stress risk assessments to reduce stress in the workplace
- Undertake a range of activities relating to mental health under an action plan being overseen by a Mental Health at Work group
- Further promote and use manual handling risk assessments to help reduce absence related to musculoskeletal issues
- People and Organisation to work with Clusters monthly to ensure long term sickness is being actively managed and highlight measures such as physiotherapy, the workplace chaplaincy service which is provided by the City Chaplain and the "Time for Talking" Counselling Service which are available for employees
- Benchmarking of the Council's absence statistics against other Scottish Local Authorities
- Promotion of the Universal Infection Control toolbox talk
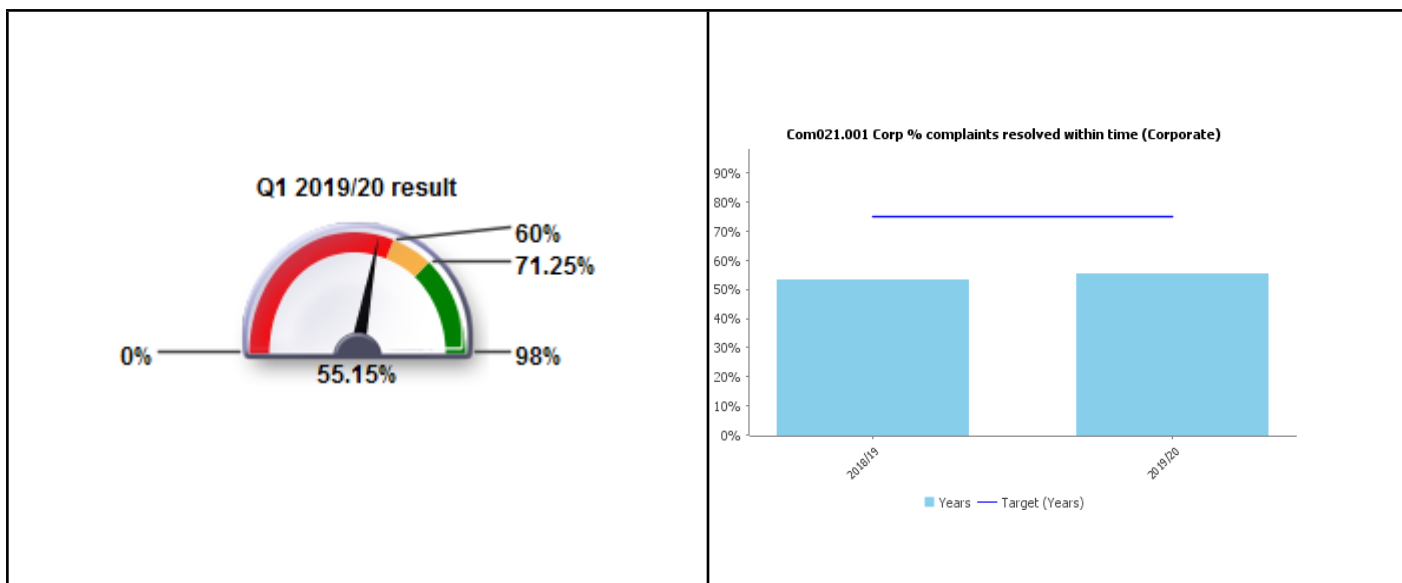- Review of Employee Good Health Group attendees to ensure all Functions are represented.

Responsible officer:	Last Updated:
Pam Walker	July 2019

% complaints resolved within time (Corporate)

Why is this important?

Complaint handling is a statutory requirement. Like all Local Authorities, we follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO). This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous People Theme within the Local Outcome Improvement Plan as the effective handling of complaints ensures that people are supported appropriately when and if necessary.

Benchmark Information:

A benchmarking exercise is undertaken on an ad hoc basis by the SPSO which compares each Scottish Local Authority's performance in complaint handling. No recent benchmarking exercises have taken place.

Target:

The target for 2019/20 has been set as 75% of all complaints responded to within timescale (5 working days for stage 1 complaints and 20 working days for stage 2 complaints). There is no target set for the identification of lessons learnt or the percentage of upheld / not upheld complaints.

This is what the data is saying:

For the reporting year 2018-19, 58.27% of stage 1 complaints were responded to within 5 working days against a set target of 75%. This is consistent with the 2017-18 figure of 58.32%.

For the reporting year 2018-19 39,39% of stage 2 complaints were responded to within 20 working days against a set target of 75%. This is a decrease from the 2017-18 figure of 61.82%.

For the reporting year 2018-19 33.91% of escalated stage 2 complaints were responded to within 20 working days against a set target of 75%. This is an improvement to the 2017-18 figure of 22.37%.

This is the trend:

Performance in relation to the resolution of stage 1 complaints has remained consistent although it is acknowledged that improvement is necessary. There is evidence of improvement in relation to escalated stage 2 complaints which is positive. The volume of Stage 2 complaints responded to within the 20-working day timescales has decreased. The decline in compliance may be a result of the following: -

- The Customer Feedback Team have continued to focus on the quality control of responses which in some circumstances has meant that stage 2 responses have taken longer to be issued. The quality of responses has been deemed the highest importance as there is more likelihood of resolving the complaint if it is thoroughly investigated and responded to appropriately. This also results in less Ombudsman investigations.
- The introduction of a revised complaint response template for Social Work has taken time to embed as it is a new approach to complaint handling. The new template has resulted in responses taking longer to draft than they did previously. Again however, quality and transparency has taken precedence and once embedded it will no longer cause

delays.

Upon closure of every complaint, responding officers must systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. Data for 2019/20 to date demonstrates that the number of lessons learnt identified has increased which is positive as it evidences organisational learning.

This is the impact:

Some of the consequences of this performance are:

- An inconsistent customer experience across council services
- Some customers are receiving timely responses to their complaints and some are experiencing a longer wait than originally advised, potentially resulting in poorer customer satisfaction levels.

These are the next steps we are taking for improvement:

The reason why response timescales are not always met varies and continues to be explored with services. Where a response timescale cannot be met, for example due to the complexity of the matter, there is a process in place to inform the customer that an extension is necessary. An action plan to improve performance is in place and includes:

- Improved monitoring has been implemented. A complaint escalation and performance dashboard, accessible to Chief Officers and Directors has been introduced to enable more visibility of outstanding enquiries.

- Training sessions are being held with key responding officers to reinforce the requirements of the complaints handling procedure, including the importance of identifying lessons learnt to demonstrate organisational learning and avoid an issue re-occurring. This will help to ensure that complaints are responded to appropriately and within statutory timescales. The training will also result in an improved quality of responses drafted by officers, which in turn will reduce the time taken to quality assure responses before approval.

- Analysis has shown that many of the complaints handled at Stage 1 required an extension in order to fully respond. A review is taking place to ensure correct categorisation of complaints as this has an impact on timescales, i.e. if complaints should have been categorised at Stage 2, due to complexity, then this provides a greater timescale to offer a response.

- Continued process reviews are being prioritised within service areas that receive a higher level of complaints. For example, in Housing Repairs, paper-based processes have now been eliminated which will help make the process more efficient for responding officers and improve response times.

- Social Work managers are contacting customers to discuss their complaint verbally where appropriate. This will increase the likelihood of early resolution.

Following the introduction of the action plan, the data currently available demonstrates that performance is improving. Overall, the percentage of closed complaints responded to within the statutory timescale has increased from 58.8% in May 2019 to 70.9% for June 2019. The average time taken to respond to Stage 1 complaints has reduced from 6.0 working days to 5.5. For Stage 2 complaints, this has decreased from 22.5 working days to 20.8, with Escalated Stage 2 complaints also improving, reducing from 20.5 working days to 17.4. These figures are correct as of 19 July 2019.

Ongoing performance will be monitored and the reasons for delays will continue to be explored and addressed accordingly.

Responsible officer:	Last Updated:
Lucy McKenzie	July 2019

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

10

closed. (Data Provided By Scottish Government on a Quarterly Basis)
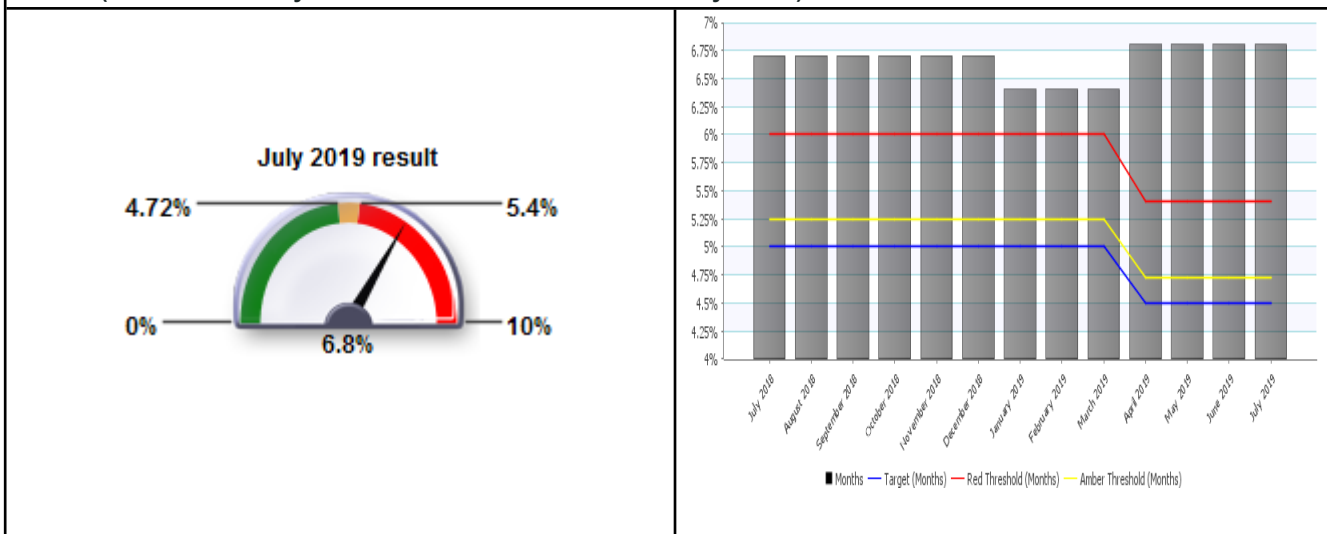
Why is this important?

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

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

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

Benchmark Information:

2018-19

The YTD **%** of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **6.8%.** The Scottish Local Authority average for 2018-19 was **5.8%**.

Target:

Targets **2019-20**

% of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is set at **4.5%**

This is what the data is saying:

Between 1st April 2019 – 30th June 2019 there were **279** applicants assessed as homeless or potentially homeless, **19** of whom had a previous homeless case closed in the last year (365 days) recording a **6.8%** level of repeat homelessness.

Of the **19** applicants that reapplied in the year **79%** (**15**) were previously assessed as unintentionally homeless with only **8** securing permanent accommodation. Due to the continuing decline in intentionality rates there were no repeat applicants previously assessed as intentionally homeless. **21%** (**4**) were assessed with No Statutory Duty. Outcomes from the previous applications show that;

- **32%** (**6**) lost contact prior to discharge of duty and might not have resolved their homelessness
- **42%** (**8**) of applicants secured housing in either the private or social sector – **4** Council, **2** RSL, **2** Private Sector
- **11%** (**2**) of applicants made their own arrangements
- **11%** (**2**) of applicants were imprisoned.

- **5%** (**1**) secured other known outcomes

A combined total of **64** homeless applications have been received among this group, ranging between **2 – 7** applications per person and averaging out at 3 per person. Furthermore, there have been a total of **103** council properties tenanted among the group - **85** temporary placements and **19** secure mainstream placements (**2** of which are current).

This is the trend:

Between 2014/15 and 2017/18 Levels of repeat homelessness increased sharply, rising from **2.9%** to **6.4%** respectively. Between these periods the number of applicants re-assessed rose from **36** in 2014/15 to **87** in 2017/18. The increase in levels of repeat homelessness during this period were driven largely by changes in recording practices rather than any changes to the underlying drivers of homelessness.

During 2018/19 performance levels began to stabilise with rates remaining unchanged from the previous year at **6.4%**. At a national level however,16 of the 32 local authorities managed to improve performance during the year causing the national average to fall form **6.4%** in 2017/18 to **5.8%** in 2018/19. When examined against the national context a **0.6%** downturn in performance was recorded last year.

During Q1 2019/20 early signs indicate that repeat homelessness is set to rise again this year with performance levels currently **0.4%** higher than the **6.4%** recorded last year. When we compare Q1 2019/20 performance with Q1 2018/19 the actual number of applicants experiencing repeat homelessness this year has fallen slightly from **22 – 19**, however due to the significant decline in the number of applicants assessed as statutory homeless this year the level of repeat homelessness has increased by **0.8%.**

Increases in levels of repeat homelessness among applicants previously housed into ACC secure tenancies will invariably impact upon the homeless tenancy sustainment rates which have fallen over the last 3 years from **92.1%** in 2016/17 to **86.8%** in 2018/19.

This is the impact:

- Undue financial costs/pressures in delivering recurring services to these individuals.
- Human costs in that prevailing needs are not met first time round, particularly for those individuals assessed as unintentionally homeless and the council have not provided permanent accommodation. Consequently, this can have further cost/resource implications on not only the council but other services also.
- Risk of failing to deliver on the key strategic outcomes set within the Local Outcome Improvement Plan and Rapid Rehousing Transition Plan.

These are the next steps we are taking for improvement:

- We are moving towards implementation of our Rapid Rehousing Transition Plan where a homeless journey target of 50 days has been set for unintentional households, this will significantly speed the journey up and should reduce the numbers of applicants whom we are not fulfilling our statutory duty towards.
- We are currently working on our operational structure to improve customer experience via redesigning officer roles to ensure one officer will accompany the client through their entire homeless journey.
- We are now in the operational phase of Housing First, as consortium partners. Housing First will become the default housing method for rehousing complex homeless cases whereby many of these applicants experience recurring homelessness.
- We are in the development phase of investigating Choice Based Lettings options. Research shows that providing customers with choice leads to improved housing outcomes.

Responsible officer:	Last Updated:
Kay Diack	July 2019

Average time taken to Re-let all properties (shown), Void Rent Loss and Satisfaction with the Standard of Home when moving in.
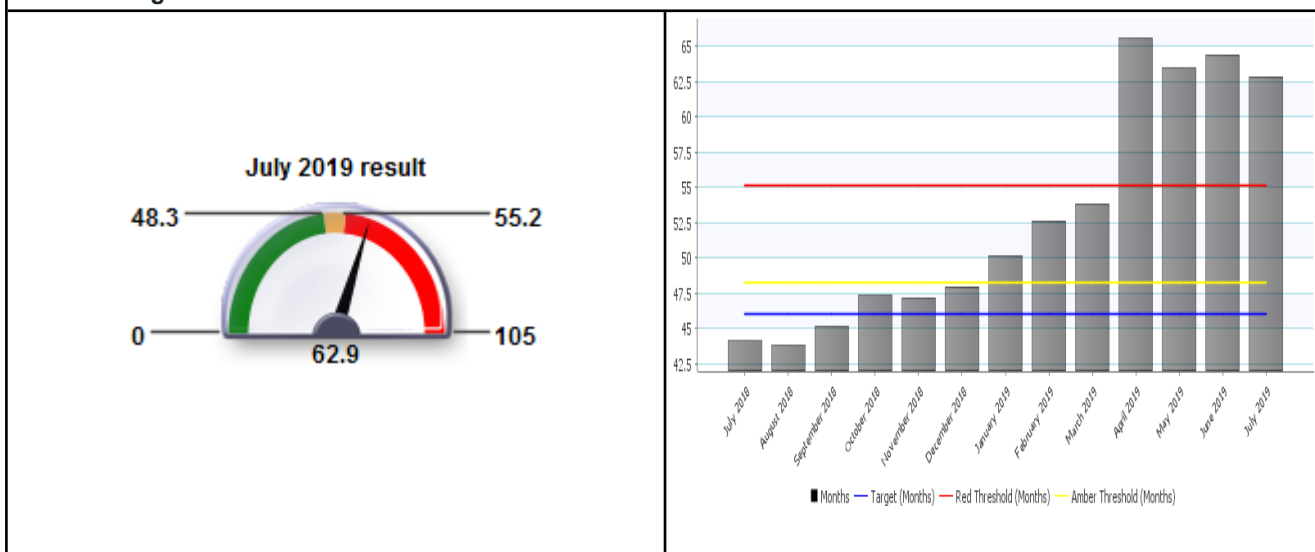
Why is this important?

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

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

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

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

Benchmark Information:

2018-19
- Average relet times was **53.8** days. The 2018-19 Scottish average is currently not available. The average for 2017-18 was **30.7** days.
- Rent Loss due to Voids was **1.47%** The 2018-19 Scottish average is currently not available. The average for 2017-18 was **0.84%**
- Percentage of new tenants satisfied with the standard of their home when moving in was **63.8%** The Scottish average is currently not available. The average for 2017-18 was **84.9%**

Target:

2018/19
- Average number of days to re-let all properties was set at **46** days.
- Rent Loss due to Voids was set at **1.00%**
- Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

2019-20
Targets will be set following submission of our annual figures to the Scottish Housing Regulator and all Scottish LA figures become available.

This is what the data is saying:

For the reporting year 2019/20 the average relet time YTD is **62.9** days, an increase on the 2018/19 year end figure of **53.8** days.

The Void Rent Loss figure YTD for 2019/20 is **£432,112**. This equates to **1.50%** of the gross debit (rent due) for the financial year, an increase on the 2018/19 year end figure of **1.47%**.

As at 31st July 2019 the Satisfaction of the standard of home when moving is **57.6%** below the set target of **75%** and a decrease on the year end figure for 2018/19 of **63.8%**.

This is the trend:

- **Relet times** – The number of properties relet as at 31st July 2019 is **671** with an average relet time of **62.9** days, an increase on the **53.8** days last reported to committee. The increase in relet time is partly due to the reletting of **18** longstanding voids which had an average overall duration of **297** days and of those an average of **203.9** days getting repairs carried out on the properties.

  Relet times of the **671** properties broken down by area show:

  - Marischal reporting an average relet time of **74.5** days with **5** of the **18** longstanding voids with a void duration of **272.4** days, **164.4** days getting repairs carried out.

  - Mastrick has an average relet time of **36.5** days with **3** of the **18** longstanding voids, **2** voids were new build properties and did not require repairs work, **1** property was with repairs for **30** days. Total average void duration for the **3** properties was **255.7** days.

  - Tillydrone has an average relet time of **73.7** days and had **10** of the **18** longstanding voids with a void duration of **321.7** days, **245.2** days getting repairs carried out.

- **Void Rent Loss –** There has been a steady increase in the void rent loss since the start of 2019/20. The void rent loss is a direct result of the relet times and if this trend continues an *estimated* year end figure would be around **£1,296,336**, (**1.50%**).

  As at the 31st July 2019 the Void Rent Loss due broken down by area shows:

  - Marischal- has a void rent loss of **£113,237**, this denotes to **1.64%** of the rent due in the area.

  - Mastrick- is showing a void rent loss of **£74,894**, this is **0.81%** of the rent due in Mastrick.

  - Tillydrone- has the highest void rent loss with **£243,981**, this represents **1.92%** of the rent due in the area.

- **Satisfaction of the standard of home when moving in**- there has been a decrease in satisfaction since the start of the 2019/20 financial year with the figure standing at **57.6%**, a decrease on the 2018/19 year end figure of **63.8%**. There has been a steady decrease in satisfaction year on year since 2016/17 where the figure stood at **67.0**%.

  Further analysis shows that the top 3 main reasons tenants reported dissatisfaction were:
  - repairs issues **50.0%,**
  - poor standard of the property i.e. decoration **40.9%**
  - cleanliness **9.1%**

The Customer Satisfaction Surveys are currently under review. A new digital solution is due to be tested where our new tenants will be automatically invited via email to complete a satisfaction survey when a new tenancy commences.

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in resulting in overall poorer satisfaction levels.
  Homeless people are spending long periods of time in temporary accommodation.

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These are the next steps we are taking for improvement:

- Building Services established special teams which will concentrate on voids with accepted homeless offers.
- Building Services transferring resource from response maintenance to voids giving approximately 40% increase in trades to complete void repair works.
- Recruitment of team leaders in building services to ensure more efficient and effective operations.
- Additional housing officers enabling more proactive work on pre-termination and pre-offer inspections.
- Increased use of incentives to maximise offer acceptances.
- Review of letting standard which will include completion of SHQS and major works during void period which will improve standard of properties at relet and in turn increase customer satisfaction.
- Improved use of data and performance monitoring by teams.
- Introducing a digital solution for managing repair works.

Responsible officer:	Last Updated:
Neil Carnegie	July 2019

15

Gross rent arrears (Includes Current & Former Tenant Arrears and Write Offs) as a percentage of Rent due for the reporting year

Why is this important?

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

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

Rental income pays for our housing services and capital investments.

Benchmark Information:

2018/19
Gross Rent Arrears as a percentage of rent due was **6.86%**. The 2018-19 LA average is currently not yet available. The LA average for 2017-18 was **6.4%.**

Target:

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

2019-20 Targets will be set following submission of our annual figures to the Scottish Housing Regulator and all Scottish LA figures are available.

This is what the data is saying:

The Gross Rent Arrears figure has increased to **6.98%** in 2019/20 and has exceeded the current 6.2% target. In monetary terms the value of Gross Rent Arrears is **£6,048,976,** a calculation of the Current Rent arrears figure of **£4,975,147** added to the and Former Tenant arrears figure of **£1,217,053**, minus the value of write off's and write on's of **£143,22.**

This is the trend:

There has been an upwards shift in Gross rent arrears in 2019/20 from **6.31%** recorded in April 19 to **6.98%** as at July 19, and an increase on the 2018/19 year-end figure of **6.86%,** an increase in the value of **£305,085** from the year end figure where it stood at **£5,743,891.**

The Estimated 2018/19 Annual Scottish Housing Regulator figures for Local Authorities show us that the Average Gross Rent Arrears have increased from **6.4%** in 2017/18 to **6.8%** in 2018/19.

This is the impact:

Tenancy Sustainment has improved since last reported to committee with currently **92.5%** of new tenancies having been sustained for more than a year which compares well with national performance levels.

With the continued focus on Tenancy Sustainment this has resulted in the number Notice of Proceedings issued decreasing by **33%** with **101** issued YTD in 2019/20 compared to **149** in the same period in 2018/19. The number of Repossessions for Rent Arrears carried out has also decreased by **44%** with **18** Repossessions completed YTD in 2019/20 compared to **31** in the same period in 2018/19 - continuing the trend seen in 2018/19.

Universal Credit Full Service went live in October 2018 in Aberdeen and figures include the impact of 10 full months of UC Full Service. Universal Credit is a DWP scheme for which the Local Authority as the landlord are a third party.

These are the next steps we are taking for improvement:

With the increase in housing officers we are in the processing of reducing the number of tenancies managed per officer, this enables housing officers to provide enhanced levels of support and assistance to tenants therefore helping prevent and reduce rent arrears. Neighbourhoods with highest levels of arrears with be prioritised for resource allocation.

We are also assigning housing support to locality teams to help maximise our interventions for tenants with housing support needs. We will also be increasing our Financial Inclusion Team's presence in localities with highest needs.

We will be reviewing the responsibilities of the variety of roles involved in managing arrears cases to ensure maximum efficiency and effectiveness as we transition to full implementation of our operating model.

Responsible officer:	**Last Updated:**
Neil Carnegie	July 2019

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Operational Delivery Committee Performance Report Appendix C

SPI's – Narrative only

Customer

Early Intervention and Community Empowerment

Work done to encourage and support community engagement within the city

There has been increasing engagement activity across teams using tools such as living streets, Asset Based Community Development - a tool to look the communities' assets and building on them and Open Space Technology a tool to engage with communities and provide improvement ideas, then progress them.   During 18/19, almost 200 community engagement activities with more than 4,000 hours of staff support to communities.

 Some examples are: Support by the Community Centre Liaison Officer, Boogie in the Bar – supporting people with dementia, Food and Fun – during the school holidays ensures that young people get a meal every day and a chance to join in some fun activities as well as providing volunteering opportunities with Active Schools and Aberdeen Football Community Trust. There are also numerous community gardening initiatives which encourages food growing and learning new skills for all ages from school children to grandparents. We held lots of litter picks which encourages communities to work together and take pride in their community. Several community facilities across the city have benefited from Developers' Obligations such as changing building layouts to make them more accessible.

The CLD Strategic Plan 2018 was approved at Operational Committee in September after consultation with community members and Partners. The Community Engagement Outcome group has commented on Easy Read LOIP and this has been sent out to all partners and community groups. Externally funded projects are now being asked to report on their contribution to the LOIP and CLD strategic Plan 2018-2019. The CEG has developed Project Charters on aspects of the Community Empowerment Act for Participation requests and Asset Transfer. Easy read leaflets have been produced and training is being developed. Participatory budgeting continues to take place across the 3 localities, Fairer Aberdeen and with tenant groups (Housing).

Work done to encourage and support equalities and diversity within the city
Overall Performance Trend
The range and volume of activity carried out by this team and the outcomes achieved are considerable given the financial challenges of the council which has meant staff reductions at a time of increasing equalities legislation and focus on improving the customer experience.

Some of our key tasks:

Equality Outcomes Mainstreaming Report **2017- 21** which was published by 30th April 2018 and the Equality Outcomes Mainstreaming Progress Report **2017-19** was published by 30th April 2019 and has been approved by the Operational Delivery Committee.

Our **Equalities Newsletter** is published quarterly with some special editions. Work has been done to make it a joint news bulletin with Community Justice services. This is one of our key tools for information sharing and awareness raising.

Following face to face and digital consultation with our groups, our **British Sign Language 2018-24** published in October 2018. **BSL version** is available here.

The above reports were produced as a result of the various consultation and engagement events held over the year like the Jo Cox event which promotes unity and equality, Holocaust Memorial Day which is marked every year in January to remember those who lost lives in genocides and how we can use this to stop reoccurrence in our current day, Interfaith week which brings together people of all faith and those with no faith, Aberdeen Mela which is an event that celebrates the diversity and multiculturism in Aberdeen, Grampian Pride which supports the LGBT community and allies in Aberdeen, Aberdeen Women's Alliance (AWA) supporting women's issues and working towards gender equality, British Sign Language(BSL) events at schools, at North East Sensory Service and through the BSL social clubs and networks.

The national trend identifies that communities are more engaged in the delivery and co-production of services and the Community Empowerment Act means further community engagement. As the council moves through its digital transformation process, and communications, transaction and engagement shift to become increasingly online, there will be a need to provide support through this to groups who are more at risk of being marginalised.

The changing trends are also being used in a positive way to change how we deliver services efficiently and supporting our customers through this change. A good practice example has been the Blue Badge which is the parking scheme for those with Disabilities and additional needs and the Customer Experience team engaged with the Disability Equality Partnership (DEP) to provide solutions for those who may need additional support in filling out the forms. This support will be provided through trained staff at Marischal College, help with online fillings of forms, forms that can be provided in alternative formats and languages to increase their accessibility for all.

Customer

Digital and Technology

The successful delivery of digital solutions continues, supporting the achievement of the Council's digital transformation aims. A key component of this transformation focuses on making it quicker, easier and more consistent for customers to access Council services digitally, enabling them to become more self-sufficient. The provision of online services gives customers a choice of when and how they access our services and facilitates a reduced transaction cost compared to traditional channels of face to face and telephone. It also removes the need to complete paper forms and associated costs such as postage.

In 18/19, a total of 93 online services have been developed and implemented across the organisation. These represent a combination of 'report it', 'request it', 'book it' and 'pay for it' services. Examples of these online services are;

- Blue Badge
- Free School Meals
- School Clothing Grants
- School Applications - the first local authority in Scotland to deliver a fully online service.

The digital solutions are enabling;

- A consistent experience for our customers when accessing our services
- A consistent experience for our staff receiving and processing these applications, requests and reports.
- Convenience of 24/7/365 access to services e.g. don't need to wait until office hours to obtain a paper form.
- Faster service delivery e.g. applications, requests and reports are received quicker leading to quicker turnaround.
- Intelligent forms that remove potential for error in manual handling and deliver mandatory information at the first point of contact, meaning a reduction in follow up calls required.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Bring Your Own Device Policy
REPORT NUMBER	CUS/19/304
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Andrew Howe
REPORT AUTHOR	Chris Sellar
TERMS OF REFERENCE	General delegation 7.1

1. **PURPOSE OF REPORT**

To seek Committee approval of the Bring Your Own Device (BYOD) Policy.

2. **RECOMMENDATION(S)**

That the Committee :-

2.1 Approve the Bring Your Own Device (BYOD) Policy as outlined below and at Appendix 1.

3. **BACKGROUND**

3.1 The Council's Digital Transformation Programme is embracing technology and in order to support the organisations requirement to become more Flexible and Agile. Digital and Technology are delivering several new technologies to support becoming a more Agile organisation. The Digital Transformation Programme is embracing the suite of applications that Microsoft 365 brings and are making use of modern device management tools. These tools allow for the secure, Public Sector Network compliant data access for our ICT users, via either corporately or personally owned, without increasing the security risk to our organisation.

3.2 There are several employee and council benefits to BYOD adoption. For an employee, it's the ability to choose a device that best suits their needs for both personal and work purposes and potentially the ability to carry only one device

rather than two. For the Council, it's a reduction on the total amount of devices purchased and deployed to deliver council services.

3.3   BYOD will not be forced on staff or Elected Members instead offered as a choice for those who wish to make use. All Elected Members will continue to be offered a corporate laptop computer and mobile phone. All staff will continue to be assigned the IT devices that are required for their role, should they not wish to use their own devices through the Council's BYOD Policy.

3.4   Following Policy approval, Digital and Technology in the first instance will begin offering all of Office 365's productivity suite applications on Android and Apple iOS operating system-based devices. This will allow for the vast majority of mobile and tablet users, the ability to make use of BYOD. Further development work is required prior to offering BYOD on windows-based computers but envisage being able to offer these services within 2020.

3.5   In order to limit the demand on the ICT Service Desk and wider Digital and Technology team, it is proposed that the council will not support or maintain any personal device. Training material will be provided along with recommended device requirements but any request for support will be carried out on a best endeavour at the discretion of Chief Officer for Digital and Technology.

3.6   Implementation of this policy will consist of all-staff awareness exercise and procedure updates and creates, with the assistance from Digital and Technology cluster as required, to ensure compliance with this policy:

3.6.1   Liaise with Internal Communications team on an all staff awareness exercise, and focused communications to existing users of ICT users using both corporately own equipment and with council email on personal mobile phones.

3.6.2   Digital and Technology Cluster procedures and guidance will be updated.

3.6.3   Employee New Start checklist will be updated to ensure new employees are given the option to use their own personally owned equipment in the first instance.

3.6.4   Employee Leavers checklist will be updated to ensure leavers BYOD access is removed when an ICT user leaves the organisation.

3.6.5   Existing ICT users with council email configured on a personal device will be provided 30 days to sign up to the formal BYOD Policy to prevent access being revoked.

3.6.6   Digital and Technology will amend the existing security polices to prevent unapproved access.

3.6.7   ICT Acceptable Use Policy will be reviewed and updated if necessary to ensure there are no conflicting messages to ICT users regarding using personal devices.

4.   FINANCIAL IMPLICATIONS

4.1   The introduction of a BYOD policy does not have any discernible financial costs associated. BYOD will make use of existing technologies of Microsoft Azure and Office 365.

4.2   No incentives will be offered to employees to adopt BYOD in the form of financial reimbursement.

5.   LEGAL IMPLICATIONS

5.1   With the adoption of BYOD, the council is extremely mindful that it cannot increase the risk to the organisation's data. The Council remains, at all times, Data Controller of any Council information being processed on the device. Technical controls are in place to mitigate against the risk to data and IT Security, these are in line with the National Cyber Security Centre's guidance on the adoption of BYOD to align with The Data Protection Act 2018.

5.2   Elected Members will remain Data Controllers, in their own right, for any personal data relating to constituency business which they store on their personal devices.

6.   MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Financial	Non-compliance with applicable legislation may lead to enforcement action with monetary penalties and/or financial liability for damages to customers.	M	The Council's wider Acceptable Use Policy mitigates against the risk of non-compliance – training, incident processes, associated policies, monitoring and reporting.
Legal	Non-compliance with applicable legislation may lead to enforcement action	M	The Council's wider Acceptable Use Policy mitigates against the risk of non-compliance – training, incident processes, associated policies, monitoring and reporting.
Employee	Risk of non-compliance with the	L	Each user for BYOD will be required to apply for Bring

	policy as it represents a change in current practice for some users.		Your Own Device and agree to the BYOD policy. This is to ensure that each BYOD users fully understands their own responsibilities and expectation by signing up.
Customer	Customers at risk of harm due to inadequate security and management of personal data.	M	This policy, along with the Council's wider Information Assurance framework, mitigates against this risk by ensuring 'Data Protection by Design and Default'.
Environment	No Risk		
Technology	Cyber Security of the council's environment is at risk from users with personal devices.	M	If approved, this policy, supported by appropriate awareness activities and suitable guidance, and security controls will mitigate this risk.
Reputational	Realisation of any of the above risks would likely lead to reputational damage to the Council.	H	Implementation of the above mitigations will reduce the risk of reputational damage.

7. OUTCOMES

The proposals in this report have no impact on the LOIP.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Implementation of the BYOD Policy will ensure the security and privacy of all data while support the principle of "Being Digital".
Governance	Policy supports Governance framework to be transparent, inclusive and flexible in what we allow our ICT Users to use.
Workforce	Implementation of the BYOD Policy will enable our workforce to be flexible and agile, working securely from anywhere, on any approved device.
Process Design	Implementation for the BYOD Policy supports the need for being consistent with our ICT approach while focusing on security and privacy.

Technology	Policy supports becoming more flexible and Agile with the use technology to its full potential, shifting the focus from owned devices and systems to focusing on the protection of organisational data wherever it sits.

8.   IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Required and Completed
Data Protection Impact Assessment	Required and Completed
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9.   BACKGROUND PAPERS

Not applicable

10.   APPENDICES (if applicable)

Appendix 1: Bring Your Own Device (BYOD) Policy
Appendix 2: BYOD Supported Services and Minimum Requirements

11.   REPORT AUTHOR CONTACT DETAILS

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Bring Your Own Device (BYOD) Policy

**Approved by Committee on
DATE with an implementation date of 1st October 2019**

Control Document

Approval Date: -	Committee Date
Implementation Date	1st October 2019
Policy Number	
Policy Author(s) and Owner	Chris Sellar, **Policy Author**
	Andrew Howe, **Policy Owner**
Approval Authority:	Operational Delivery Committee
Scheduled Review:	Annually
Changes:	Policy Creation

Contents

1. Purpose Statement

This policy outlines the Council's position on using personal devices to access Council information, data, systems/applications and any other ICT resources. This is often referred to as Bring Your Own Device (BYOD).

For the avoidance of doubt, the system(s)/application(s) refers to any Council administered/hosted/licensed software, digital resources, networks, servers and other infrastructure, and communication channels, and includes the data carried and stored thereon.

2. Applicability and Scope Statement

This policy is for all staff, agency staff, elected members, contractors, sub-contractors and third parties who access the Council's information, systems and/or applications using a personal device.

BYOD is not an automatic right; both the person and the device must meet eligibility criteria, and Authorised Signatories must agree that the business case exists for its adoption.

3. Responsibilities

There are several roles and responsibilities that are in place to ensure that BYOD is appropriate and controlled for each business cluster and function. Responsibilities are as follows:

3.1. Directors/Chief Officers

- Decide if BYOD is appropriate within their Function as a whole, or within specific Clusters or Teams.
- Ensure that by approving BYOD for staff in their Service, they will not breach any Regulatory or Statutory obligations, or obligations signed up to in partner Information Sharing Agreements or Memorandums of Understanding
- Decide if it is appropriate to approve BYOD for those listed in the BYOD Eligibility Exception List.
- Notify their Senior Management Team and staff of who is and who is not eligible for BYOD.
- Nominate Authorised Approvers.
- Suspend or terminate BYOD access, or, depending on the severity of the circumstances, suspend or terminate full ICT access in the event of a breach of policy.

3.2. Line Manager

- Assess requests for BYOD access to confirm that the person meets the eligibility criteria and there are no known reasons why it is not appropriate for their request to be approved.
- Authorise requests if approved.
- Ask Digital and Technology Cluster to have a mobile device deregistered once it becomes no longer appropriate for that person to have BYOD access.

3.3. Digital and Technology

- Will approve BYOD use following receipt of an authorised request for an individual or group of individuals, Cluster or Function.
- The BYOD Device Requirements Standard details the minimum requirements that are subject to change (sometimes without notice). Any changes to the minimum requirements will be posted on the Council's intranet or available from the Service Desk.
- Digital and Technology will maintain a list of approved users, and their agreement to abide by this policy when using BYOD.
- Digital and Technology will manage the guidelines and procedures of BYOD in line with this, and any relevant ICT Policies.
- Digital and Technology will ensure that all BYOD management software is kept up to date to protect user's devices.
- Digital and Technology shall ensure that the BYOD architecture is validated on an annual basis by an independent IT Health Check.
- Suspend or terminate BYOD access, or, depending on the severity of the circumstances, suspend or terminate full ICT access in the event of a breach of policy.

3.4. BYOD Users

By making an application for BYOD, users are agreeing to:

- Ensure that any data processed by them using BYOD continues to be for Council business purposes only and in line with the original reason for being collected, in accordance with Data Protection legislation.
- Follow all Council Policy and Guidelines in the same way they would if using Council-owned devices and understand that failure to do so can lead to disciplinary action, as well as legal action, against you as an individual. This is particularly the case for documents supporting this Policy are listed under section 4.
- Meet and comply with the requirements of Eligibility Criteria.
- Follow the Council's guidelines on the use of BYOD in addition to this BYOD Policy.
- Return Council-issued devices to ICT Services if opting to user your own device. Due to the nature of the mobile-device-management technology, it may not be possible for a person to use a Council issued device AND their own device to access their accounts.

4.   Supporting Procedures & Documentation

Related Policy Documents Suite

This policy will supplement the following existing Council policies

- Corporate Information Policy
- ICT Acceptable Use Policy
- Employee Code of Conduct
- Corporate Protective Monitoring Policy
- Councillors Code of Conduct (for Elected Members only)
- ICT Access Control Policy

Related Legislation

This policy helps to ensure that the Council offers BYOD in a way which supports its compliance with;

- The Data Protection Act 2018
- General Data Protection Regulation
- The Public Records (Scotland) Act 2011
- The Computer Misuse Act 1990
- The Human Rights Act 1998
- The Regulation of Investigatory Powers (Scotland) Act 2000
- The Health & Safety at Work Act 1974
- The Copyright, Designs and Patents Act 1998
- The Environmental Information (Scotland) Regulations 2004
- The Public Records (Scotland) Act 2011
- The Freedom of Information (Scotland) Act 2002

Supporting Documents

This policy is supported by the following procedures;

- Device Requirements for BYOD Guidelines, ACC
- BYOD Operating Procedures and Guidelines, ACC

5.   Policy Statement/s

The Council recognises the benefits of BYOD but also needs to ensure that Council systems, networks and data are appropriately protected. The Council's position is that access to personal devices for work business is only permitted in accordance with the terms of this policy and it's supporting procedure.

5.1. What IT Services are available?

Digital and Technology will maintain and publish a list of current, approved services for Bring Your Own Device. These will be published on the Council's intranet.

In Principle the Council will offer 3 types of BYOD to its ICT users.
- **Unmanaged** - Web access to systems such as email.
- **Managed Apps** - Application Access to Council resources via Mobile Application Management
- **Fully Managed** - Full device management with the Council's via Mobile Device Management

Not all council services will be available for BYOD and users should first consult the approved services list to ensure that it will meet their needs before applying for BYOD.

5.2. What is NOT covered?

The Council will not support or maintain any personal device. Furthermore, the Council will not cover any damage to the devices, loss of personal data that may occur as a result of installing any mobile device management solution or when data is removed as part of the data wiping ability of the solution. The Council makes reasonable endeavours to ensure that your device is not affected and that only Council data is erased, but this cannot be fully guaranteed, and the Council accepts no liability for issues resulting from use.

The Council accepts no liability for any failure of your device or for providing a replacement if damaged. It is recommended that device owners insure their device as part of their home-contents insurance, or via a specific mobile-device insurance scheme, and advise their insurer that the device will be used for work purposes at home and at work locations.

The Council will not permit the use of any personal device out with the scope of this policy and available services.

Use of your own device to access Council data is at your own expense. The Council will not reimburse you for any costs incurred or for any damage to your device caused using Council systems.

6. Definitions

"**BYOD**" – Bring Your Own Device. The term used to describe using a personal device for business use.
"**MDM**" - Mobile Device Management. Full device management, protecting both the device along with the data contained within the device.
"**MAM**" - Mobile Application Management. Application management, protecting the data within certain approved apps to access business data.

7. Risk

7.1. Cluster Risk Registers

Information Asset Owners are responsible for managing risk to the information assets that they are responsible for; these risks are managed through the Functional Cluster Risk Registers. Registers and are included in Business Continuity planning and disaster recovery arrangements wherever appropriate.

7.2. Corporate Risk Register

Information management and security pose a strategic risk for the Council which is recorded in the Corporate Risk Register. Corporate Risk Register is owned by the Chief Officer for Business Intelligence Unit and reviewed monthly at the CMT (Stewardship) meetings.

7.3. Breaches, Misuse and Incident Reporting

All Users are responsible for reporting known or suspected breaches of this Policy immediately to their Line Manager, who should then report the incident to the ICT Service Desk in the first instance. ICT Service Desk will log an Information Security incident.

The Council may, at its sole discretion, suspend or terminate BYOD access, or, depending on the severity of the circumstances, suspend or terminate full ICT access for a User in contravention of this Policy. The Council may take such action as it considers necessary, including taking disciplinary action or disclosing information to law enforcement agencies.

8. Policy Performance

BYOD User uptake and usage will be measured on a monthly basis to ensure that services are delivered to meet Council needs. Key Performance Indicators (KPIs) will be used to focus on uptake and usage by Function/Cluster, Application usage, device types, OS levels are examples of KPI's that will be measured and reported as part of Digital and Technologies KPI.

Any breaches or deviation from this policy will be reported via the Information Security Information Reporting Procedure, and they will be investigated accordingly. These will then be reported in the Information Governance Management Quarterly Performance Report, and by the Council's Senior Information Risk Owner (SIRO) to the Corporate Management Team, as required.

9. Design and Delivery

Technology Principles

Flexible and Agile: We will continually embrace new ways of doing things based on emerging technologies. We will be flexible to change how we do things as the underlying technology and digital capability changes. This will mean looking at things through the lens of how technology can be exploited to unlock further capacity in the system.

Technology will enable our workforce to work from anywhere, with anyone and at any time.

Process Design Principles

Security and privacy by design: In designing a new process, we should engage the appropriate privacy, security, and legal officer(s) to discuss the type of information collected, how it should be secured, how long it is kept, and how it may be used and shared.

10. Housekeeping and Maintenance

This policy does not replace any existing policy and is the first version of Bring Your Own Device.

Several IT systems are directly affected by this policy due to the nature of Bring Your Own Device and any of the Council's applications could be approved for BYOD use, where appropriate. The Enterprise Mobility Suite or Mobile Device Management software is required for the facilitation of BYOD.

11. Communication and Distribution

This policy (along with BYOD procedure guide and device guides along with relevant training guides) will be shared with all partners that make use of or access any Aberdeen City Council ICT networks or systems. The policy will be shared on the Council's intranet. Through the application process of BYOD, users will be asked to accept that they understand the policy and its implications before proceeding to access any services available under Bring Your Own Device.

12. Information Management

The Council cannot see your personal information when you enrol a device. When you enrol a device, you give the Council permission to view certain pieces of information on your devices, such as the device model and serial number. The Council uses this information to help protect the corporate data on the device.

The Council collects systems data about BYOD devices on an ongoing basis. This data may be used by the Council to support an investigation of misuse, fraud, criminal activity or data loss, and/or to disable your device access.

What we can **never** see:	What we can **always** see:
Calling and web browsing history	Device model, such as Galaxy S8
Personal Email	The device manufacturer, such as Samsung
Text messages	Operating system and version, such as Android 8.1
Contacts	Work-managed-app names, such as Outlook
Calendar	Device owner – your work email address
Passwords	Device name
Pictures, including photos and camera roll	Device serial number and IMEI
Files	Last four digits of your phone number
Location data	
What we might be able to see:	
Device storage used/available	
Network information	
Installed Application Names	

The Council monitors all activity that takes place through the device management tool such as authentication attempts and application installation requests. Access will be automatically monitored to ensure that personal devices are kept up to date and are secure. Any personal device which does not meet security requirements will have BYOD access remotely removed.

The Council monitors all network and internet traffic while connected to its infrastructure, such as Wi-Fi. In the event of any misuse of BYOD access, HR and relevant Line Managers will be notified accordingly.

A full Privacy Notice for BYOD users which sets out exactly how and why a BYOD user's personal information is used and managed as part of applying for, registering, and using BYOD will be given to all prospective BYOD users before they apply and accept the Council's BYOD User Agreement. A copy of this Privacy Notice will be made available on the Council's intranet so it can be referred to by BYOD Users at any time.

Bring Your Own Device

Requirements and Services Offered

1. Which devices are covered?

Current devices approved for Bring Your Own Device use are listed below along with the minimum system requirements:

- Android 6.0 or higher Smart Phones and Tablets
- iOS 11.1.3 or higher iPhones and iPads

Devices below these specifications will not comply with our policies and therefore will not be allowed to be used as BYOD.

It should be noted that as technology improves, and newer versions of operating system are introduced by vendors, or vulnerabilities are discovered in existing operating systems, this list is subject to immediate change and access may be revoked (in some instances without notice).

The initial launch of BYOD will focus on the mobile OS devices however with a view to future support:

- Windows 10 devices with TPM 2.0. Minimum Windows 10 version to be confirmed.
- MacOS with TPM 2.0

2. What IT Services are available?

BYOD is limited to access to approved Services provisioned through Microsoft Office 365. For personally enrolled devices these are;

- Microsoft Outlook Email, Calendar and Contacts. Note that the amount of email allowed on the phone is fixed by the council and cannot be changed.
- Adobe Acrobat Reader for Intune
- Microsoft Excel
- Microsoft Managed Browser
- Microsoft Planner
- Microsoft Power BI
- Microsoft SharePoint
- Microsoft Teams
- Microsoft To-Do
- Microsoft OneDrive
- Microsoft OneNote

- Microsoft PowerPoint
- Microsoft Skype for Business (Note: to be superseded by Teams)
- Microsoft Word

Note: some file types cannot be securely opened, and hence you may find you cannot open certain attachments.

The council also offers a number of web-based services for use by Council employees. Examples of these services include, but are not limited to:

- Service Now self-service IT portal
- CoreHR self-service
- Modern.Gov Committee Reports
- Outlook Online Web Access (OWA)

Wireless Access (Wi-Fi) will be offered to devices to provide an internet connection. This will be via the Council's public access network "Aberdeen-City-Connect" SSID network for all personally owned device.

Testing is currently taking place on the use of a Mobile Telephony Application (SIP Client) that will allow BYOD users to make and receive calls without the need to advertise their personal mobile number. Following successful testing, this application will be added to the services offered. In the meantime, BYOD users are permitted at the function or clusters discretion to make and receive council business related calls on their personal mobile phone.

3. What IT Services are NOT available?

Any service not listed above in the available listed services are NOT available for BYOD.

Due to the nature of our current infrastructure, it is not yet possible to offer a wired connection to any device and therefore, no device approved under BYOD should attempt to connect to our wired network.

This list is maintained and updated by Digital and Technology on a quarterly basis and was last updated and approved on <<Date>>.

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	17 September 2019
EXMEPT	No
CONFIDENTIAL	No
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/19/335
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Tolu Olowoleru
TERMS OF REFERENCE	5

1. **PURPOSE OF REPORT**

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

2. **RECOMMENDATION**

   It is recommended this Committee: -

2.1 Acknowledge the objections received as a result of the statutory consultation.

2.2 Overrule the objections received and approve the order "The Aberdeen City Council (Malcolm Road, Bucksburn, Aberdeen) (Prohibition of Waiting) Order 201X" as originally envisaged.

3. **BACKGROUND**

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

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

3.1 The Aberdeen City Council (Malcolm Road, Bucksburn, Aberdeen) (Prohibition of Waiting) Order 201X

3.1.1 <u>Proposal</u>

Concerns were raised by residents over vehicles being parked in close proximity to the junction of Malcolm Road and Oldmeldrum Road, Bucksburn. Vehicles parked in such a manner cause difficulty for all road users by limiting visibility and obstructing safe pedestrian/vehicular movements at this junction. Officers have frequently observed vehicles parking at this location, which is contrary to guidance in the highway code. It was therefore proposed to introduce certain lengths of 'at any time' waiting restrictions to ensure the junction is kept clear, at all times.

3.1.2 <u>Objections</u>

A statutory objection was received from a resident of Malcolm Road and another from a resident of Oldmeldrum Road. The resident of Malcolm Road is worried about the impact this restriction will have on the available parking space in their street. Whilst they understand the reason for introducing the restriction, they suggest the length of the proposed "at any time" restriction be reduced to 8 metres on Malcolm Road to minimise its impact on parking spaces on the street.

An objection was also received from a resident of Oldmeldrum Road. They agree there is reduced visibility at this junction due to driver's parking habits in the area. They believe there will be increased pressure for on-street parking such that cars will be parked too close to their driveway making it difficult to access/egress.

3.1.3 <u>Response</u>

The Highway Code directs that no vehicle must be parked opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space (https://www.gov.uk/guidance/the-highway-code/waiting-and-parking-238-to-252). Aberdeen City Council uses the Highway Code as a point of reference when proposing lengths of prohibition of waiting (double yellow lines) at junctions, as it's generally indicating the absolute minimum required.

While it is true that introducing "at any time" waiting restriction on Malcolm Road and Oldmeldrum Road will reduce the available parking spaces, the area in the vicinity of the junction is not suitable for parking. Also, while vehicles could be displaced to other on-street areas, the situation with respect to private

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accesses, driveways etc. would remain where a driver taking access / egress would have to do so with the utmost care. Accordingly, there would be no proposal to introduce any reduction of or addition to the restrictions advertised.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 None.

6. MANAGEMENT OF RISK

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

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7. OUTCOMES

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

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

None

10. APPENDICES

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

11. REPORT AUTHOR CONTACT DETAILS

Name: Tolu Olowoleru
Title: Engineering Assistant
E-mail Address: tolowoleru@aberdeencity.gov.uk
Tel: 01224 522670

APPENDIX 1 – Proposal Plans

Client	ABERDEEN CITY COUNCIL
Project	Malcolm Road - Proposed AAT's
Description	Proposed At Anytime Waiting Restrictions

Operations and Protective Services
Traffic Management and Road Safety

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

ABERDEEN
CITY COUNCIL

Originator	Checked	Approved	Date	Scale	Project Number	Sheet size
JP			15/05/19	NTS		A4

Drawing Title

Malcolm Road

Bucksburn, Aberdeen

Drawing Number		Sheet No.	Revision
			0

KEY

Proposed AAT's

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

APPENDIX 2 – Objections

THE ABERDEEN CITY COUNCIL (MALCOLM ROAD, BUCKSBURN, ABERDEEN) (PROHIBTION OF WAITING) ORDER 201(X)

To
Traffic Management Dept.
Aberdeen City Council

From : ▮▮▮▮▮▮▮▮

Phone : ▮▮▮▮▮▮

Reference : Prohibition Order 201(X) Malcolm Road

I write as a resident who will be greatly effected by the above order . It is recognised that the indiscriminate parking of high sided vehicles on Oldmeldrum Road obscures the free viewing of oncoming traffic when exiting Malcolm Road., creating a safety risk .
I would ask you to consider a balanced approach to the situation . Living at first hand and seeing / experiencing the problem , I would agree that for Oldmeldrum Road the instruction of 10metres each side of entry to Malcolm Road would be a useful introduction . The same risk does not apply on Malcolm Road (10metres each side)
To minimise the impact for residents I would ask you to consider reducing the 10metre zones to 8 metres. on Malcolm Road

Most of the parking problems in the area are brought about by worker guests staying at the Brittania Hotel . These guests are working on construction sites and regularly take large vehicles back to the hotel when finishing work . It is not uncommon to see trucks with trailers , large vans , buses parking on the street .
Although the hotel has a large car park , the access to it is very restricted . Drivers will often take the easy way and park on the surrounding streets.
The hotel shows no concerns about this . They could easily help matters by making a larger entrance to the car park and marking out parking bays to eliminate indiscriminate parking. This would result in the car park being utilised to its full potential.

In conclusion I would hope that you find the above helpful and that you may consider my request favourably.

Your sincerely
▮▮▮▮▮▮▮

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██ ████████
██ ████████ ████████
██

From: ████████████████████████████
Sent: 23 August 2019 11:22
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Subject: Malcolm Road, Bucksburn, Prohibition of Waiting Order.

I am writing to object to the double yellow lines proposed for Malcolm Road, in particular those extending onto Oldmeldrum Road.

Whilst I appreciate that the visibility driving from Malcolm Road onto Oldmeldrum Road is frequently very poor due to the way cars, and particularly vehicles larger than cars are parked, I fear that this will make our situation worse.

We reside at ██ ████ therefore this situation affects us and the congregation of the church. We also find it extremely difficult and dangerous turning from our driveway onto Oldmeldrum Road due to the way people park badly next to the driveway, and also the parking further up or down the street making it sometimes impossible to see what is coming up/and or down the way. Removing some of the parking from the opposite side of the street will inevitably result in our side being more busy.

I do feel this is an accident waiting to happen and indeed my husband recently nearly had an accident pulling out of the driveway due to the poor visibility. Is it possible for double yellows to be introduced both at the junction of Malcolm Road and our side of Oldmeldrum Road?

The parking situation also makes it very diffcult to cross the road and with 3 primary age children this is a huge concern. We had an unpleasant incident before the Summer holidays where my children and myself were midway across Oldmeldrum Road when a speeding car only just saw us in time to stop. Can traffic calming measures be imposed, and a crossing be installed? Although there is a crossing further up Oldmeldrum Road this only helps children living on the far side of Mugiemoss Road with Mugiemoss Road being probably more dangerous to cross to use the existing crossing than Oldmeldrum Road.

I look forward to hearing from you and am available to discuss this situation further.

████████████

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APPENDIX 3 – Public Notices

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (MALCOLM ROAD, BUCKSBURN, ABERDEEN) (PROHIBTION OF WAITING) ORDER 201(X)

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

Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined during normal office hours on weekdays between 29 July and 23 August 2019, in the offices of the roads officials in the Traffic Management and Road Safety department, at Marischal College, Broad Street, Aberdeen. It is recommended that anyone visiting Marischal to view any of the documents should make an appointment to do so, in order that a member of staff can be present to offer an explanation if necessary. Anyone unable to visit Marischal College can telephone 01224 522305 to speak to one of the officials.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the address below, or, by e-mail to trafficmanagement@aberdeencity.gov.uk during the statutory objection period which also runs from 29 July to 23 August 2019, inclusively.

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

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

Schedule
(Prohibition of waiting at any time)

Malcolm Road

Both sides, from its junction with Old Meldrum Road, westwards for a distance of 10 metres.

Old Meldrum Road

West side, from its junction with Malcolm Road, southwards for a distance of 10 metres.

West side, from its junction with Malcolm Road, northwards for a distance of 10 metres.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	17 September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Road Safety Plan
REPORT NUMBER	OPE/19/334
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Laura Snee
TERMS OF REFERENCE	2

1. **PURPOSE OF REPORT**

   This report introduces the latest Road Safety Plan for Aberdeen City 2019 to 2022 including an update on local road casualty performance and outlining actions to assist in casualty reduction.

2. **RECOMMENDATION(S)**

   That Committee (delete as appropriate):-

   2.1 Approve the Road Safety Plan for Aberdeen City 2019- 2022

3. **BACKGROUND**

   3.1.1 The North East Scotland Road Casualty Reduction Strategy (NESRCRS) promotes road safety and road casualty reduction across Aberdeen, Aberdeenshire and Moray. Membership of the Strategic Group is drawn from the three Local Authorities, Police Scotland, Fire and Rescue Service, NHS Grampian, BEAR Scotland, Transport Scotland, Nestrans and Road Safety Scotland.

3.1.2 In 2017 the partners refreshed the NESRCRS to ensure previous momentum in this area continued and the North East of Scotland Road Casualty Reduction Lead Officers Group oversee the approach to road casualty reduction in the North East area for decision making, policy development and providing a national perspective to local road safety activity.

3.1.3 Aberdeen City Council, Aberdeenshire Council and Moray Council also produce individual Road Safety Plans specifically aimed at local circumstances and needs. The Road Safety Plans detail the current statistical information in relation to road traffic collisions on our road network, makes comparisons to national road safety targets and detail current road safety practices in line with the 5 E's (Education, Engineering, Enforcement, Encouragement, Evaluation) and the refreshed NESRCRS.

3.2 Road Safety Plan

3.2.1 The Road Safety Plan for Aberdeen City 2019-2022 sets the context for road safety, reviews road casualty statistics over the last 5 years (2013-17), see Table 1 below for an overview, and expands these figures to include more detailed analysis of identified vulnerable road user groups.

Table 1: Summary of Killed or Seriously Injured Casualties

Year	2013	2014	2015	2016	2017
Killed	4	6	5	3	2
Seriously injured	101	79	69	62	31

3.2.2 The vulnerable roads user groups reviewed are:

Pedestrians; under 16 years old; pedal cyclists; drivers17-25 years old; motor cyclists and drivers over 60 years old.

3.2.3 Aberdeen is a busy urban environment. Competing demands for space within the transport network can lead to conflict between pedestrians, cyclists, commuting vehicles, freight and public transport. Ongoing programmes of work such as the Local Transport Strategy, City Centre Masterplan's Sustainable Urban Mobility Plan, Roads Hierarchy, Roads Maintenance and the Active Travel Plan will all work towards the reduction and removal of these conflicts. The Road Safety Plan data review will assist in identifying conflict points and can seek to address localised matters more quickly.

3.2.4 Flexibility and responsiveness are key when data analysis identifies new casualty trends, or specific geographical or route-based collision concerns.

3.2.5 These works will build on the significant areas of work such as engagement with communities and vulnerable road user groups, encouragement of individual responsibility, community ownership for changing attitudes and practices, working with public and private sector partners, consideration of funding streams, support of enhanced driver training, media and promotional

activities, route action schemes, data collection, data analysis and monitoring and the work of the North of Scotland Safety Camera Unit, delivered through the NESRCS.

3.2.6 The Council's Road Safety Plan takes its Vision from NESCRS: "A future where no one is killed on North East roads and the injury rate is much reduced". The Outcome is: "A steady reduction in the number of those killed and seriously injured on North East roads".

4. FINANCIAL IMPLICATIONS

4.1 The implementation of measures determined from the Road Safety Plan will be carried out using existing resources.

4.2 It is likely that any funding required would be sourced through the existing Cycling Walking Safer Streets budget. Other strategic funding streams could be sourced for example Nestrans and Sustrans.

5. LEGAL IMPLICATIONS

5.1 Any improvements made to the transport network as a result of the Road Safety Plan may reduce insurance claims against the Council.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Financial	That measures may be identified that cannot be met by existing budgets.	L	Officers can explore alternative budgets for further works that are identified dependant on the scale/ extent and type of work that is deemed to be required.
Legal	N/A	L	
Employee	N/A		
Customer	Road safety levels and traffic management could be compromised if measures are not progressed, leading	M	Officers propose measures that are deemed reasonable and appropriate to address the Road Safety and Traffic Management issues.

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

7. OUTCOMES

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

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

9.1 North East Scotland Road Casualty Reduction
http://councilcommittees.acc.gov.uk/documents/s75673/CHI.17.239%20North%20East%20of%20Scotland%20Road%20Casualty%20Reduction.pdf

9.2 Reported Road Casualties Scotland 2017
https://www.transport.gov.scot/publication/reported-road-casualties-scotland-2017/

10. APPENDICES

Appendix 1 – Road Safety Plan for Aberdeen City 2019-2022

11.   REPORT AUTHOR CONTACT DETAILS

Name: Laura Snee
Title: Technical Officer
Email Address: lsnee@aberdeencity.gov.uk
Tel: 01224 522307

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A ROAD SAFETY PLAN FOR ABERDEEN CITY 2019 TO 2022

There are 937 km of roads in Aberdeen   1.7% of Scottish Roads

In 2013 the population of Aberdeen was 227,070 compared to 228,800 in 2017. [1]

The cost of Accidents to Aberdeen City's economy between 2013 and 2017 was around £125.5m

78% of drivers killed or seriously injured in road traffic collisions between 2013 &

70% of all Killed or seriously injured casualties in road traffic collisions between 2013 & 2017 were Male

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Document Revision History			
Version	**Reason**	**By**	**Date**

INTRODUCTION

Local authorities are responsible for road safety on the local road network. The 1988 Road Traffic Act puts a 'statutory duty' on the local authorities to deliver an appropriate road safety education service and for the provision of a safe local road network. This includes road construction, accident investigation and analysis, traffic calming, setting speed limits and facilities for pedestrians and cyclists.

This is the sixth Road Safety Plan for Aberdeen City, the previous plans being prepared in 1997, 2000, 2004, 2007 and 2011 respectively. They laid out a framework of policies and plans to improve road safety over the life of each plan.

This plan reviews road safety activity in Aberdeen City and seeks to create and maintain partnerships which will help develop interventions to continue to improve road safety in Aberdeen. It is also the final plan which will see the conclusion of Scotland's Road Safety Framework to 2020 'Go Safe on Scotland's Roads – it's Everyone's Responsibility' and will take us forward towards Scotland's next iteration of the framework.

The plan is produced to meet the council's statutory duty under section 122 of the Road Traffic Regulation Act 1991 to secure the expeditious, convenient and safe movement of vehicular and other traffic, including pedestrians, on local roads in their area. A local authority accomplishes this statutory duty by preparing and carrying out a programme of measures designed to promote road safety.

The collection, distribution and validation of road traffic accident data is the duty of the Police Service of Scotland (PSoS), and, of local government traffic authorities to use in pursuit of their statutory obligations, to analyse and interpret the causations of collisions and work with stakeholders to actively reduce the number of road traffic collisions on our roads.

The Scottish Government shares with the UK Government responsibility for the promotion of road safety in Scotland. The Scottish Government also engages with the UK Government and its Agencies on UK Government-led road safety policy, driver training and testing, enforcement issues and consultations that extend to Scotland.

Road Safety Scotland (RSS), formerly known as the Scottish Road Safety Campaign, was set up to address road safety education, training and publicity matters in Scotland. Funded by, and sitting within, the Scottish Government, RSS brings together some of the key road safety interests to ensure a co-ordinated approach to road safety throughout the country.

In Aberdeen the Operations Function, Traffic Management and Road Safety Team, analyse road traffic collision data and engineer evidence-based road safety solutions and provide research to inform and identify areas of road safety concern.

Until 31st March 2019 the A90 and A96 trunk roads through Aberdeen City were managed and maintained by BEAR Scotland on behalf of Transport Scotland. The A90(T) from the Charleston Interchange is now detrunked and renamed A92; The Haudagain roundabout remains the responsibility of Transport Scotland until completion of the link road with a portion of the A96 from Auchmill Road to Craibstone Roundabout now the responsibility of Aberdeen City Council.

All the following statistics quoted are relevant to local and trunk roads within Aberdeen City Boundary from 2013 to 2017; this plan is consistent with the aims and objectives of the Aberdeen City Local Development Plan 2017, and the Aberdeen City Local Transport Strategy to 2021.

THE NEED FOR A PLAN

The high number of road collisions associated with motor vehicles has led Governments throughout the western world to invest in mitigation measures to significantly improve road safety.

In Scotland we have adopted Scotland's Road Safety Framework 2020 which is based on the premise that no serious or fatal injury is acceptable, and that investment should continue in road safety until a zero rate is achieved. While ongoing developments in vehicle technology may bring this ambition a step closer, we are not proposing a "vision zero" policy at this time and are instead focused on maintaining the declining trend in Aberdeen's road injury rates, which would be a significant step in the right direction.

Scotland's Road Safety Framework was launched in June 2009 and set out the vision for road safety in Scotland, the main priorities and issues and includes Scotland-specific targets and milestones which were adopted from 2010.

To illustrate the reductions necessary the following table shows the 2004 to 2008 baseline, the latest position as well as the level of casualties inferred by the 2015 milestones and 2020 targets.

ABERDEEN CITY	2004-08 Average	2015 Milestone reduction	2015 Transport(S) Target figure	2015 ACC No of casualties	2017 ACC No. of casualties	2020 Target %	2020 ACC Target (No. of casualties)
People Killed	5	30%	3.5	5	2	40%	3
People Seriously Injured	85	43%	48.5	69	31	55%	38.3
Children (aged <16) killed	0	35%	0	0	0	50%	0
Children (aged >16) seriously injured	9	50%	4.5	9	2	65%	3.2

As can be seen from the graph below there is a steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no one is killed on Aberdeen City roads, and the injury rate is much reduced.

Killed & Seriously Injured Casualties

	2013	2014	2015	2016	2017
Killed	4	6	5	3	2
Seriously Injured	101	79	69	62	31
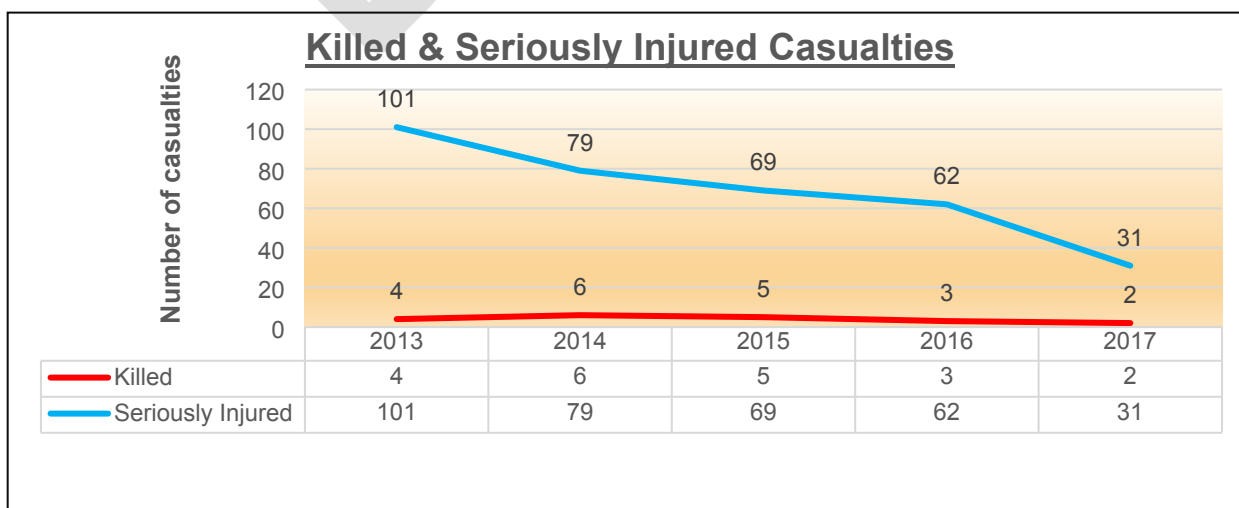
POLICY REVIEW

Scotland's road safety vision is that there will be: "A steady reduction in the numbers of those killed and those seriously injured, with the ultimate vision of a future where no-one is killed on Scotland's roads, and the injury rate is much reduced." The Scottish Government believes that this is an ambitious vision and one capable of being shared by all. It is not a vision for a single point in time but is on-going and aspirational. Success in the timescale of the Framework 2020 can be measured through progress towards Scottish road safety targets. It is believed that all partners and every road user has a contribution to make towards the vision. For this reason the title of the Framework is 'Go Safe on Scotland's Roads – it's Everyone's Responsibility'.

Aberdeen City Council, Aberdeenshire Council, The Moray Council, NESTRANS, NHS Grampian, Police Scotland, Road Safety Scotland, Scottish Fire and Rescue Service and Transport Scotland are jointly committed to the actions set out in the North East Scotland Casualty Reduction Strategy (NECRS). The organisations meet as a group to work towards the actions set out within the strategy.

Both nationally and regionally it is clearly recognised that action on road safety is a collaborative process recognising the part that partner organisations, stakeholders and the public must play to meet the aspirations that have been set.

This Road Safety Plan takes its Vision from the NECRS: "A future where no one is killed on North East roads and the injury rate is much reduced."

The outcome is: "A steady reduction in the number of those killed and seriously injured on North East roads".

5

THE CONTRIBUTORY FACTORS IN A ROAD TRAFFIC COLLISION

From 2005, all police forces across Great Britain reported contributory factors as part of the Stats 19 accident reporting procedure. The Stats 19 was developed to provide insight into why and how road accidents occur, to help identify the key actions and failures that led directly to the actual impact, and to aid investigation of how it might have been prevented.

In order for a road traffic collision to be recordable under STATS19, an incident must:

- occur on the public road (including footways, but excluding private roads, car parks etc.)
- involve at least one vehicle (which includes non-motorised vehicles such as pedal cycles or horses)
- result in an injury to at least one person (excluding death due to natural causes or confirmed suicide, injury due to unrelated illness, and injury to animals)
- be reported to the Police (either at the scene, or to a police station within 30 days)

Road traffic collisions on public roads in Great Britain, are recorded by the attending police officer onto a STATS19 report form. The form gathers a variety of data pertaining to the incident and is completed at the scene of the accident.

Contributory factors attributed by Police Scotland in road accident reports in Aberdeen City show **failing to look properly** was the most frequently reported contributory factor, attributing to 27% of all reported accidents in 2013 falling to 9% in 2017. The chart below indicating trends (5 year average).

Casualties by Collision factor

Factor	Pedestrian	Driver/rider
IMPAIRMENT BY ALCOHOL	1	22
EXCEEDING SPEED LIMIT	0	23
CROSSED ROAD MASKED BY STATIONARY OR PARKED VEHICLE	36	1
CARELESS/RECKLESS/IN A HURRY	8	24
SLIPPERY ROAD (DUE TO WEATHER)	3	37
LOSS OF CONTROL	4	43
FAILED TO JUDGE OTHER PERSON'S PATH OR SPEED	2	66
POOR TURN OR MANOEUVRE	2	75
FAILED TO LOOK PROPERLY	128	211
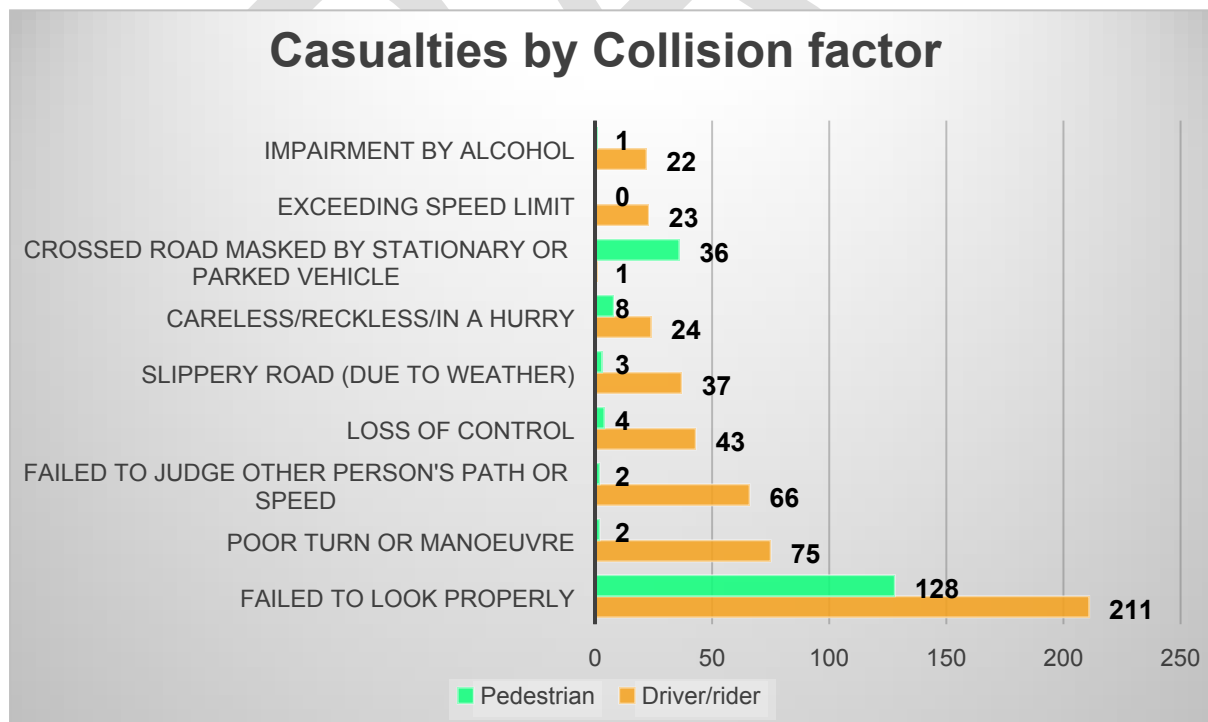
THE COST OF ACCIDENTS

The Department for Transport estimate the values assigned to the cost of road casualties and accidents in Great Britain for use in cost benefit analysis of the prevention of road casualties and accidents in a road scheme.

Types of Costs

The human cost covers an amount to reflect the pain, grief and suffering to the casualty, relatives and friends, and, for fatal casualties, the intrinsic loss of enjoyment of life over and above the consumption of goods and services. The economic cost covers the loss of output due to the injury and medical costs.

The cost of an accidents also includes:

- The cost of damage to vehicles and property; and
- The cost of emergency services
- The cost of insurance administration

Scottish Analysis

The average cost per accident in Scotland and total cost of all accidents in Scotland are calculated using the national casualty costs and the number of casualties by severity in accidents in Scotland. The average cost per accident nationally and locally differ because of differences in the average number of casualties per accidents and the proportions of fatal and serious casualties in an accident.

The figures are presented in constant 2017 prices, i.e. real prices adjusted for general price level changes over time (inflation or deflation) using 2017 as the source price year.

Cost per accident in built up roads in Scotland (£) for 2017 prices (source☐P87 table 10)

Cost per accident in Aberdeen City built up roads per annum (£) *(SOURCE: Reported Road Casualties*.

Cost of Aberdeen City ACCIDENTS (2013 to 2017)						
Year	**ACCIDENT SEVERITY**					
	Fatal	*Fatal £*	Serious	*Serious £*	Slight	*Slight £*	Total
2013	4	7,422,040	97	20,909,999	249	5,354,745	33,686,784
2014	6	12,493,494	69	15,469,110	176	3,953,488	31,916,092
2015	4	8,020,032	65	15,129,010	132	3,091,704	26,240,746
2016	3	5,707,314	54	12,127,752	106	2,391,042	20,226,108
2017	2	£3,909,182	30	£7,060,050	107	2,541,892	13,511,124
Total	19	£37,137,229	315	£70,695,921	770	17,332,871	**125,580,854**

In summary the total cost of road traffic accidents to the community in Aberdeen for the 5 years 2013 – 2017 was around £125.5 million.

7

ACCIDENTS IN ABERDEEN CITY

Government Targets

Scotland's Road Safety Framework 2020 set out the vision for road safety in Scotland, the main priorities and issues and included Scotland-specific targets and milestones. These targets and milestones are:

Target	2015 milestone % reduction	2020 target % reduction
People killed	30%	40%
People seriously injured	43%	55%
Children (aged < 16) killed *	35%	50%
Children (aged < 16) seriously injured	50%	65%

* As numbers are small, a 3 year average is included in the table to smooth out large fluctuations in the numbers.

Each reduction target is assessed against the 2004/08 average. In addition to the targets a 10 per cent reduction target in the slight casualty rate will continue to be adopted.

Accidents and Casualties in Aberdeen City

Aberdeen City has a high volume of road traffic on our local, distributer and trunk roads network, and whilst the following statistics show our roads are safer than in 2013, reductions in road injuries must still be made.

Each accident is classified according to the severity of the injury to the most seriously injured person involved in the accident. The statistics indicated in this report are used to inform and support action on road safety through education and engineering programmes.
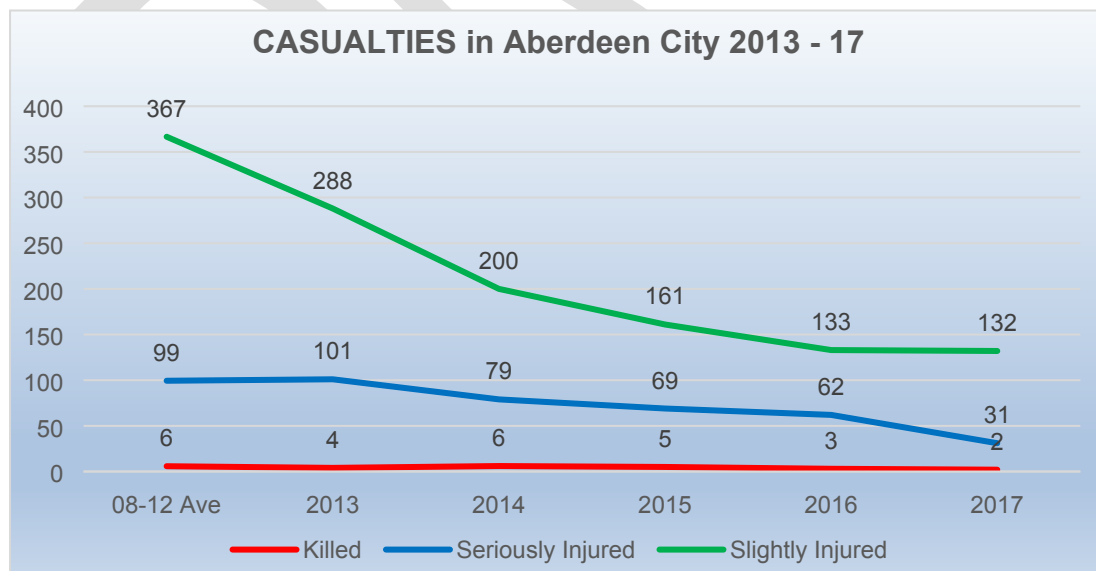
The traumas associated with a serious road accident are obvious and furthermore it is estimated that road injuries cost our City and average £25 million per annum *(The Cost of Accidents)*[1].

Although cars have become safer, one third of those injured are the more vulnerable road users i.e. pedestrians, cyclists and motorcyclists, drivers under 25 and drivers over 60.

Aberdeen City have an *Active Travel Plan* which aims to reduce the impact that high traffic levels have on our quality of life by encouraging more people to walk, cycle, and use public transport and we must do more to protect our population, particularly those that choose not to travel by car.

This plan identifies the key findings of our accident analysis and the progress already being undertaken with regard to the 5 'E's – **Engineering**, to provide safer roads infrastructure; **Education** in our schools; **Enforcement** through appropriate legislation and Policing; **Encouragement** to encourage safer driver and pedestrian behaviour ; **Evaluation** of our findings; and **Enforcement** by City Wardens and Police Scotland.

ENCOURAGE

Through promotion, engagement and leadership the Council seeks to encourage sustainable and safe transport choices and opportunities for our citizens.

RoSPA road safety work in Scotland funded by a grant from the Scottish Government's Transport Directorate and aims to contribute towards the achievement of the Government's Road Safety Framework and National Strategic Objectives.

NESTRANS develop and deliver a long-term regional transport strategy and promote strategic transport improvements that support and improve the economy, environment and quality of life across Aberdeen City. NESTRANS have promoted seasonal campaigns for pedestrian safety.

Getabout.org is a sustainable travel brand to encourage sustainable and active travel choices.

In town without my car day as part of European Mobility Week helps people find out more about public transport, responsible car use, cycling, and walking alternatives to using a car; also demonstrates how road space can be used differently when it is not dominated by cars and other vehicles.

Sustrans iBike officers are embedded with school clusters leading and supporting promotion of active travel for young people.

Civitas Portis as a result of high population growth and increasing demand on old infrastructure, the city has plans to transform the transport network and encourage sustainable modes of travel in line with ambitious climate change targets.

ACC makes a contribution to national road safety proposals both individually and through SCOTS Traffic and Road Safety Group including

• Contributed to the consultation and development of new legislation for improved parking in Scotland

• Worked with Transport Scotland and other key stakeholders on developing initiatives for the motorcycling season.

• Worked with Road Safety Scotland on initiatives related to younger and older drivers.

• Worked with SUSTRANS and other key stakeholders to contribute to the development of safer walking and cycling.

• Worked with Transport Scotland and the Department for Transport on the review and consolidation of the Traffic Signs Regulations and General Directions.

• Worked with Transport Scotland on the protocols and accuracy for the collection, dissemination and reporting of crash and casualty data.

Contributed to the national debate on the management of events on the public roads.

10

EDUCATION

It is essential that we continue to educate all road users, not just those using vehicles, but also pedestrians, to behave safely.

Road safety education is delivered through several sources as detailed below.

Alan's Road Safety Magic Show is a specially designed show to present key road safety messages to children in Primary 1, 2 and 3 in a fun and entertaining way. Approximately one third of city schools hold this event each year ensuring that most city pupils see it within their first three years at school.

Road Safety Scotland provides road safety learning material to suit every level within the Curriculum for Excellence, to assist schools in engaging children and young people with road safety.

ASBSAFE educate schools, communities and businesses in the fundamentals of safety awareness. Specifically, they were appointed to engage with primary schools in the city to assist with problem parking around schools.

Bikeability is a cycling programme to give children the practical skills and understanding on how to cycle safely. It builds skills and confidence for all kinds of cycling. Many schools within Aberdeen take part in this training with specific focus around Primary 6 year groups.

Safe Drive Stay Alive is a safety presentation from emergency services involved in the road traffic collisions of young drivers and their passengers, supported with a film simulating a serious road traffic incident to engage with S5 school pupils who are driving, or travelling as passengers of young drivers.

Crash Live – Scottish Fire & Rescue Service aimed at all ages involving firefighters and police officers talking through the difficult work they carry out at the scene of a road traffic collision with a 'live' simulation of the aftermath of a serious road traffic collision for visual knowledge.

Police Scotland Rider Refinement Courses for motorcyclists are one day courses, part funded by Transport Scotland's Road Safety Framework Fund, led by qualified Police Scotland motorcyclists taking place during the summer period in Tayside, the north east and Highland areas.

Road Safety Scotland works to promote awareness of road safety issues in Scotland. National campaigns are held throughout the year focussed on specific evidenced issues.

Car seat clinics are held throughout the year to check and advise on the fitting of child safety seats in line with current legislation.

11

ENGINEERING – FOR A SAFER NETWORK

Aberdeen City Council manage approximately 585 miles of road network and Transport Scotland, until March 31 2019, managed nearly 10 miles of Trunk Road within Aberdeen City. Following the opening of the Aberdeen Western Peripheral Route, the new section of the A90, the trunk road network within Aberdeen was de trunked and is now within the remit of Aberdeen City Council.

The Haudagain Roundabout will remain the responsibility of Transport Scotland until the A92/A96 Haudagain Improvement project is complete. The project includes approximately 500m of new dual carriageway, footways and shared cycle/ footways connecting the A90 North Anderson Drive and the A96 Auchmill Road to assist in reducing traffic congestion and improving journey time reliability.

Both Aberdeen City Council and Transport Scotland have a shared responsibility to provide a safe road network and there is an active programme of maintenance reported annually to the Council. Safety features, such as new crossings, footway's and traffic-calming, are delivered through the Cycle, Walking, Safer Streets Grant allocation, through use of developer contributions or through other bid for external funding.

As a busy urban environment there are competing demands for space within the transport network. This can lead to conflicts between pedestrians, cyclists, commuting vehicles, freight and public transport. Ongoing programmes of work such as the Local Transport Strategy, City Centre Masterplan's Sustainable Urban Mobility Plan, the Roads Hierarchy and the Active Travel Plan will all work towards the reduction and removal of these conflicts.

We will continue to

- Monitor road safety performance of our road network
- Manage the Annual Road Maintenance Programme for our road network
- Deliver the programme of safety inspections and remove identified risk
- Promote professionalism and a high standard of road safety engineering
- Work across a safe System with the four E's and stakeholders.

ENFORCEMENT

City Wardens provide a flexible service that responds to the needs of the communities they serve. The wardens help to deter antisocial behaviour, littering and **illegal parking** in the city. They also help to reassure the public that Aberdeen City Council is doing all it can to keep communities safe and secure.

Aberdeen itself is a significant and cosmopolitan city and is the major metropolitan area of the North East with a number of community policing teams working with us. They deliver road safety and speed enforcement to meet the requirements of the local community.

Police Scotland's North East Road Safety and Road Crime focusses on reducing road casualties in collaboration with partners, influencing driver and road user behaviour, as well as deterring and detecting all types of criminality on the roads. In Aberdeen, the number of people killed or seriously injured in road collisions remains relatively static and in line with the 5 years average. Likewise, those collisions involving children under 16 years remain relatively low. Road Crime is generally on a downward trend across the City. Police Scotland have highlighted speeding and inconsiderate driving as a Priority. Operation CEDAR (Challenge, Educate, Detect and Reduce) Strategy is now embedded within Aberdeen as a partnership based approach to Road Safety.

North Scotland Safety Camera Partnership is actively reducing the number of casualties on Scotland's roads through targeted camera enforcement improving driver behaviour.

13

EVALUATION
VULNERABLE ROAD USERS
Some road users are at greater risk than others, for example;

1. Pedestrians – *older pedestrians and children difficulty seeing/hearing oncoming traffic.*
2. Children Under the age of 16 years – *easily distracted and cross roads without looking*
3. Pedal cycles – *difficult to see especially at junctions*
4. Young Drivers (aged 17 – 25 years) - *inexperience*
5. Motor cyclists – *can be difficult to see and judge their speed*
6. Drivers aged 60+ - *reduced reaction time*

The data analysis below looks at the 5 years of accident data to identify key patterns in casualty numbers over the 5 year period 2013 - 2017 showing a clear reduction in casualty figures across vulnerable road users. An analysis into each category is shown in the following pages.

Vulnerable road user casualties Killed & Seriously Injured on our road network

No. of casualties	Drivers 17-25	Pedestrian	motor cycle	Under 16 years	pedal cycle	Drivers > 60
2013	17	33	32	10	12	10
2014	14	21	23	6	14	3
2015	5	26	8	9	18	4
2016	11	25	9	11	9	5
2017	5	10	7	2	10	2

■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017
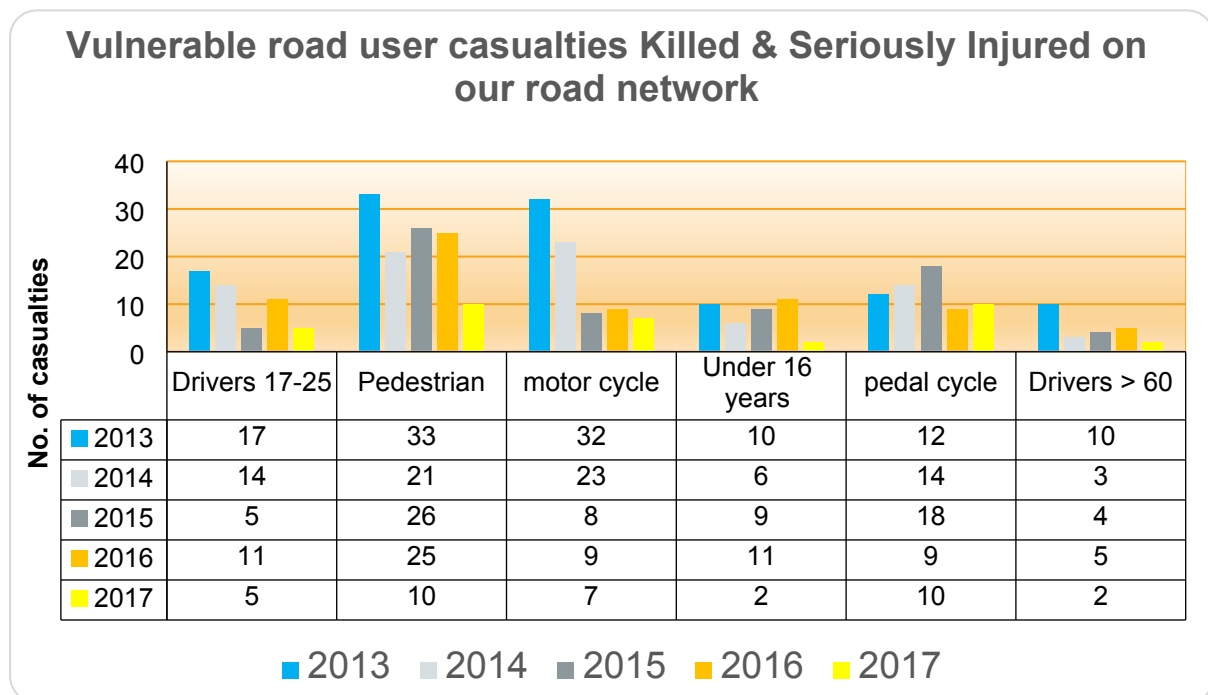
As an urban area, pedestrians killed and seriously injured have a particular predominance in Aberdeen City pointing to the need to ensure this type of vulnerable road user is adequately protected and that the pedestrians themselves act responsibly amongst traffic.

Focus
We will prioritise initiatives aimed at preventing accidents and removing risk while reducing the severity of casualties in this road user group.

14

PEDESTRIANS

Pedestrians: include riding toy cycles on the footway, pushing bicycles, pushing or pulling other vehicles or operating pedestrian-controlled vehicles, those leading or herding animals, occupant of prams or wheelchairs, and people who alight safely from vehicles and are subsequently injured.

Pedestrians are classed as a vulnerable user group as they are not protected by a vehicle body in the same way car users are, pedestrians tend to be more difficult for drivers to see on the road, leaving them particularly vulnerable if injured in a road traffic collision.

In 2013 31% of pedestrians (33 of 105) were killed or seriously injured compared to 30% in 2017 (10 of 33).

Pedestrian Personal Injury Accidents

	2013	2014	2015	2016	2017
Fatal	1	2	1	1	2
Serious	32	19	25	24	8
Slight	64	40	31	28	29
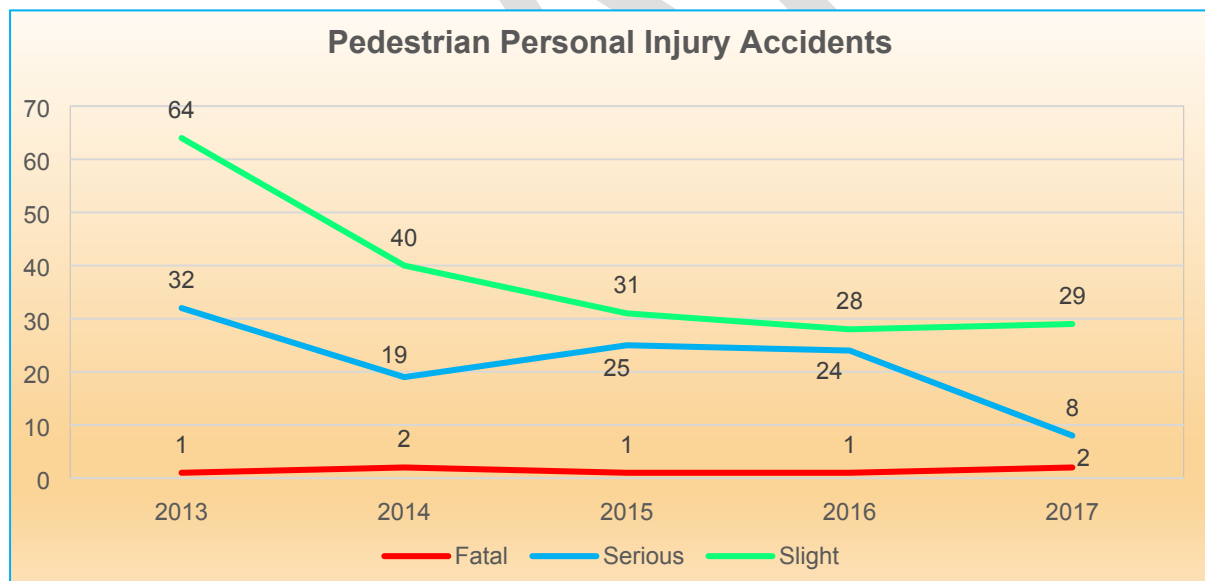
(reported road casualties (S) 2017 P-213)

Focus
We will continue to review incidents to determine and behaviour changes to improve safety.

We will collaborate with our partners to take forward educational and engineering initiatives to support pedestrians and drivers to make safe choices on the road network.

15

Aberdeen City RTCs (2013-2017): Pedestrian Casualties (KSI)

City Centre
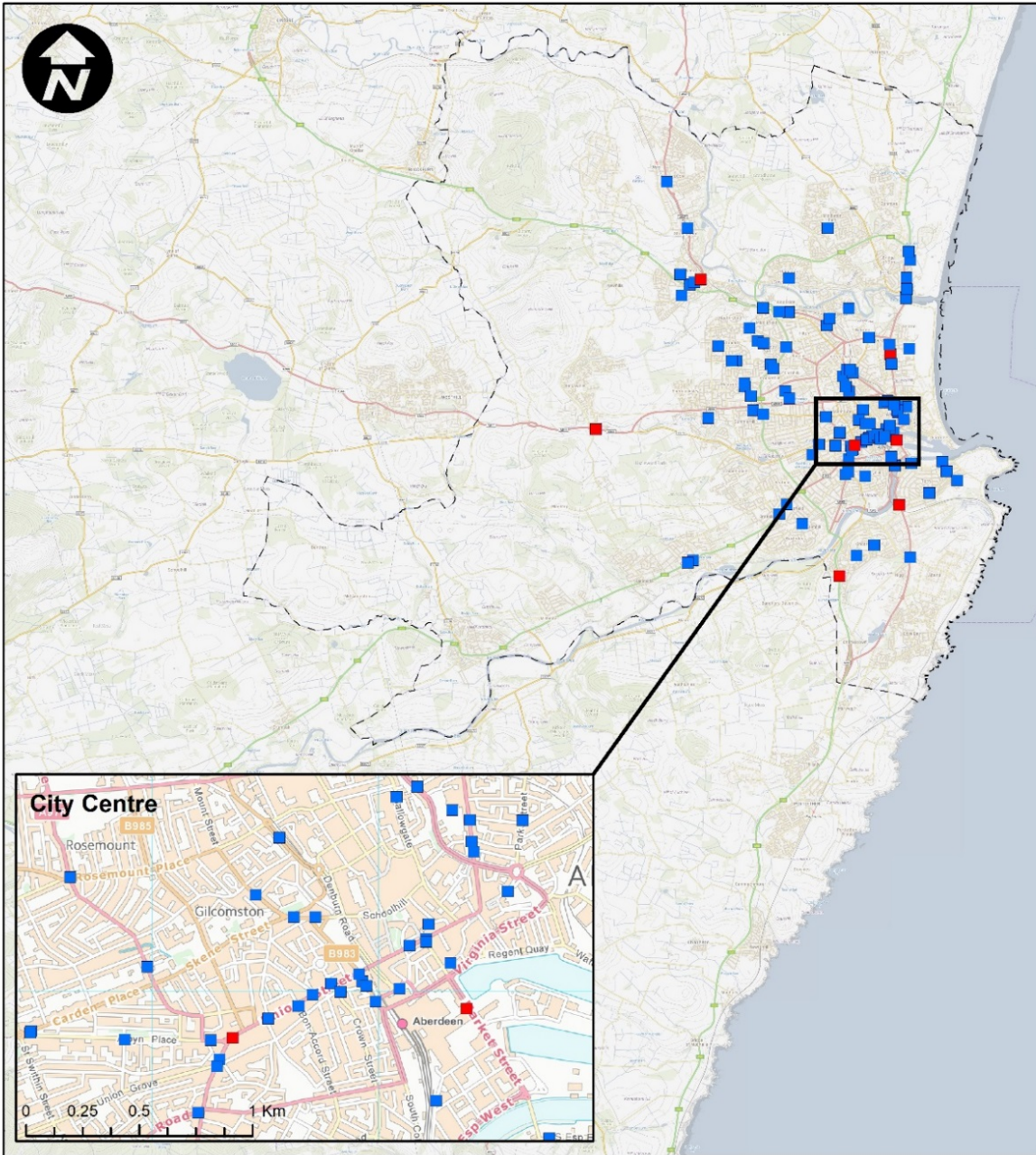
Legend

⌐ ¬ City Boundary
└ ┘

Location of RTC involving a Pedestrian

■ Fatal injury to Pedestrian

■ Serious injury to Pedestrian

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CHILDREN UNDER THE AGE OF 16
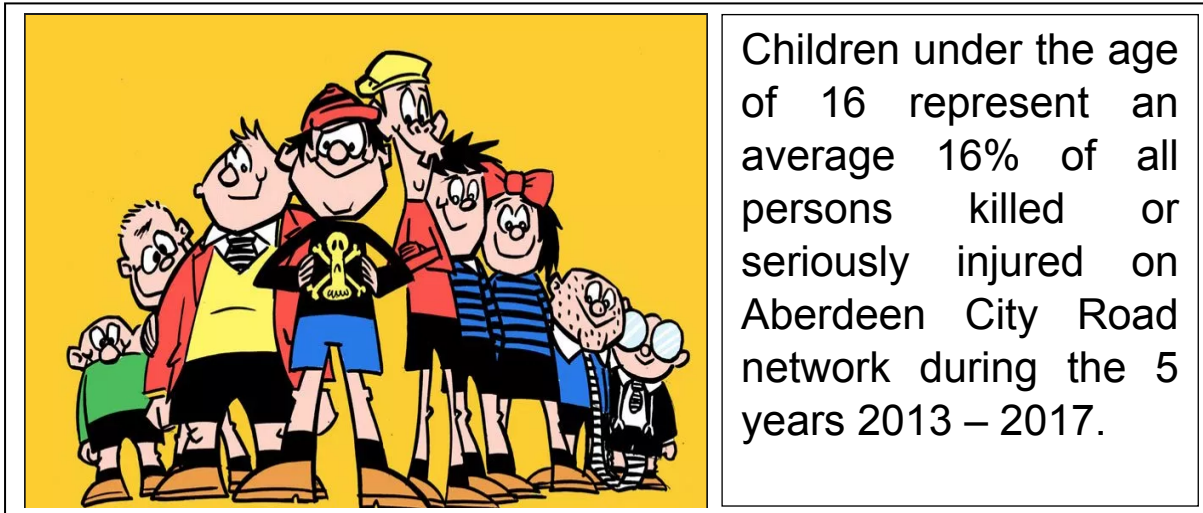
Children under the age of 16 represent an average 16% of all persons killed or seriously injured on Aberdeen City Road network during the 5 years 2013 – 2017.

Children and young people are among the most vulnerable road users. Because of their age, many do not have the ability to make an accurate judgment about safe road use, and lack of experience of particular situations also means they are at greater risk. Children are often impulsive, easily distracted and unpredictable and for these reasons need special consideration by other road users.

In 2013, 10% of children under the age of 16 (10 of 105) were killed or seriously injured compared to 6% (2 of 33) in 2017.

80% of these collisions involved cars.
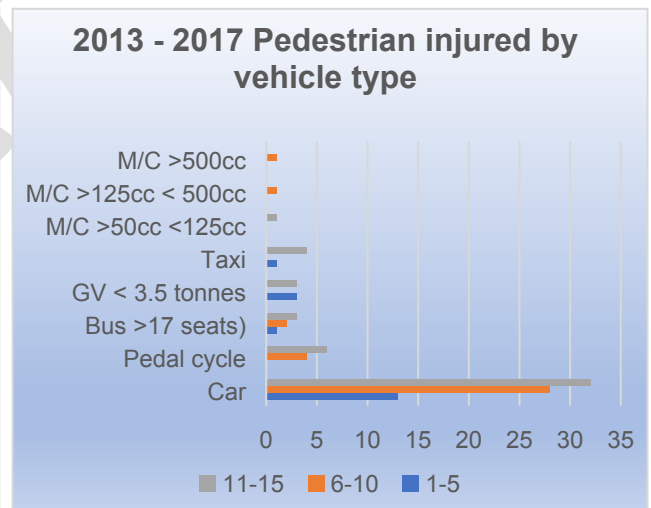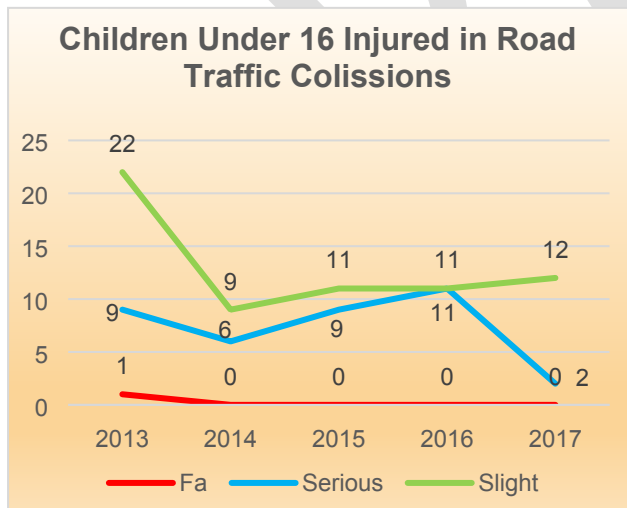
Child involved accidents outside Schools. Analysis of the 5 years of road traffic collision statistics Monday to Friday between the hours of 08:00 to 09:30 and 15:00 to 16:00 show 1 slightly injured pedestrian casualty travelling to/from school, this was remote from a school.

Focus
We will work with partners and schools to support the delivery of road safety education based on the findings of the interrogation of data for the city.

17

Aberdeen City RTCs (2013-2017):
Child (<16) Casualties (KSI)
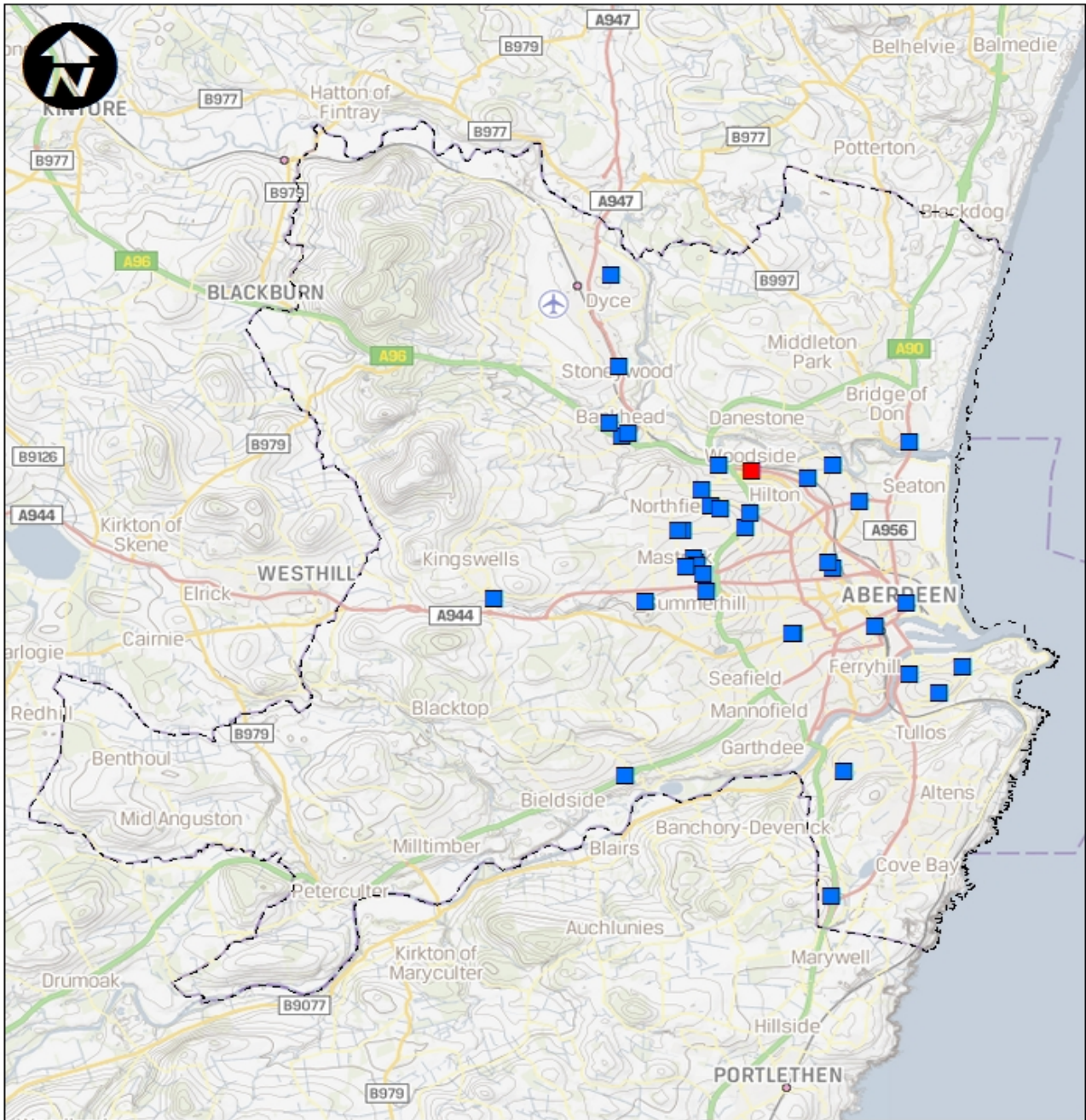
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- - - - - City Boundary

Location of RTC involving a Child

🟥 Fatal injury to child

🟦 Serious injury to child
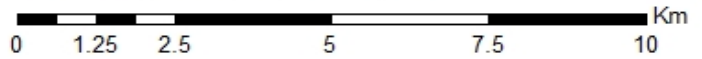
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18

PEDAL CYCLISTS

Cyclists represent an average 16% of all killed or seriously injured persons on Aberdeen City Road network during the 5 years 2013 – 2017.

Statistics show a rise in the use of cycles for both leisure and commuting for work in Aberdeen.

In 2013, 12% of pedal cyclists (13 of 105) were killed or seriously injured compared to 30% (10 of 33) in 2017.

Pedal Cycle Involved Road Traffic Collisions

Year	Fatal	Serious	Slight
2013	1	12	37
2014	1	14	37
2015	0	18	21
2016	0	10	17
2017	0	10	20

Focus
We will work with partners and schools to support the delivery of road safety education based on the findings of the interrogation of data for the city.

19

Aberdeen City RTCs (2013-2017):
Pedal Cycle Casualties (KSI)
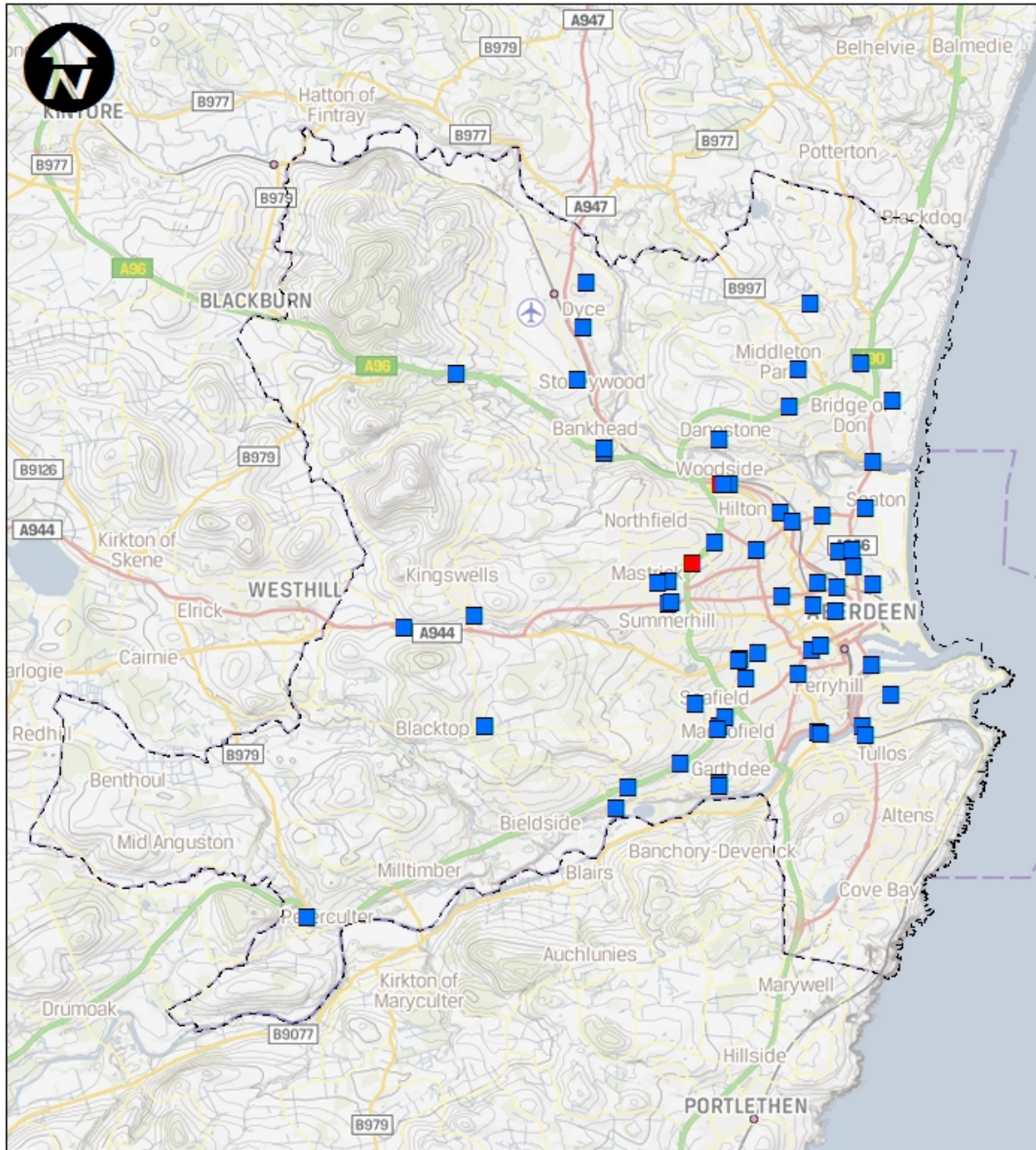
Legend

City Boundary

Location of RTC involving a Cyclist

Fatal injury to cyclist

Serious injury to cyclist

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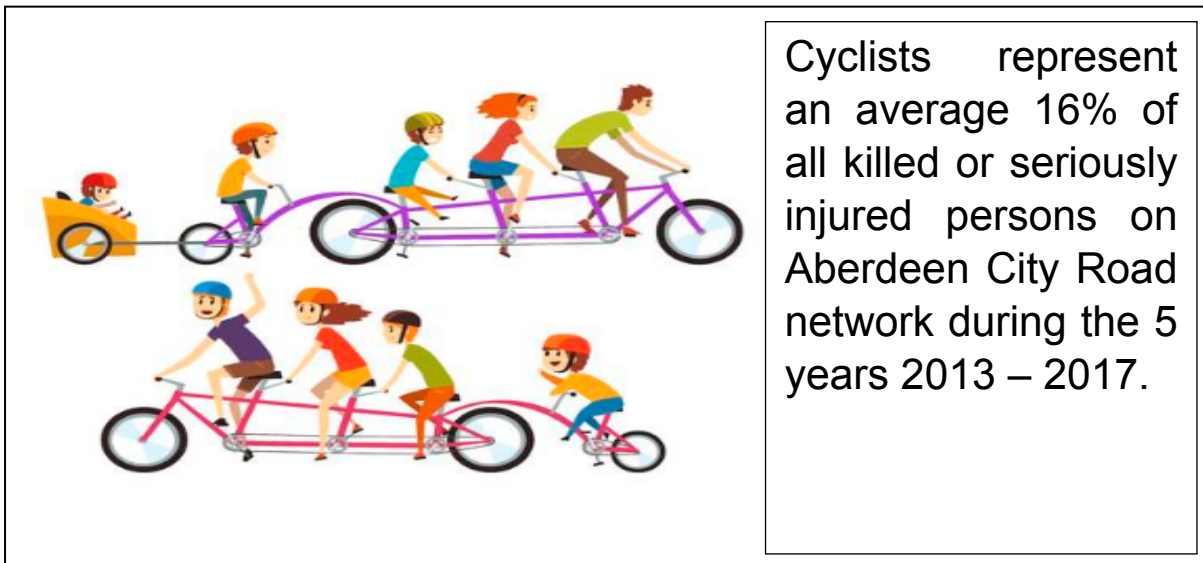Aberdeen City Council 100023401, 2019

20

YOUNG DRIVERS (Age 17-25 years)

Young drivers age 17 – 25 represent and average 30% of killed and seriously injured road traffic collisions in Aberdeen City during the 5 year period 2013 – 2017.
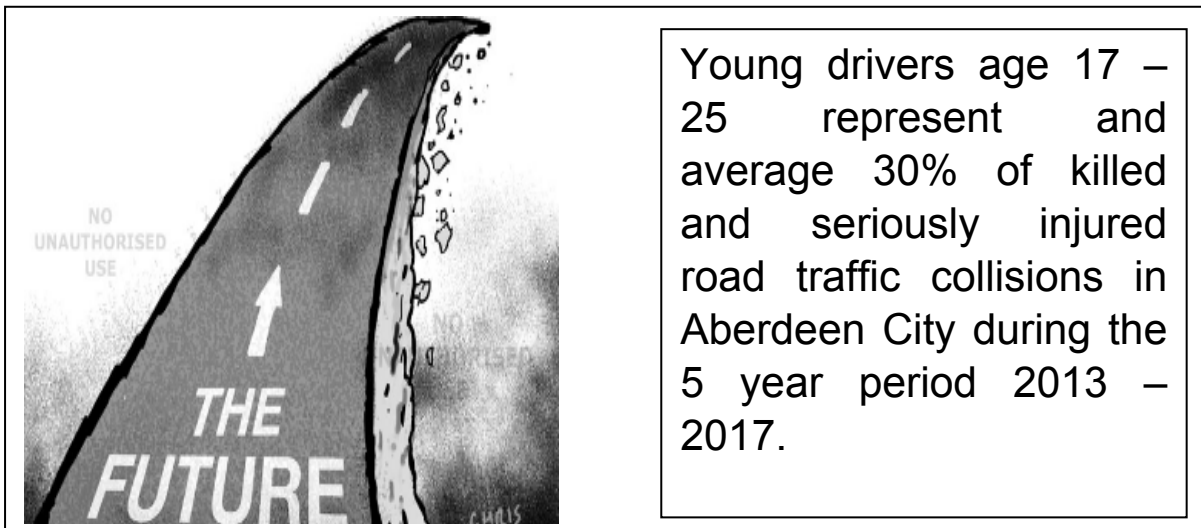
Younger drivers are vulnerable road users because of their lack of experience, they may be poorer at recognising hazards and assessing the associated risks. They can take longer to react to hazardous situations than more experienced drivers.

In 2013, 26% of young drivers (27 of 105) were killed or seriously injured compared to 6% (6 of 105) In 2017

Cars attributed to 77% of vehicles involved in the collisions.
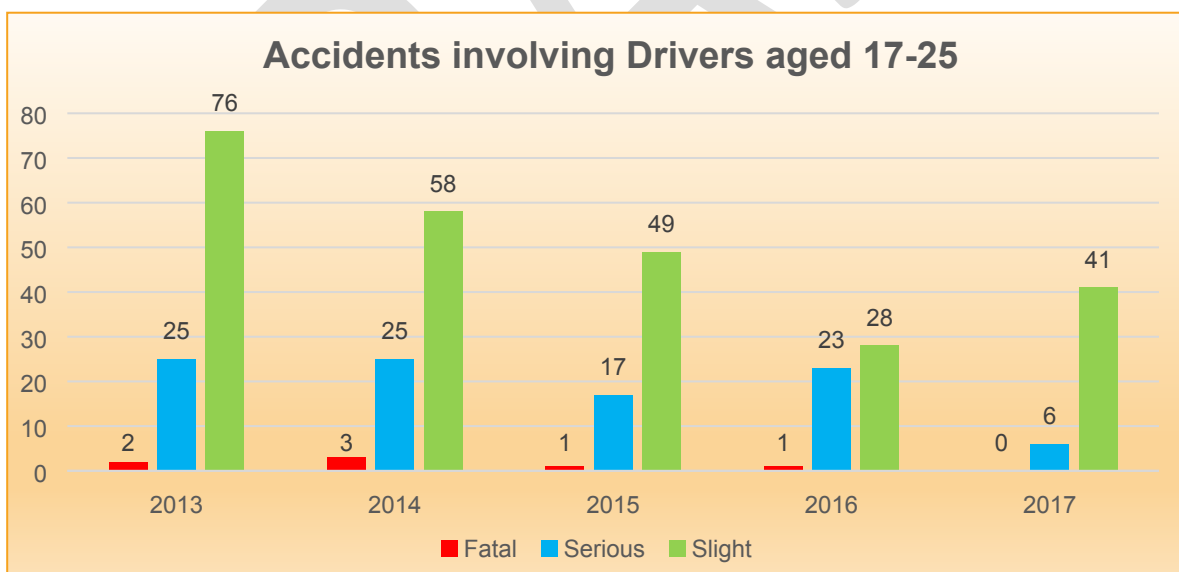
Focus
Improve knowledge, positive attitudes and safer behaviours of individuals in relation to road safety before they start driving and increase safer driving behaviours undertaken by young drivers after they pass their test.
The graph below shows a steady decrease in the number of young drivers injured on our roads

21

Aberdeen City RTCs (2013-2017): Drivers under 25 years old (KSI)
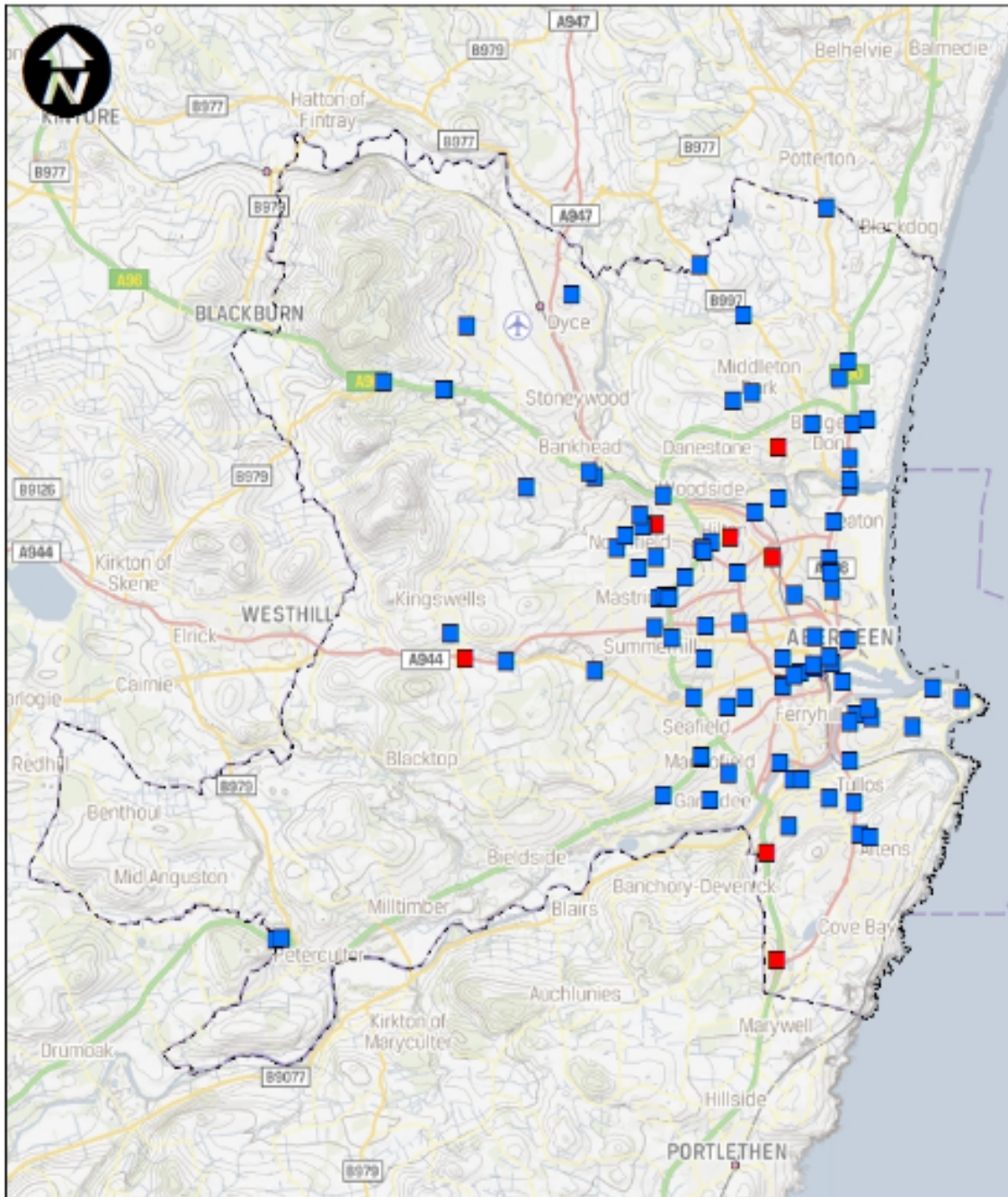
Legend

- - - - City Boundary

Location of RTC involving under 25 Driver
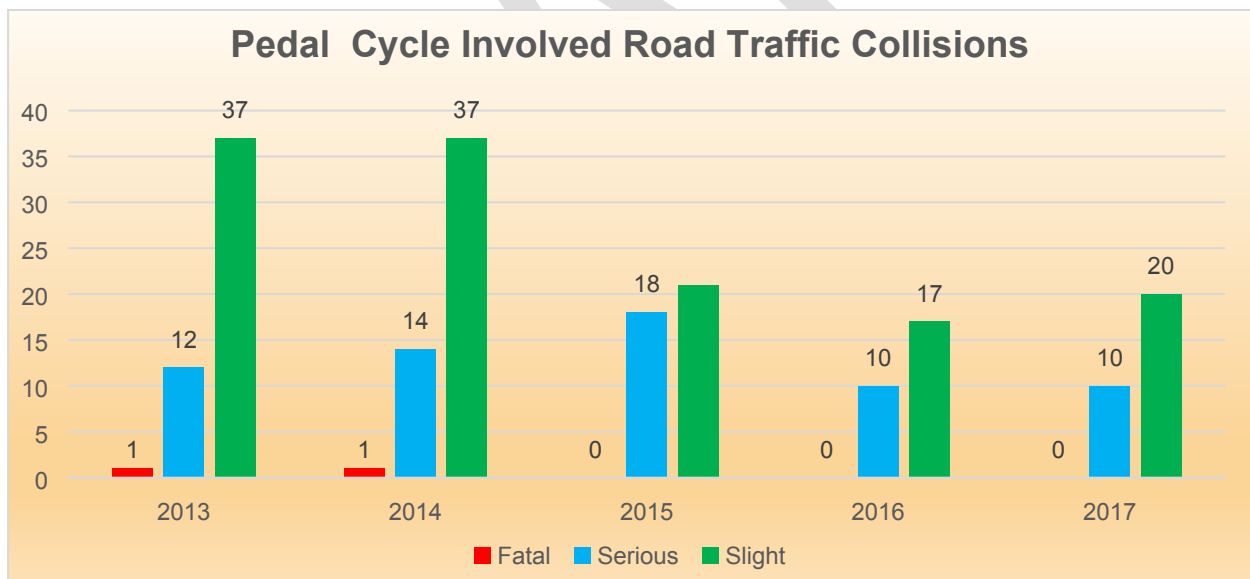
🟥 Fatal injury

🟦 Serious injury

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MOTORCYCLISTS

Motorcyclists represent an average 20% of all killed or seriously injured persons on Aberdeen City Road network during the 5 years 2013 – 2017.
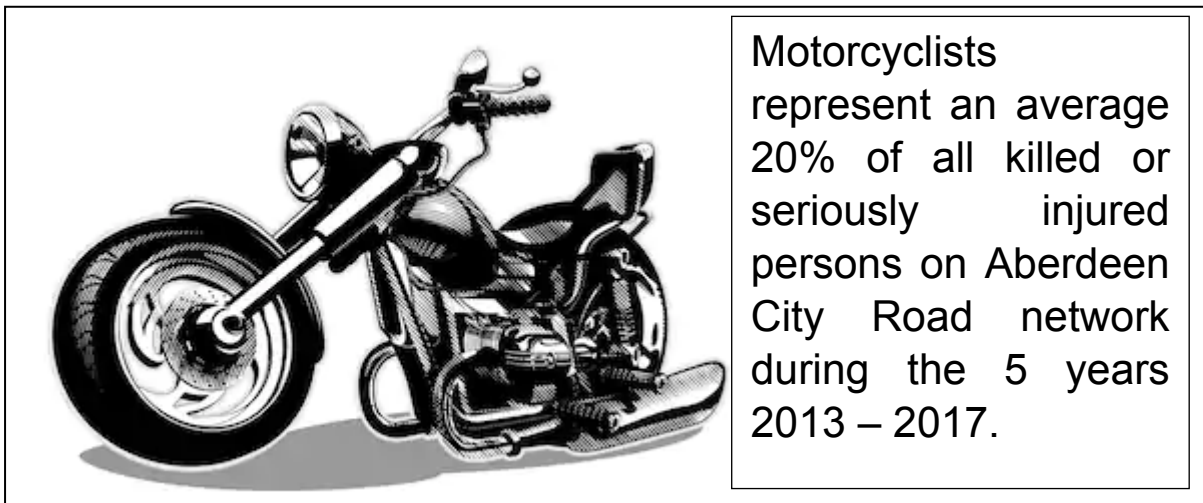
In 2013, 30% of motorcyclists (31) of (105) were killed or seriously injured compared to 21% (7 of 33) in 2017.

The table below indicates the steady decrease in the number of motorcyclists involved in killed or seriously injured road traffic accidents in Aberdeen City.

Motor Cycles involved in Road Traffic Collisions

	2013	2014	2015	2016	2017
Fa	1	2	1	1	0
Se	30	20	6	9	7
Sl	30	27	21	7	10

We will continue to support the new training scheme "Rider Refinement north "to help reduce the number of collisions involving motorcyclists.

Focus
We will continue to look at opportunities to support community working with groups or individuals at risk of offending or misusing motorcycles within their communities.

Aberdeen City RTCs (2013-2017):
Motorcycle Casualties (KSI)
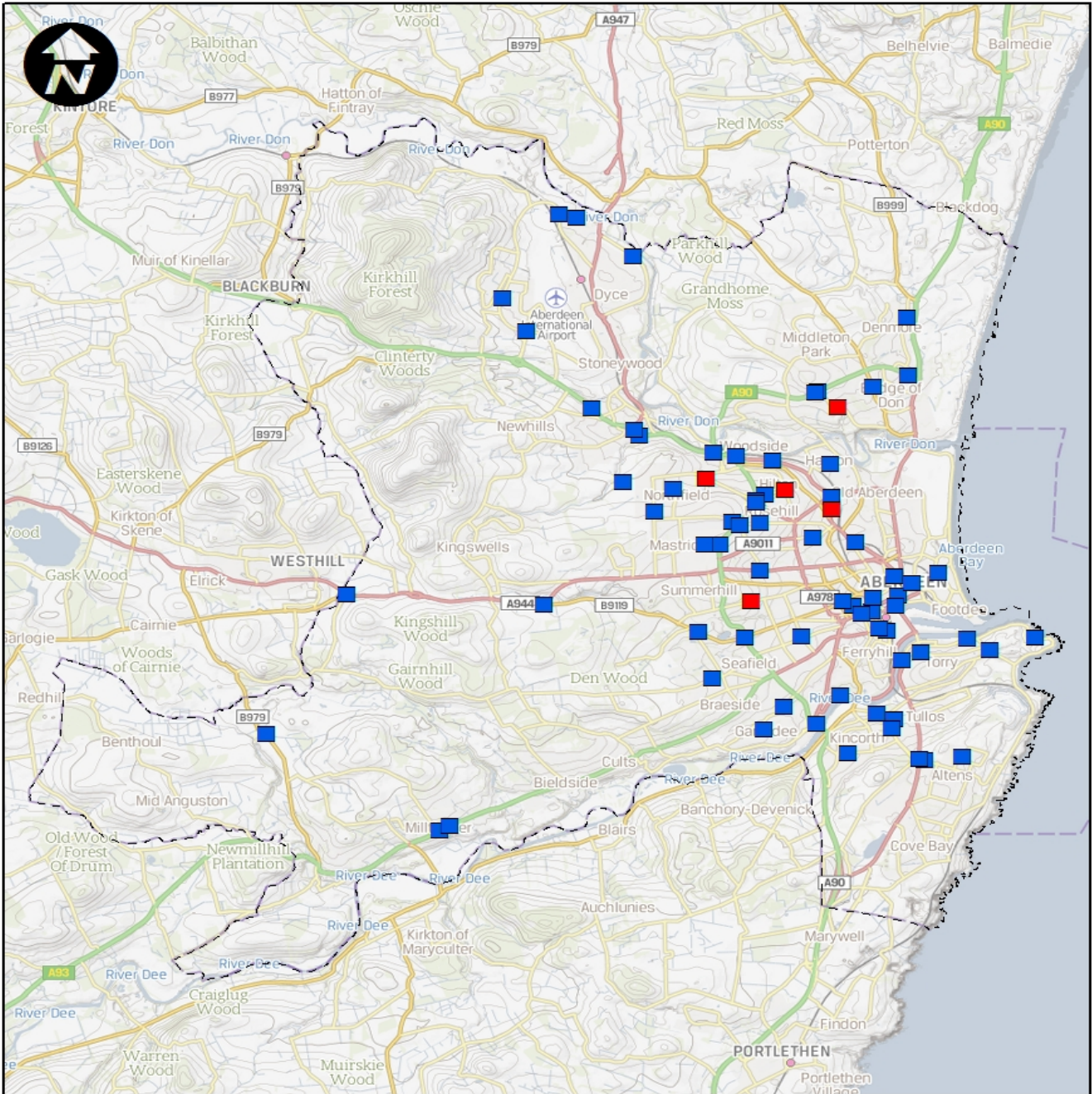
Legend

City Boundary

Location of RTC involving a Motorcycle

Fatal injury to Rider or Passenger

Serious injury to Rider or Passenger

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DRIVERS AGE 60+
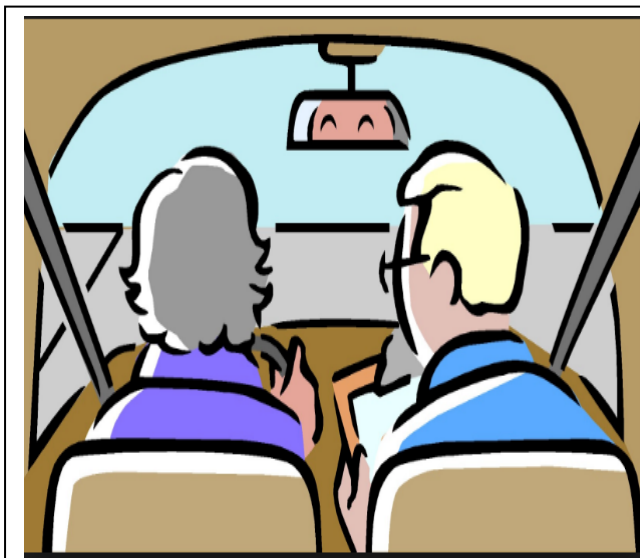
Older drivers age 60+ represent and average 16% of killed and seriously injured road traffic collisions in Aberdeen City during the 5 year period 2013 – 2017.

Information and education are just as important for the old as they are for the young, and sometimes it can be a lack of confidence that inhibits older people from driving.

As older drivers still hold a significant number of driving licences, this presents many challenges. Driver training for those who have been driving for some time is difficult to promote.

In 2013, 21% of older drivers (22 of 105) were killed or seriously injured compared to 21% (7 of 33) in 2017.

Older Drivers aged 60+ involved in Road Traffic Collisions.
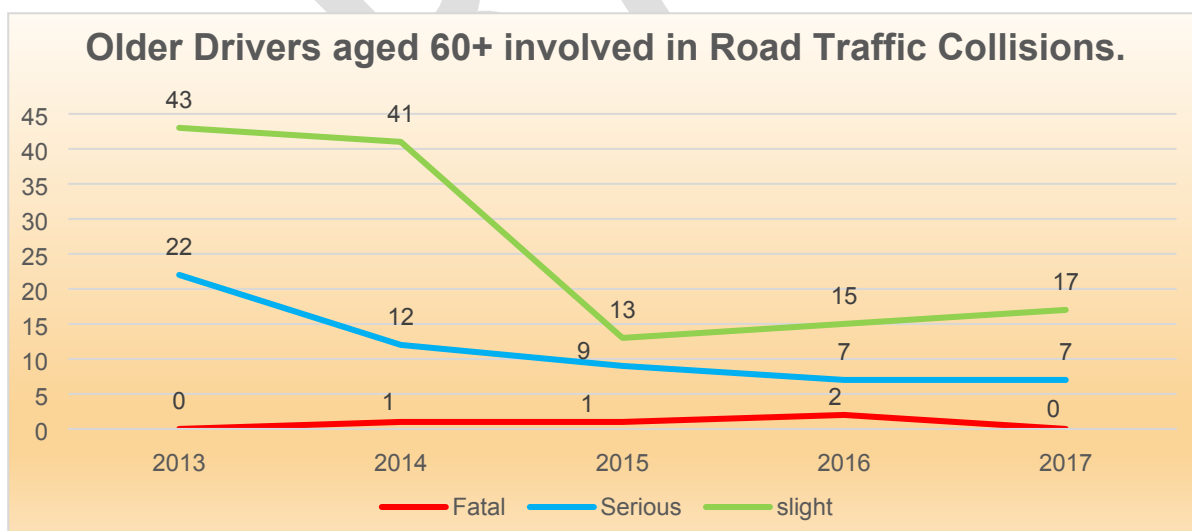
Focus

We will continue to work with partners to educate and support older drivers and raise awareness of the many issues that affect the safe and responsible use of vehicles in this user group.

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Aberdeen City RTCs (2013-2017):
Drivers over 60 years old (KSI)
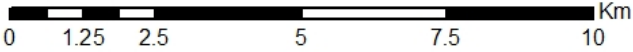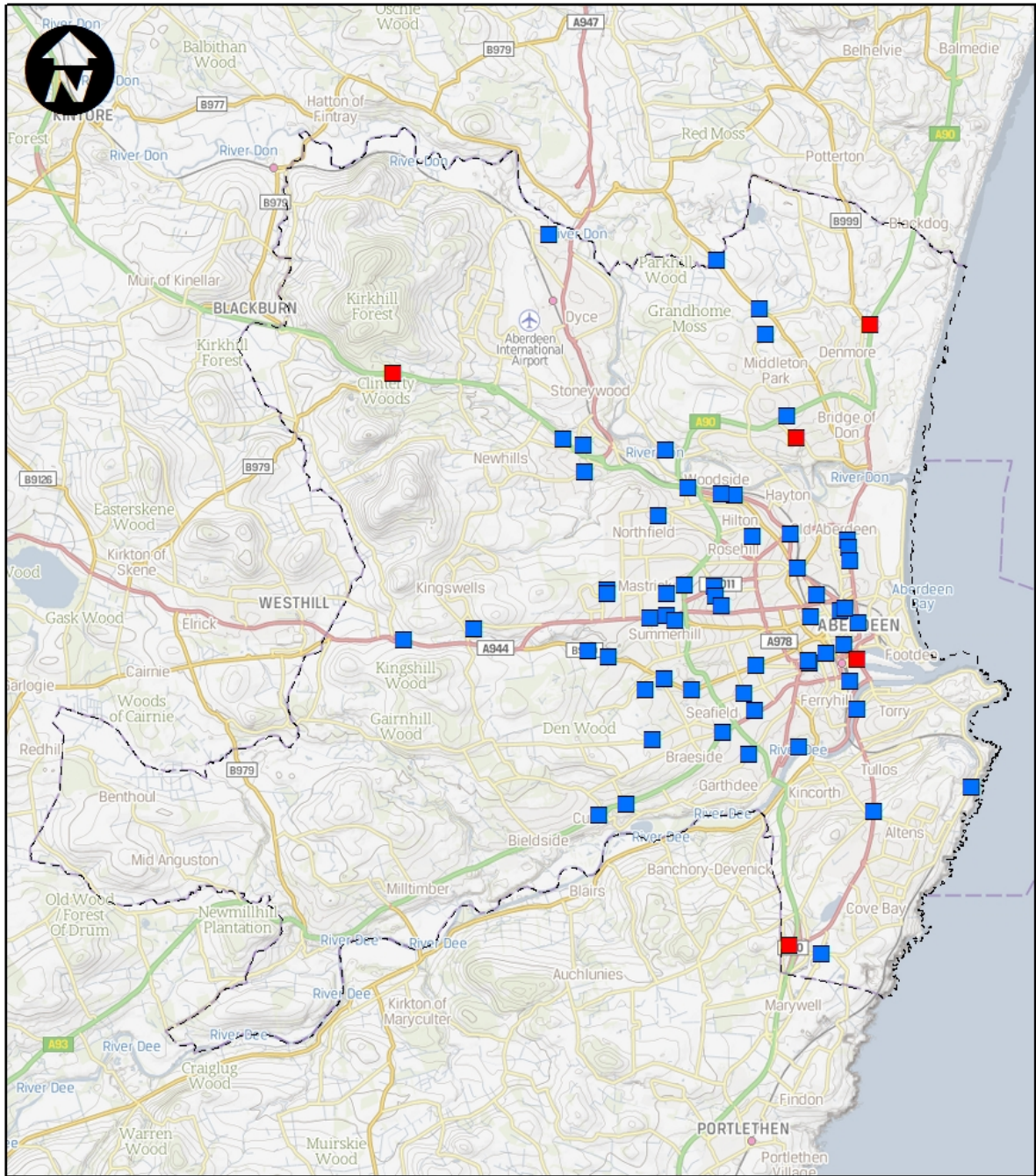
Legend

- - - - City Boundary

Location of RTC involving 60+ Driver

■ (red) Fatal injury
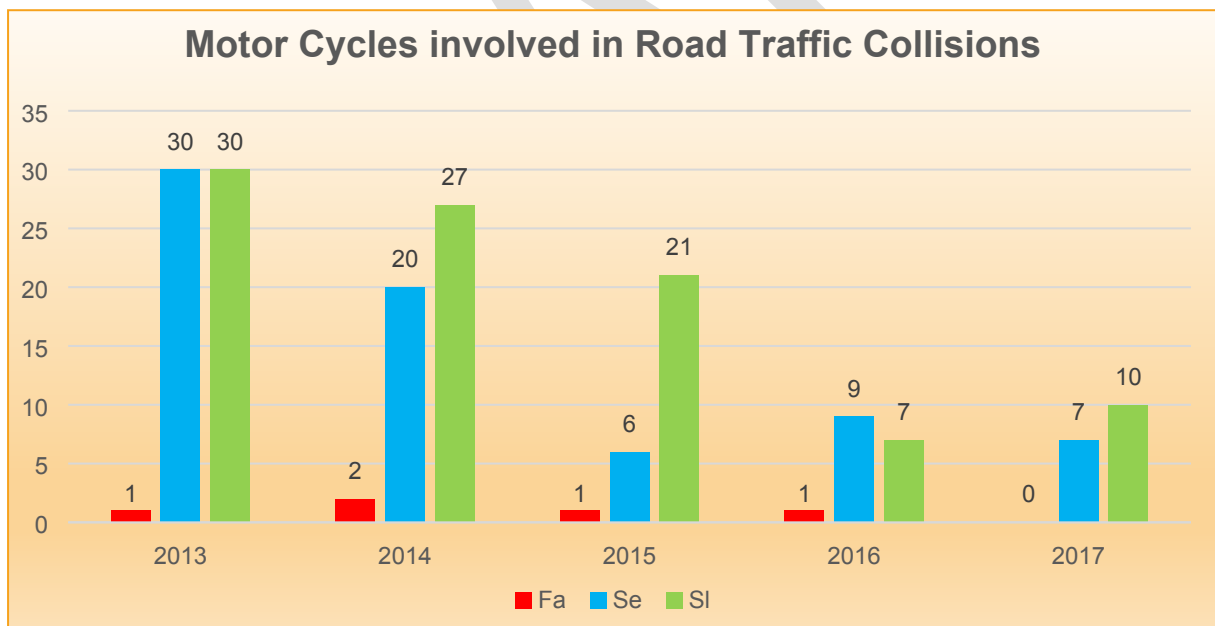
■ (blue) Serious injury

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Aberdeen City Council 100023401, 2019

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SUMMARY

Through the measures and actions set out in this Road Safety Plan in collaboration with our partners we will continue to asses, inspect, upgrade, improve and repair our routes and provide meaningful information and education to all road users to allow them to make well informed decisions about their driving style and behaviours. Particular attention will continue to be given to the vulnerable groups identified in this plan. We are dedicated to continuous improvement by promoting safe driving and road safety on our road network.

In accordance with the North East Scotland Road Casualty Reduction Strategy we will deliver the overarching outcome of this strategy on a joint basis through targeting resources and expertise at the actions set out below and by adopting the following principles:

a) Partnership Working
   • We will be active participants in partnership working.
   • We will cooperate in sharing data.
   • We will agree joint solutions to specific problems.
   • We will support the work of all partners in providing education to target groups.
b) Being Intelligence Led
   • We will act on facts.
   • We will analyse data to identify patterns.
   • We will allocate resources where they will be most effective in reducing casualties.
c) Maximising the Use of Technology
   • We will investigate new and emerging technology.
   • We will adopt procedures to achieve best value.
   • We will be innovative and proactive in our approach.
d) Maximising Community Involvement
   • We will engage with local communities.
   • We will work with vulnerable road user groups.
   • We will consult with subject experts in the wider community.
e) Learning from the best
   • We will support the good work of each partner.
   • We will seek out and develop research on road safety issues.
   • We will showcase the work of ourselves and colleagues.
f) Maximising use of the Media
   • We will take a proactive approach to the media.
   • We will develop joint messages.
   • We will answer queries positively.

Through applying these principles to the key theme areas, we will be able to establish clear action plans, link to wider policy development and provide a regular evaluation of performance against our desired outcome.

In the delivery of our Road Safety Plan we continue to contribute to working towards the national targets and monitor our own individual performance in Aberdeen. Road safety is everyone's responsibility and we must all be committed to working together to make our roads safer for everyone.

FUTURE TARGETS

No.	TARGET	PROGRESS
1	Review our policy position on the setting of speed limits alongside Police Scotland.	To be discussed with the local policing area managers and engage with their respective local communities to ensure that local views are considered when setting or amending speed limits.
2	To review, engage and report on the introduction of 20mph speed zones and limits more widely within the city so that speed limits of 30mph and above would be the exception and require justification within predominately residential or city centre areas.	The proposed Restricted Roads (20 mph Speed Limits) (Scotland) Bill fell at Stage1 of the Scottish Government process. Transport Scotland is continuing to work with CoSLA and Local Authorities to identify more straightforward, efficient and effective procedures for LAs who wish to introduce more 20 mph speed limits in the right environment. ACC to continue to engage with the ongoing process.
3	Contributory Factors – annual review of road traffic collisions to identify areas of concern.	Road safety intervention responding to casualty trends and effectively reduce casualties.
4	Improved Road Safety at Schools	To target schools where parking and pedestrian safety concerns are identified, using traffic management measures, education and enforcement to bring forward change.
5	Continue to encourage safe practises when cycling and walking.	Review and manage active travel networks, providing enhancements and design interventions in partnership with internal teams and external stakeholders. Evaluate level of information available to active travel users.
6	Review safety interventions and campaigns which target drivers between 17 and 25 years and develop options which build upon best practice examples to maximise local impact.	Evaluation of road safety related interventions with stakeholders and service users.
7	Engage with the North Scotland Safety Camera Unit, Police Scotland and Transport Scotland for resources to be deployed where there is an identified speeding issue.	Conduct annual reviews, in liaison with the partners, to evaluate and determine effectiveness of current campaigns and new issues as they arise.
8	Raise awareness amongst older drivers and their families of vulnerability and potential loss of driving skills in time and work with community groups to address the impact.	Awareness will be raised through the North East Casualty Reduction Partnership.
9	Evaluate and support motorcycle interventions.	Continue to support initiatives from Police Scotland and community team such as Operation Zenith, Rider Refinement and local youth work to encourage responsible motorcycle use.
10	Identify and address small scale improvements raised by road users within local communities.	Continue to manage traffic locally through implementation of various restrictions where warranted.

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STAKEHOLDERS

EMERGENCY SERVICES

Respond to post-crash emergencies. Police Scotland, The Scottish Fire and Rescue Service, The Scottish Ambulance Service and the Grampian Health Board undertake a range of duties in relation to road safety all of which are pivotal in helping to save lives on Aberdeen City roads which include enforcement of road traffic offences, campaigns and educational initiatives, and emergency response.

NORTH SCOTLAND SAFETY CAMERA PROGRAMME

Is an evidence based, casualty and collision reduction initiative, the Programme's purpose is to contribute to our road safety vision and road safety targets as set out in the Road Safety Framework to 2020.

COMMUNITIES AND ROAD USERS

Where possible we will take the opportunity to engage with communities and road users to identify and respond to local users concerns and needs.

ROAD SAFETY SCOTLAND

Road Safety Scotland (RSS) is committed to a lifelong learning approach to road safety and to develop future generations of safer road users.

ROYAL SOCIETY FOR THE PREVENTION OF ACCIDENTS (RoSPA)

RoSPA provides road safety information, education, training and publicity resources for both road users and road safety professionals.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Roads Winter Service Plan 2019-2020
REPORT NUMBER	OPE.19.337
DIRECTOR	Rob Polkinghorne – Chief Operating Officer
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Angus Maciver
TERMS OF REFERENCE	2 & 5

1. PURPOSE OF REPORT

To present Members with the proposed Roads Winter Service Plan and to explain changes from previous years.

The report also seeks to address the issues raised during the budget setting process for 2019-20.

2. RECOMMENDATION(S)

That the Committee:-

2.1   Approve the "Roads Winter Service Plan 2019-2020" at Appendix 1 including the changes made to the priority hierarchy for roads treatments;

2.2   Delegate authority to the Chief Officer - Operations and Protective Services to, following consultation with the Chief Officer – Finance, continue to deliver the Winter Maintenance Service.

3.   BACKGROUND

3.1   Aberdeen City Council's Roads Winter Service Plan has evolved over many years and is amended to reflect both national and local requirements. This year's amendments have been made to reflect the budget and additions to the network.

a) Policy

The carriageway priority treatment regime has been based on three tiers.

The priority 1 routes - principal roads or other classified roads serving as main routes or major traffic distributors carrying heavy traffic flows or serving as major bus route or give access to public or emergency facility providing an essential public service. These routes were not to become impassable to traffic except in abnormal conditions.

The priority 2 - routes were principal roads or other classified roads, not included in priority 1 routes, serving as main routes or traffic distributors carrying a medium traffic flow or give access to community or public facilities of a non-essential nature. These to be treated on an area basis as resources allow.

The priority 3 locations - access roads, service roads, cul-de-sacs and minor roads where it could be expected that residents, etc could make their way with some difficulty to the nearest higher priority roads in all but abnormal conditions. These routes are not treated except in exceptional conditions, medical emergencies, funerals, etc.

In addition to the above two night shift routes were operated during marginal condition to treat local spots where icing problems had historically been identified.

To accommodate the revised budget, additional roads added to the network and gritting vehicle availability restrictions, the Roads Winter Service Plan incorporates a revision to the policy that has been in place for many years

Each public road on the network has been assigned one of the maintenance hierarchy category descriptions summarised in Appendix 2 in line with the guidance from the Well-Managed Highway Infrastructure Code of Practice.

In line with the assigned hierarchy category it is proposed to revise the treatment priority such that

Priority 1 routes to be split between Priority 1 Gold and Silver.

The priority 1 Gold routes to contain all the Strategic Roads and all the Main Distributor Roads in addition to access roads to emergency service facilities. The de-trunked section of the A92 and A96 are included in this category. These routes should not become impassable to traffic except in abnormal conditions for the 24 hours.

Priority 1 silver routes to contain the roads that were treated as Priority 1 routes in 2018,2019 less the proposed Priority 1 Gold routes and the Link Roads and Local Access Roads that do not have any special circumstances such as steep slopes, etc. These routes should not become impassable to traffic except in abnormal conditions between the hours of 04.45 and 21.00.

The Priority 1 Gold and Silver routes are shown in map form in Appendices 3 and 4. The list and location plan of the Link Roads and Local access roads proposed for consideration for removal from the Priority 1 routes are shown in Appendices 5 and 5a.

b) Route changes

Work on revised routes has been ongoing for some months and the routes have been revised to incorporate the proposed new treatment priorities and to include changes to the network including the de-trunked sections of the A96 and A92.

The revised routes priority routes are included in appendix C of the Roads Winter Service Plan.

These revised routes allow for 51 km of Link and Local access roads to be moved from the Priority 1 treatments and included in the priority 2 or 3 treatment routes. This is the equivalent of approximately one Priority 1 route.

Route optimisation software has been used to improve the efficiency of the routes to the equivalent of approximately one Priority 1 route.

The following items e-n are reviewed and reported each year –

c) Salt Usage and Stocks

Salt stock levels have been taken back up to 9,411 tonnes, this stock is to be topped up with regular programmed deliveries throughout the winter. The salt usage is a good measure of the severity of the weather.

Year	Starting Tonnage	Usage
16/17	10,087	4,602
17/18	10,624	15,321
18/19	11,531	6,166

d) De-icing Agent

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

e) Salt Bins

There are currently more than 900 salt bins throughout the City. Every year there are demands for further bins at new locations. Maintaining the salt bins is a labour-intensive operation and to continually increase the numbers will only add to the current restocking problems. It is proposed to continue the policy of not issuing any additional

salt bins this winter but to further promote the issue of 1tonne bags of salt for community use. The location of grit bins is based on historic requests.

20 large capacity grit bins that can be quickly filled from a small truck were deployed on the network last year, their locations are included in Appendix D; these should allow the public easier access to salt during storm conditions.

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

f) Community Salt Bags

A scheme was introduced, in 2012-13, to issue 1 tonne bags of salt to Community groups willing to carry out self-help winter treatment. This scheme allows community groups to request a 1 tonne bag of salt. A total of 273 bags were delivered to residents and community groups last year. Additional small bags will be provided to help distribute the salt in the community. The media team will help promote the scheme and the benefits it provides to the public.

The scheme is still subject to the following conditions.

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

This year the following conditions will also be applied

- salt will not be left on or near private grassed or garden areas until the owner/tenant accepts responsibility for the possible long term damage that would occur.

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

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

g) Vehicles and Plant

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

h) Service Provision Over Festive Period

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

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

The Response team consists of up to 5 roadworkers providing 23 hours of cover per day, 7 days per week with a break between shifts from 03:00 to 04:00. This break will be monitored by the night attendant but can be covered in emergencies. This team is available to respond to the required treatment on the 4 Priority 1 Gold Routes.

Standby + Response consists of sufficient staff to operate the 6 Priority 1 Silver carriageway routes and 2 Priority footpath gritter routes.

Early Morning operations, if necessary, provides a treatment of the 6 Priority 1 Silver carriageway routes and 2 Priority footpath gritter routes. These will commence at 04:45 and this shift will continue working until 15:45 at the end of the normal working day.

i) Footways and Cycle Path Operations

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

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

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

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

Footpath works are given additional support, as and when necessary, from other Council services. These operatives carry out hand spreading to some footpaths especially around sheltered accommodation. The 2019/20 Roads Winter Service Plan includes a green, amber and red readiness approach, with treatment for sheltered housing facilities to be considered at the amber phase. If the treatment is required, the Service undertaking the work is to be notified at an early stage to allow them to dedicate resources to the treatment.

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

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

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

j) Public Information

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

Vehicle location history was introduced last winter, and it is intended to have this information available to the public via the website.

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

k) Future Developments

Several Road Authorities are working with residents to encourage self-help during time of heavy snow, this can include the provision of equipment, training, providing personal

protective equipment and technical backup. The cost of this equipment is relatively inexpensive, less than £2000 per group, it may therefore be appropriate to progress this in Aberdeen if there is a public demand.

l) Consultation

The following organisations are being consulted on the content of the Roads Winter Service Plan:
Aberdeen Roads Limited, Bear Scotland, Bon Accord Care, NHS Scotland, Aberdeen City Council – Education, and Housing Services, Police Scotland, The Scottish Fire and Rescue Service.

4.   FINANCIAL IMPLICATIONS

4.1   Expenditure is anticipated to be around the Council's approved Revenue budgets for Winter Maintenance and Emergencies 2019-2020 of £1.523M.

4.2   It should be noted that the expenditure for the previous three winters has been £1.729M in 2018-2019, £2.333M in 2017-18 and £1.610M in 2016-17. The outturn expenditure is therefore heavily dependent on actual conditions experienced during the winter. It would therefore be prudent to note that authorisation may be required for continued expenditure beyond the budget should the weather be worse than anticipated and this would likely form the subject of a report to the City Growth and Resources Committee.

5.   LEGAL IMPLICATIONS

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

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

6.   MANAGEMENT OF RISK

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

Risk Reputational/Technological/ Customer /citizen	Risk Level	Mitigation/Controls
The increased use of grit/sand is likely to affect drainage systems and leave footways and open areas looking untidy.	Medium	Provision made for removal of grit after each cold period by the appropriate service.

Risk	Risk Level	Mitigation/Controls
The development of new codes of practice superseding the current winter policies.	Medium	Monitor and consult on industry developments and adapt the Roads Winter Service Plan to meet developing standards and practices.
Variable numbers of Community Salt Bags depending on the prevailing weather.	Medium	Use Corporate Communications to continue to highlight the importance of the community salt but to set a cutoff date after which provision cannot be guaranteed.

Risk Reputational and Financial	Risk Level	Mitigation/Controls
The increased use of salt in marginal conditions is likely to cause pressure on the budget.	Medium	Make financial provision for changes or invest in equipment that would allow the salt spread rates to be reduced.
The additional burden placed on the winter service from the de-trunking of sections of the A90/A96.	Medium	Revise routes to accommodate the de-trunked sections and authorization gained to treat these roads to ACC rather than trunk road standards.
Allocated Budget will only cover costs of a mild winter, overspend at times of high snowfall will require the allocation of additional budget	High	Seek authorisation in respect of additional finance.

7.   OUTCOMES

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

Enabling Technology	The Council is committed to examining technological and innovative methods to solve winter maintenance problems and to communicate with the public regarding ongoing treatments.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The proposed enhancements to the winter service outlined in section 3.0 are beneficial to the customer engagement and needs.
Organisational Design	The use of self-help principal is a move away from being a provider to the customer to facilitating engagement with the customer.
Governance	This report seeks to comply with the Governance Principles set out in the Target Operating Model.
Workforce	This report seeks to comply with the Workforce Principles set out in the Target Operating Model.
Process Design	This report seeks to adopt appropriate national standards to help comply with the Processes Principles set out in the Target Operating Model.
Technology	The proposed future developments seek to use technology to embrace new ways of undertaking the works and drive savings and additionally keeping the customer informed.
Partnerships and Alliances	The winter service seeks to use joint working across and outwith the organisation to deliver the service.

8.   IMPACT ASSESSMENTS

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

9.   BACKGROUND PAPERS

http://councilcommittees.acc.gov.uk/documents/s94669/Detrunking%20Committeee%20Report%20final.pdf

10. APPENDICES (if applicable)

Roads Winter Service Plan 2019-20
Road Maintenance Hierarchy
Priority 1 Gold Routes
Priority 1 Silver Routes.
Plan of Link and Local Roads to be assessed for Priority 2 and 3 treatment
List of Link and Local Roads to be assessed for Priority 2 and 3 treatment
EHRIA

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL
Roads Winter Service Plan
2019 – 2020

Specification
&
Operational Plan

OPERATIONS

ROADS OPERATIONS

WINTER SERVICE PLAN

2019-2020

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PART 1:   SPECIFICATION

PART 2:   OPERATIONAL PLAN

ABERDEEN CITY COUNCIL

OPERATIONS AND PROTECTIVE SERVICES

ROADS OPERATIONS

WINTER SERVICE PLAN

2019 - 2020

PART 1   SPECIFICATION

WINTER SERVICE PLAN

PART 1 SPECIFICATION DOCUMENT

1.   **Policy**

1.1   The City Council's policy is stated in the report submitted to the Roads Sub-Committee of the Policy and Resources Committee on 19th September 1996 and Policy & Strategy Committee of 5th June 2008.

1.2   The Council's policy objectives in relation to winter service is defined as the reduction, as far as practicable, of the effects of adverse weather conditions on the movement of people and vehicles to facilitate safe travel on the more important roads in the City.

2.   **Priorities and Standards**

2.1   **General**

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

2.1.1   Priority 1 routes will be principal roads or other classified roads serving as the main routes of major traffic distributors. Priority 1 routes should also carry heavy traffic flows or serve as major public service bus routes or give access to public service or emergency facilities providing an essential public service. In special circumstances a road which does not meet the above definition may be considered a priority 1 route if it is regularly used and presents special hazards because it is habitually liable to drifting snow or freezing because of altitude or exposure etc. A road need not be considered a priority route at all times.

2.1.2   Priority 1 routes shall be separated into two levels those of strategic importance (Strategic Roads and Main Distributor Roads and access roads to emergency services facilities in addition to the detrunked sections of the A92 and A96) and Priority 1 Silver, those of less than strategic importance (Historic Priority 1 routes less Priority 1 Gold routes and Link Roads and Local Access Roads that do not have any special circumstance such as steep slopes, etc. These routes are identified in Appendix C.

2.1.3   The standard to be aimed at on Priority 1 routes is that:

        For the Priority 1 Gold routes for 24 hours 7 days a week during the winter.
        For the Priority 1 Silver routes between the hours of 04.45 and 21.00 7 days a week.

        These routes should never become impassable to traffic, during the times indicated, unless there are abnormal conditions. Snow and ice clearance should be started as soon as practical when the need for it becomes apparent. Equipment and resources should be provided and should be capable of being deployed sufficiently quickly to be able to

salt for ice or clear a moderate snowfall of up to 50 millimetres depth (2 inches) within two and a half hours of the physical start of operations.

2.1.4   There should be, for these routes an availability of crews and equipment with the Response crews and standby arrangements being such that the response time for an instruction from a responsible officer of the authority to commence winter service operations to the start of snow or ice clearing on site should not be greater than one hour, during the times indicated in clause 2.1.3.

2.1.5   Consideration will be given to the pre-salting of priority 1 routes on receipt of an adverse weather forecast to prevent the formation of ice, or to make the clearing of snow or ice from the surface of the road less difficult.

2.1.6   A list of priority 1 Gold and Silver routes should be drawn up. The routes will be collated into convenient lengths to be dealt with by one or more salt stores and the need to keep mileage, which is run empty for reloading to an absolute minimum.

2.1.7   The priority 1 Gold and Silver routes should be reviewed annually in the late summer/autumn months to take account of changes in the road layout e.g. change from single to dual carriageway or in the light of new development and particularly the opening of new community facilities e.g. schools, health centres or similar, or in the light of changes in the road network and amendments to the routing of Public Transport.

2.1.8   Priority 2 routes will be principal and other classified roads not included in the priority 1 routes but which serve as main roads or as traffic distributors and which carry medium traffic flows or give access to community or public facilities of a non essential nature. These routes will contain the (Category 3b Secondary Distributor routes 4a Link Roads)

2.1.9   In order to provide an efficient and effective use of labour and plant several of the Priority 2 Routes may be included in the Priority 1 Gold and Silver routes, the remaining Priority 2 routes will only be treated once the combined Priority 1 & 2 routes have been opened to traffic. The remaining Priority 2 roads will be dealt with on an "Area Response" basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. Additional resources from external Contractors may be employed to assist in the operation.

2.1.10 Priority 3 locations (Category 4b Link Roads) such as access roads, service roads, cul de sacs and minor roads where it could be expected that residents and employees etc could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route.

2.1.11 The standard for Priority 3 locations would be that they would not normally be treated unless conditions were severe enough to prevent the passage of emergency vehicles, where it was considered in the light of prevailing weather forecasts that the conditions might be expected to persist for some time or that there was an exceptional depth of snow packed snow or ice. In the case of a medical emergency or an event such as a funeral the location in question would be treated. Priority 3 locations due to width of access, or they are dead ends will not always be accessible with normal winter

maintenance plant and would not be treated until all routes of a higher priority had been opened to traffic.

2.1.12 Non-Aberdeen City Council maintained roads and roads or lanes providing a secondary means of access for service vehicles together with roads on which there are no direct accesses to any habitations would not be treated except in the case of a medical emergency.

2.1.13 In extreme weather conditions only, Priority 1 routes will be treated. Should salt stock levels diminish, salt treatment of Areas will be stopped, then Priority 2 routes, until only priority 1 routes are being treated.

2.2   Priorities and Standards – Footways & Cycle Ways

2.2.1   The priority with regard to the treatment of footways is that, precedence will be given to those footways in the City for which the Council is responsible and which carry the greatest number of pedestrians. This means the central areas of the City where the shopping and commercial facilities etc are concentrated. Precedence will also be given to footways and gradients, which are so steep, that they would be dangerous when covered with ice or hard packed snow. This may be altered by the duty superintendent or the duty officer depending on the circumstances that are being encountered.

2.2.2   The standard to be aimed at for footways on the Priority 1 list is that, these footways should be kept in a safe condition for pedestrians. In "normal" conditions snow or ice clearance should be started as soon as practicable when the need for such treatment becomes apparent. Equipment and resources should be provided and should be capable of being deployed sufficiently quickly to be able to begin treatment of a moderate snowfall between the hours of 07.45 and 15.45 Monday to Friday. At weekends the duty superintendent or the duty officer will determine if additional resources can be sourced.

2.2.3   All other footways in the city will be considered to have a lower priority although again precedence will be given to the more heavily trafficked routes, footways in the vicinity of major public services, medical or community facilities providing an essential public service and where numbers of infirm, elderly, accompanied infants and young children are likely to congregate. These footways will be treated only when the Priority 1 routes have been treated and made safe for pedestrian movement and will be dealt with on an Area Response basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity.

During forecasts of snow or ice or for periods of snow or ice council employees will be deployed to treat Priority 1 footways and then continue into the Areas, additional resources from external Contractors may be employed to assist in the operation.

2.2.4   Other equipment and resources should be deployed to deal with particular situations as conditions dictate, particularly where treatment has not been carried out and there is a public need for such treatment at individual locations, e.g. bus stops, pedestrian crossings, traffic islands and the like.

2.2.5   Privately maintained footways will not normally be treated.

2.2.6   Cycle ways in the city will be considered to have the same priority as lower priority footways. These cycle ways will be treated only when the Priority 1 routes have been treated and will be dealt with on an Area Response basis in conjunction with the footways in that area. The allocation of resources to the defined areas will be subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. In keeping with Priority 3 carriageways, it would be expected that cyclists could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route. A list of the cycle ways to be treated was approved at the EP & I Committee on 12 November 2013 and is included in Appendix C.

2.3   Self Help

2.3.1   On lower priority routes both on carriageways, lay-bys and footways, grit bins should be provided where they can be sited without inconvenience or danger to residents and road users. Due to the demand on resources to fill grit bins, it has been decided not to increase the number of grit bins. Alternatively, 1T salt bags will be made available for community use (see 2.3.4). The location of the grit bins can be viewed on the council's web site at: https://maps.aberdeencity.gov.uk/LocalViewWeb/Sites/Gritboxes/

2.3.2   Grit bins are maintained and kept filled by the Council so that the salt, salt/sand mixtures are readily available to Council employees, local residents or any other road user should they choose to use the facility. The locations and condition of all grit bins should be reviewed annually in late summer/autumn. It should be noted that whilst making use of grit bins, care should be taken as it is common for them to be used by some members of the public for the disposal of rubbish, such as glass, sharp metal and, in some instances, syringes which could result in injury to the user should they inadvertently come into contact with this material. Hazard warnings should be positioned on the lid of the grit bin

2.3.3   It is recommended that all grit bins be highlighted for public use with a telephone number to call allowing members of the public to inform on the location of the empty grit bin. Calls will be monitored on a daily basis during the winter and twice daily during periods of snow and ice. Holidays and weekends will be excluded as resources are limited.

2.3.4   1 Tonne bags of salt will be issued on request to Community groups for self help winter treatment. These bags will be issued and replenished on condition that they are situated in a secure location which is accessible to the Council delivery lorry. A communal area such as a car park would not be acceptable as the bags will be susceptible to theft and vandalism. Additionally, a number of smaller bags shall be offered to the person requesting the 1 Tonne bag to aid distribution of the salt in the community.

2.3.5   Large Community Grit Bins have been located throughout the city these are specifically located to allow rapid replenishment from small lorries during storm conditions. The locations are listed in Appendix (D,a)

2.3.6   Individual salt buckets containing approximately 10kg of salt are available from depots. The 10kg is sufficient to treat the footway fronting a property for a number of days.

3. Treatments of Conditions

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

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

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

Precautionary Treatment for Hoar Frost and Ice.

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

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

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

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

3.2 Precautionary Treatment for Snow.

3.2.2 When continuous snow/freezing rain is forecast precautionary salting rates are to be 20-40 g/sq. m according to the anticipated severity of the snowfall as per Appendix (D,c)

3.2.3 The maximum salt spreading rate recommended for melting up to 50mm of fresh snow is 40 g/sq.m. Repeated applications of salt can remove heavy accumulations of snow, however, this approach is not recommended and ploughing should be undertaken as the depth of snow starts to exceeds 10mm. 20g per square metre of salt should be applied in advance of a snowfall to allow the formation of a debonding layer and assist subsequent ploughing. Where more than 50mm of snow has accumulated, compaction by traffic is likely to become problematic.

3.2.4 These spread rates are dependant on available salt stocks, during periods of sustained snow salt availability may be restricted due to availability or instructions from outwith the council, and periods of salt conservation may be necessary as per section 7.0)

3.3   Treatment for Ice and Compacted Snow Conditions

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

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

3.4   Updated guidelines on salt spread rates

3.4.1   The Society of Chief Officers of Transportation in Scotland (SCOTS) have produced recommendations on the most appropriate and practical approach to implementing salt spread rates. Following consultation with the National Winter Service Research Group (NWSRG), concerning the implementation of Well Managed Highways, the SCOTS Winter Subgroup have suggested a number of developments and those relevant to salt spread rates.

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

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

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

4.   Winter Service Plant

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

5.   Salt and Grit

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

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

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

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

5.1.5 Salt at storage areas are currently stored uncovered.

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

6.   Communications

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

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

7.   Resilience

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

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

- Reduce salt spread rates.
- Restrict salt spreading to the Priority 1 routes.
- Move to using salt/grit mixes.
- Move to using grit only on Secondary routes

- Grit only to be used on hard packed snow on priority/secondary/cul de sac routes
- Replenish Grit Bins with grit only
- Move to using grit only on priority and secondary footway routes

ABERDEEN CITY COUNCIL

OPERATIONS

ROADS OPERATIONS

WINTER SERVICE PLAN

2019-2020

PART 2 - OPERATIONAL PLAN

WINTER SERVICE DOCUMENT

PART 2   OPERATIONAL PLAN

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WINTER SERVICE PLAN - STANDING ORDERS

PART 2 - OPERATIONAL PLAN

1. Introduction

1.1 Outline

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

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

1.2 Stages of the Plan

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

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

1.3 Delegation of Responsibilities

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

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

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

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

2. **Working Arrangements**

2.1 Operating period

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

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

2.2 **Standby Service – 11/11/2019 to 16/03/2020**

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

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

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

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

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

2.3 **Early Morning Patrols – 11/11/2019 to 16/03/2020**

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

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

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

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

2.4 Service Within Working Hour

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

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

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

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

2.5 Service Outwith Normal Working Hours 02/11/2019 to 14/03/2020

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

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

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

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

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

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

2.5.2   When an adverse change of conditions is displayed at any of the ice detection locations in the City, the Night Attendant will dispatch a loaded gritter to inspect and treat conditions at the location as necessary and thereafter, taking account of all other known factors, proceed to treat as necessary areas of special hazard. The Duty Night Attendant will log the change in road temperatures together with his actions and details of any locations actioned so that there is a permanent record for inspection by the Duty Superintendent of the extent of Winter Service operations carried out during the night.

2.5.3   Over Christmas and New Year a stand by crew will only be available to treat priority 1 carriageways and footways on the days of the 25 – 26 December and 31 December – 2 January inclusive.

2.6   **Footway Treatment**

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

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

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

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

2.7 Footway Readiness

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

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

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

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

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

Additional back office staff requirement to respond to public enquiries.

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

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

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

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

2.8 Thawing

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

2.9 Lifting of Snow from Roads etc

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

3.   Information

3.1   Communications

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

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

3.2   Weather Forecasts

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

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

<u>During Office Hours</u>

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

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

<u>Outwith Office Hours and Holidays</u>

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

<u>Emergency Weather Forecasts</u>

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

3.3   Advice Sheets

3.3.1   Winter Maintenance Advice Sheets

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

3.3.2   Interpretation of Advice Sheets

The Advice Sheets recommendations may not be followed if:

(a)   A clear emergency exists which requires immediate action

(b)   The Road Operations Manager advises differently.

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

3.3.3   Variation from Advice Sheets

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

3.3.4   General Note

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

3.4   Road Condition Reports

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

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

4. Plant

4.1 Availability and Maintenance of Vehicles, Plant etc

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

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

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

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

4.2 Operation of Vehicles

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

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

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

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

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

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

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

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

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

5. <u>Materials and Equipment</u>

5.1 <u>Salt and Salt/Sand Stocks</u>

Salt

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

Salt/Sand mixtures

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

5.2   Use of Materials

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

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

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

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

6.   Assistance from Third Parties

6.1   Local Authority Services

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

6.2   Education

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

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

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

7.   Road Closures

7.1   Road Closures

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

8   Road Treatment Logs

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

ABERDEEN CITY COUNCIL

OPERATIONAL PLAN APPENDICES

OPERATIONAL PLAN
APPENDIX A - EMERGENCY CONTACTS

APPENDIX A - EMERGENCY CONTACTS

Call Centre Number   03000 200292

FOR WINTER "CALL-OUTS" PLEASE NOTE

24 hours / 7 days   Call Centre Number   03000 200292

OPERATIONAL PLAN
APPENDIX B - PERSONNEL
1 - DUTIES OF PERSONNEL

<u>Duties of the Gritter Drivers</u>

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

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

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

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

4. Responsible to the Duty Superintendent

5. <u>Responsibilities</u>

    a)   To carry out a First Use Vehicle Check.

    b)   Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Superintendent/Night Attendant, ensuring that carriageways are adequately gritted for the conditions prevailing.

    c)   Maintain communication with the Duty Superintendent/Night Attendant advising when treatment of a route/area is started and completed.

          1) Provide an update of road and footway conditions when requested

          2) Advise duty Superintendent/Night Attendant when required to deviate from programmed route.

    d)   During actual gritting and snow clearing operations, the amber flashing beacon must be used. Speeds in excess of 20mph (32kph) are prohibited.

    e)   In the event of a breakdown of his vehicle or any incident, which prevents him carrying out his allocated duty, he will advise the Duty Superintendent/Night Attendant by radio and await further instructions.

    f)   Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Superintendent/Night Attendant by the end of the next working day

    g)   To wash down gritter/spinner after use, clean and tidy the cab and top up fuel.

Duties of the Response Drivers

1.   Duty period: 04:00 to 15:30 & 15:30 to 03:00

2.   Location: Tullos Depot and work locations detailed by Superintendent

3.   Communication   Radio

4.   Responsible to the Duty Superintendent

5.   Responsibilities

    a) Complete a First Use Vehicle Check before leaving the depot.

    b) While he may be involved in routine maintenance work, he must be prepared to react immediately to a call-out request which will be initiated by a radio instruction from the Night Attendant/Duty Superintendent.

    c) On receipt of a call-out he will proceed to location and deal with the condition, maintaining communication with the Night Attendant/Duty Superintendent advising him when the matter has been dealt with.

    d) Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Superintendent, ensuring that carriageways are adequately gritted for the conditions prevailing.

    e) Relay information back to the Night Attendant/Duty Superintendent on any action taken at the locations, the state of the roads and any action taken at any other locations.

    f) Deal with all requests from the Night Attendant/Duty Superintendent until return to Depot when he will again resume his other allocated duties.

        1) Provide an update of road and footway conditions when requested.
        2) Advise Duty Superintendent/Night Attendant when required to deviate from programmed route.

    g) In the event of a general call-out he will operate in the location advised by the Duty Superintendent/Night Attendant.

    h) In the event of a breakdown of his vehicle or any incident, which prevents him, carrying out this allotted duty, he will advise the Night Attendant/Duty Superintendent by radio and await further instructions.

    i) Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Superintendent/Night Attendant at the end of the shift.

    j) To wash down gritter/spinner after use and clean and tidy the cab and top up of fluids also required.
    Duties of the Duty Superintendent/Standby Superintendent

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

             Standby Superintendent   15:45 – 04:45
                                        15:45 – 06:00 Sundays + Public Holidays

2.   Location: West Tullos Depot

3.   Communication

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

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

5.   Responsibilities

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

      a)   On receipt of Winter Maintenance Advice Sheet, initiate appropriate action,
            utilising Night Attendant as necessary, including advising drivers on spread
            rates to be applied.

      b)   Ensure that gritters, lorries, plant and ancillary equipment are maintained in
            operational condition and located at the appropriate Depots and that
            adequate supplies of salt and sand are available.

      c)   Ensure that drivers and operators are conversant with operational details.

      d)   In the event of severe conditions, which exhaust the capacity of his
            resources, advise the Road Operations Manager of the short fall in
            resources.

      e)   To react to outside agency's requests and advise them, as necessary,
            when adverse conditions require their action and render support in plant
            and labour resources as necessary. Discuss with Roads Operations
            Manager or Duty Officer where this compromises treatment in the road
            network.

      f)   In the event of the breakdown of a vehicle, report defect to the appropriate
            workshop.

      g)   Complete a daily log of vehicles and plant breakdowns.

      h)   To ensure all call-out requests are logged in Log Book indicating time
            received, time accident dealt with and by which vehicle.

      i)   Ensure that drivers logs are maintained, and to ensure that the treatment
            and spread rates comply with his instruction on a daily or weekly basis.

j)   To advise the Road Operations Manager or the Duty Officer each day not later than 07:00 on the road conditions prevailing and the action taken and to compile a morning stat report each day no later than 07:00 (08:00 on Sundays and public holidays).

k)   If continuing action maintain and complete Continuing Action Form

l)   During all operations the Superintendent must keep either the Night Attendant or the Duty Officer advised when action is taken on each route/area and also when action ceases. Total resources deployed on each route/area must also be communicated. It is vital that this information is accurate and given timeously in order that the Council's website reflects exactly the action being undertaken on the ground.

Duties of the Duty Officer

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

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

3.   Communication

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

4.   Responsible to the Road Operations Manager, CHI

5.   Responsibilities

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

a)   On receipt of weather forecast, and telephone contact with Met Office if necessary, decide on appropriate winter treatment and spread rates for the coming afternoon, night shift and following morning. Check updated forecast at 18:00 and amend action plan as necessary with stand by superintendent.

b)   Complete Winter Maintenance Advice Sheet and issue to Duty Superintendent. Duty Superintendent to be contacted by telephone/radio if not available in West Tullos Depot.

c)   Issue Winter Maintenance Advice Sheet to night attendant.
d)   As necessary issue Winter Maintenance Advice Sheet to appropriate parties.

e)   Update Weather Conditions on Council Website on a daily basis.

f)   Update Council Website at the start of each treatment and on completion of each treatment.

g)   Complete the Winter Maintenance Advice Sheet after the following morning's treatment, detailing any change from the proposed action and recording actual temperatures and conditions from the previous 24 hours.

h)   Advise Roads Operations Manager of salt tonnage used on a daily basis.

i)   Consult Roads Operations Manager concerning current salt stock levels and the impact this may have on limiting proposed winter action.

Duties of the Night Attendant

1.   Duty period: 8:30 pm to 8.00am

2.   Location: West Tullos Depot

3.   Communication   Telephone and radio

4.   Responsible to Duty Superintendent/Stand-by Superintendent/Superintendent

5.   Responsibilities

   a)   To accept by telephone, all call-out requests from Police Scotland

   b)   To log all calls in Log Book indicating time received, time incident dealt with and by which vehicle.

   c)   To dispatch drivers, who are in attendance to the requested locations.

   d)   In the event of demand significantly exceeding capability, telephone Stand-by/Duty Superintendent who will assume control and instruct as necessary.

   e)   In the event of a report that a vehicle is out of commission,

      1) he will use alternative standby vehicle or driver if available

      2) if not available, advise Stand-by/Duty Superintendent who will assume responsibility.

   f)   Ensure that he receives information and immediately updates the Council's website to reflect the current position on the ground

   g)   Monitor weather forecast and graphs and recording actions taken

   h)   From 06:30 compile morning status report by 07:00 and distribute to Roads Operations Manager, Duty Superintendent and Duty Officer.

Duties of the Road Operations Manager

1.   Duty period: Flexible.

2.   Location: Office/Residence.

3.   Communication: Telephone and radio

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

5.   Responsibilities

   a) Wholly responsible for ensuring that the Superintendents and Operatives are
      conversant with Winter Maintenance Operations and shall provide the
      Superintendents with the physical resources to enable them to carry out the
      objectives and meet the standard set.

   b) Shall have the authority to utilise all the resources of his area, however,
      deployed on normal works, in the event of extreme conditions.

   c) During working hours, responsible for ensuring the Superintendents are
      advised of weather forecasts.

   d) Ensuring that stocks of sand and salt are maintained at a sufficient level during
      the operation period.

   e) Responsible for checking that all Winter Service equipment is overhauled and
      on station by the end of September each year and reporting omissions, if any.

   f) Responsible for preparing a duty rota for Superintendent and Operatives to
      ensure that adequate supervision for day to day operations is provided.

   g) Ensure compliance with the Specification Document.

(a)   **Priority 1 Gold Routes**

The following routes (1-4) are to be treated 24 hours 7 days during the winter, these routes include sections of former trunk road detrunked in April 2019.

Gold Routes

Gold Routes
- Drive Service (red)
- Drive Deadhead (red dashed)
- Drive Service (magenta)
- Drive Deadhead (magenta dashed)
- Drive Service (dark green)
- Drive Deadhead (dark green dashed)
- Drive Service (cyan)
- Drive Deadhead (cyan dashed)
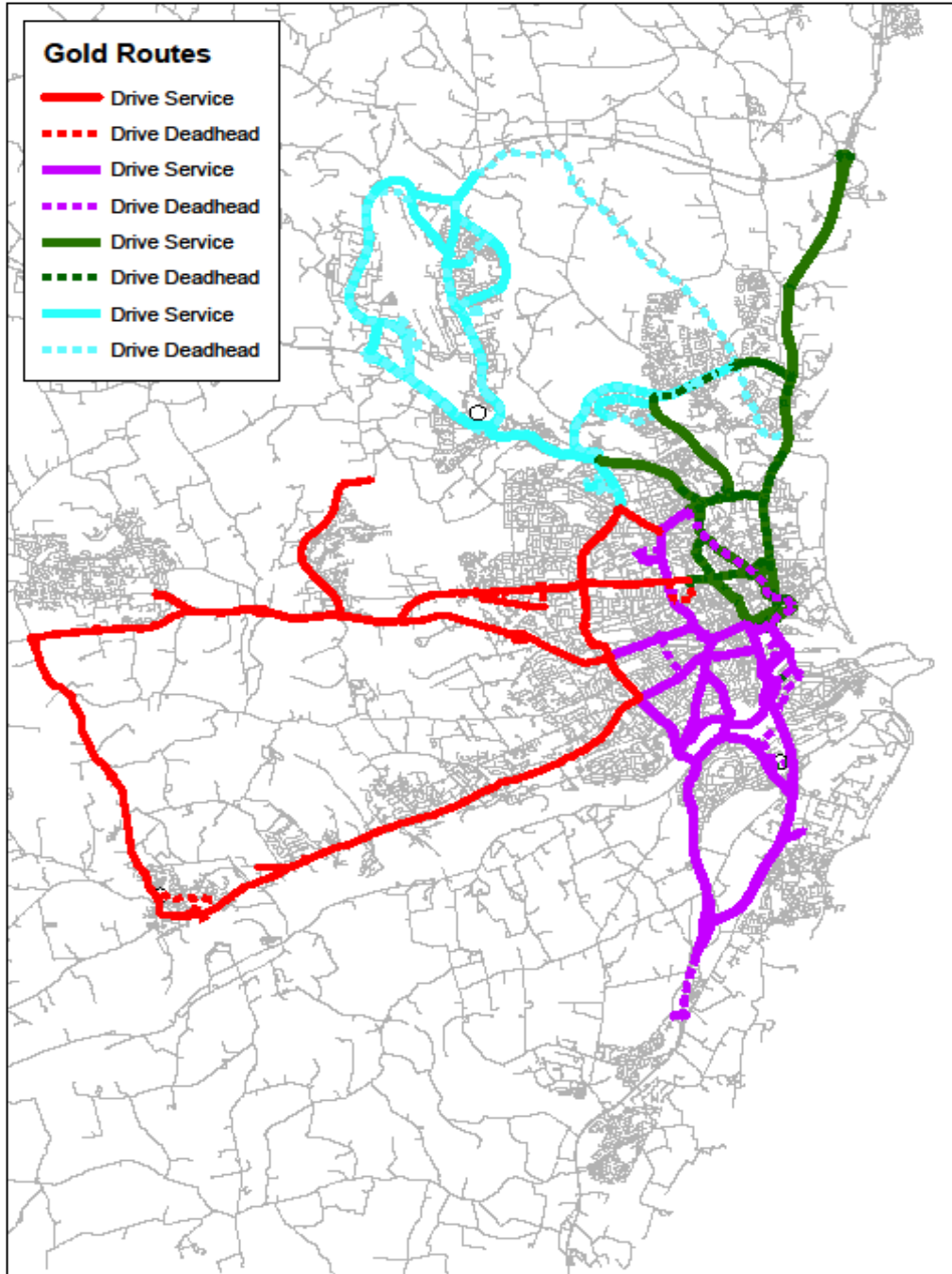
Detailed Gold Route Plans are included below and in Appendix 3

(b)   **Priority 1, Silver routes**

The following described routes (numbered 1-6) cover all Priority 1, Silver routes within the City and are to be treated between 04.45 and 21.00.

Silver Routes

Detailed Silver Route Plans are included below and in Appendix 4.

(c)   **TRACTOR ROUTE**

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

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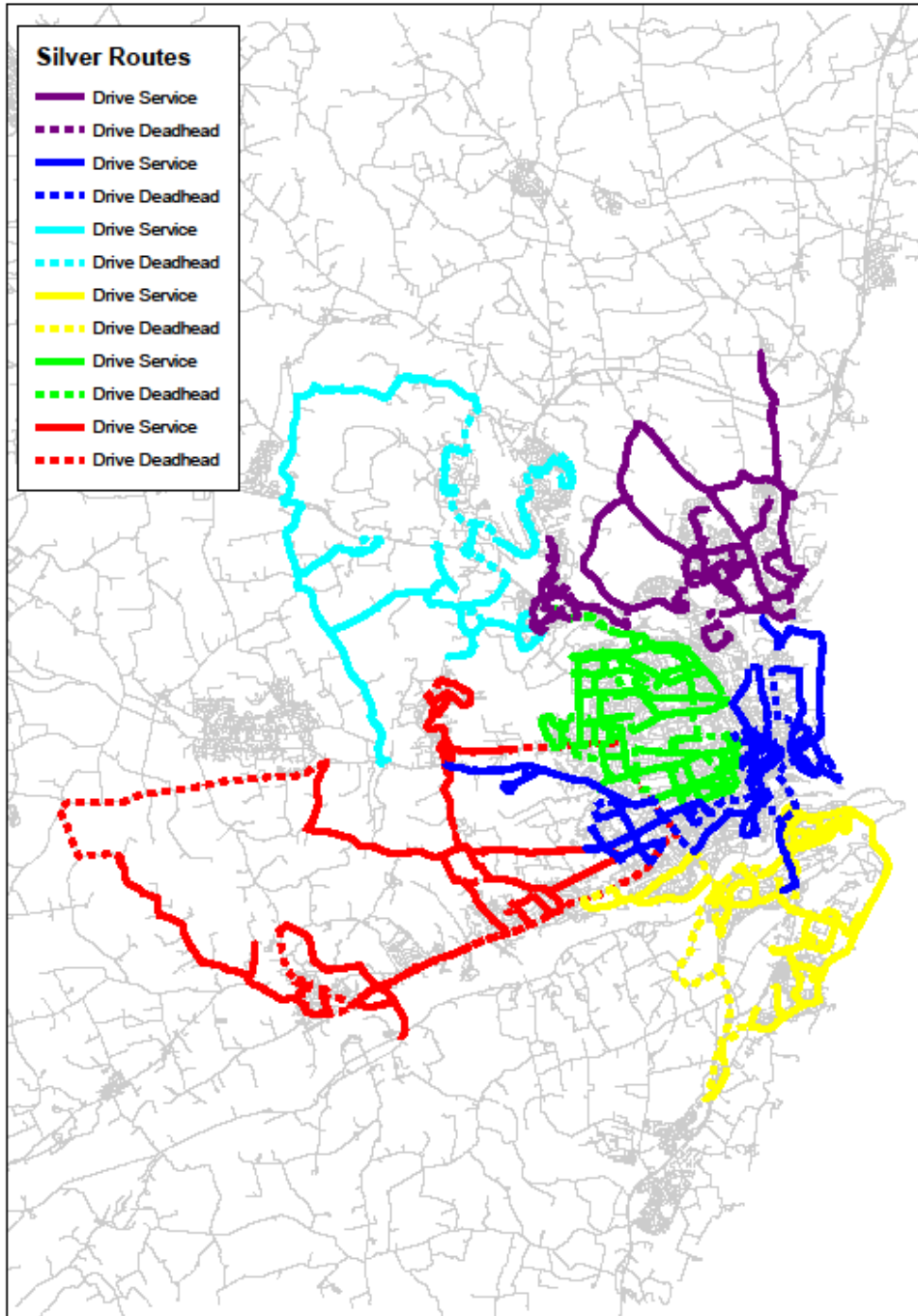St Nicholas Street / Correction Wynd / St Nicholas Lane
Summer Street Car Park
Jack's Brae
Summer Street from Skene Road to Skene Terrace
Gallowgate Car Park
Kittybrewster Car Park
AECC (Park and Ride)
Castlegate / Market Stance
Virginia Street / Mearns Street Car Park

(d)   **SNOW CLEARANCE AREAS**

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

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

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

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

(e) **FOOTWAY ROUTES**

Location of Plant and Resources (Footways)

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

Priorities in Treatment

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

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

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 1

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

Union Terrace West F/P to Union Street
Union Terrace East F/P to Schoolhill
Schoolhill South F/P to Broad Street
Broad Street West F/P to Union Street
Union Street North F/P to Holburn Street
Holburn Street West F/P to Union Grove
Union Grove North F/P to Forest Avenue
Union Grove South F/P to Holburn Street
Holburn Street West F/P to Nellfield Place
Drive to Holburn Street/Riverside Terrace
Holburn Street West F/P to Bridge of Dee Roundabout

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 2

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

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

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

24. CULTER	Malcolm Road North Deeside Road (Malcolm Rd to Cairn Rd) School Road Towerview Road Coronation Road Cairn Road

(f) STEPS/RAMPS FOR SPECIAL ATTENTION

Priority One

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

Priority Two

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

(g)   **CYCLEWAYS**

The Westhill path (from City boundary to Hazlehead Roundabout)

The Shell path

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

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

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

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

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

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

1. Accesses to all sheltered housing complexes:

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

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

2. Accesses to following Social Work Properties

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

3. Accesses to the following Cemeteries and Crematoria:

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

4. Accesses to the following Shopping Centres

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

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

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

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

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

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

(a) **Community Grit/Salt Bins.**

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

COMMUNITY	ADDRESS OF COMMUNITY BIN LOCATION	DETAILED LOCATION
Bridge of Don	Park and Ride	In south car park.
City Centre - Crown Terrace	Near St John's Place, junction.	Next to recycling point.
City Centre - Justice Street	Near Recycling Point	Next to recycling point.
City Centre - Kidd Street	Union Row, Aberdeen, AB10 1SA	Opposite Investment house.
Countesswells Road	Near number 210	Setted surface near number 210
Cove	Loirston Close	Public House car park
Craibstone	Park and Ride	At entrance to south carpark
Danestone	Laurel Drive, AB22 8HB	Tesco car park – next to recycling facilities
Dyce	Netherview Avenue Dyce, Aberdeen, AB217NG	Asda car park – Next to recycling facilities
Garthdee	Garthdee Road, Aberdeen, AB107QA	Asda car park – Next to recycling facilities
Kingswells	Park and Ride	Next to recycling point and bins
Mastrick	Fernhill Drive, AB16 6QT	Near junction with ernhill Road
Northfield	Byron Square, Aberdeen, AB16 7LL	Byron Square next to bins in carpark
Peterculter	Johnston Gardens North. Peterculter, AB14 0LD	At turning area near number 129
Regent Walk	Near Regent Court	Regent court carpark, near entrance
Rosemount	65 Leadside road, Aberdeen, AB25 1RX	Outside 65 Leadside road next to bins
Seaton Drive	Near King Street Junction	Carpark on entry to Seaton Walk
Tillydrone	Pennan Road, Aberdeen, AB24 2UD	Opposite family centre / library
Torry	Girdleness Road	Layby opposite 223 Girdleness Road
Woodside	Anderson Road, Aberdeen, AB24 4NS	At the top of Anderson Road, next to Stewart Park

(b) – Decision Making Treatment Matrix – Precautionary Treatments

WINTER TREATMENT SPREAD RATE MATRIX SCOTS WINTER SERVICE SUBGROUP ADVICE

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

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

Key:
( ) = Appendix H recommendations

a. The treatment matrix assumes no residual de-icing material on the carriageway. The presence of residual de-icing material will be taken into account and spread rates adjusted in preparing proposed action plans. Evidence of residual salt should be based on IPS sensor/camera feedback or visual inspection.

b. Particular attention should be given to possibility of water running across carriageways and other surfaces e.g., off adjacent fields after heavy rains, washing off previously deposited salt. Such locations should be closely monitored and may require further treatments

c. If rain is forecast to fall on frozen surfaces then treatment should take place on the dry roads prior to the commencement of the rain and again during the rainfall until

temperatures are above 0^0C, subject to being completed within the council's hours of cover.

d. Salt is less effective when road temperatures are below -5^0C. However salt and grit may be used on sheet ice or hard-packed snow when temperatures are exceptionally low. Where hard packed snow and ice have formed and cannot be removed by ploughing, a salt sand mix can be used in successive treatments at a spread rate of 20 – 40 g/sqm. This aids vehicle traction and acts to break up the snow and ice.

(c) **Precautionary Treatment Matrix for Snow Conditions**

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

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

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

(e) Appropraite Salt and Grit Stock Levels

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

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

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

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

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

Mutual aid in salt supply and other aspects of winter service and contingency arrangements in advance, are in place through the Salt Cell Group. The 32 Scottish Councils are represented on this group through SCOTS, SOLACE and COSLA. Salt Cell is monitoring salt restock for winter 2019/20.
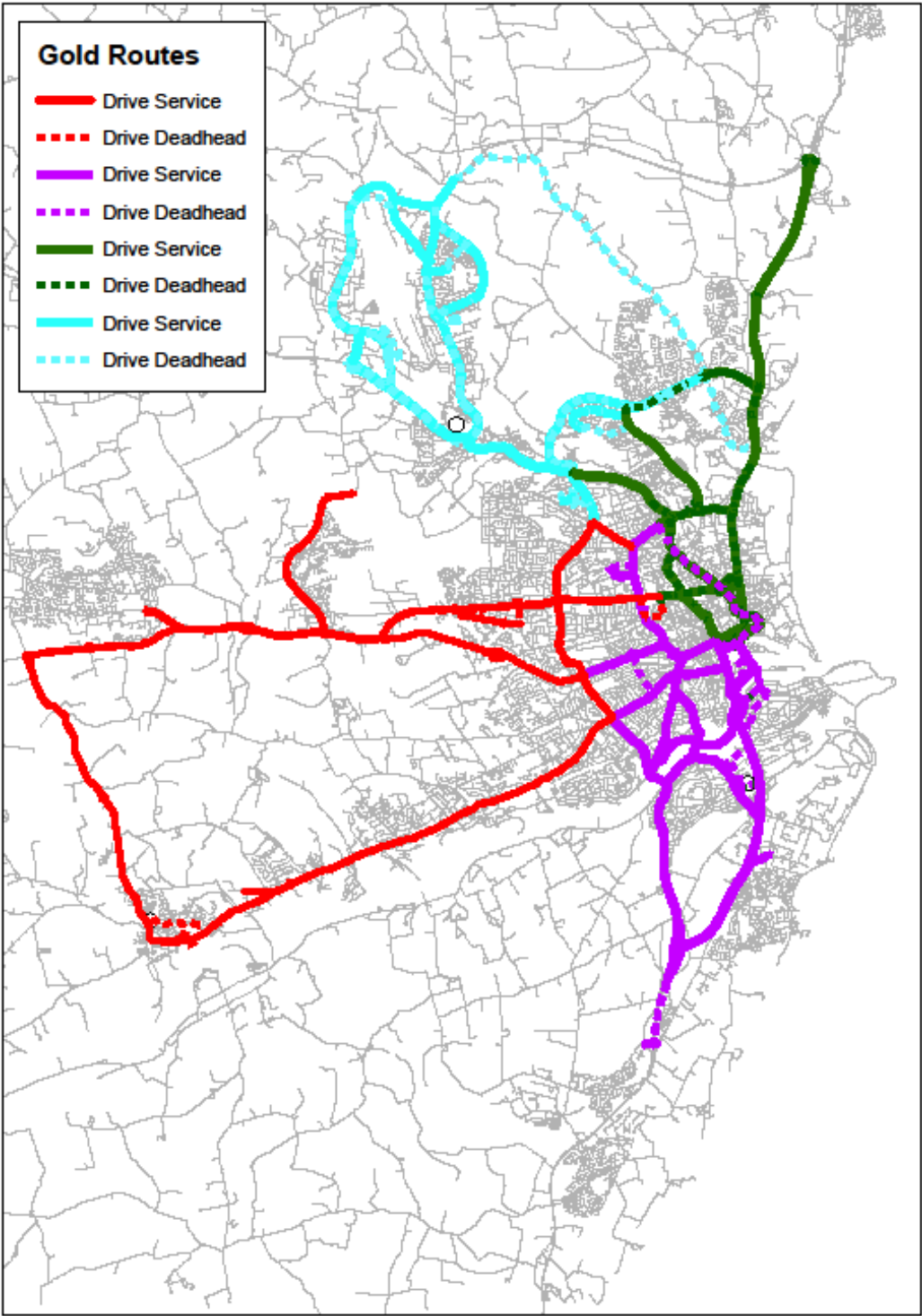
Appendix 2

Road Maintenance Hierarchy

Each public road on the network has been assigned one of the descriptions summarised in the attached table in line with the guidance from the Well-Managed Highway Infrastructure Code of Practice. Having regard for the type and volume of the traffic flows on the network, and also taking into account the strategic importance that particular sections of a carriageway may have in the network.
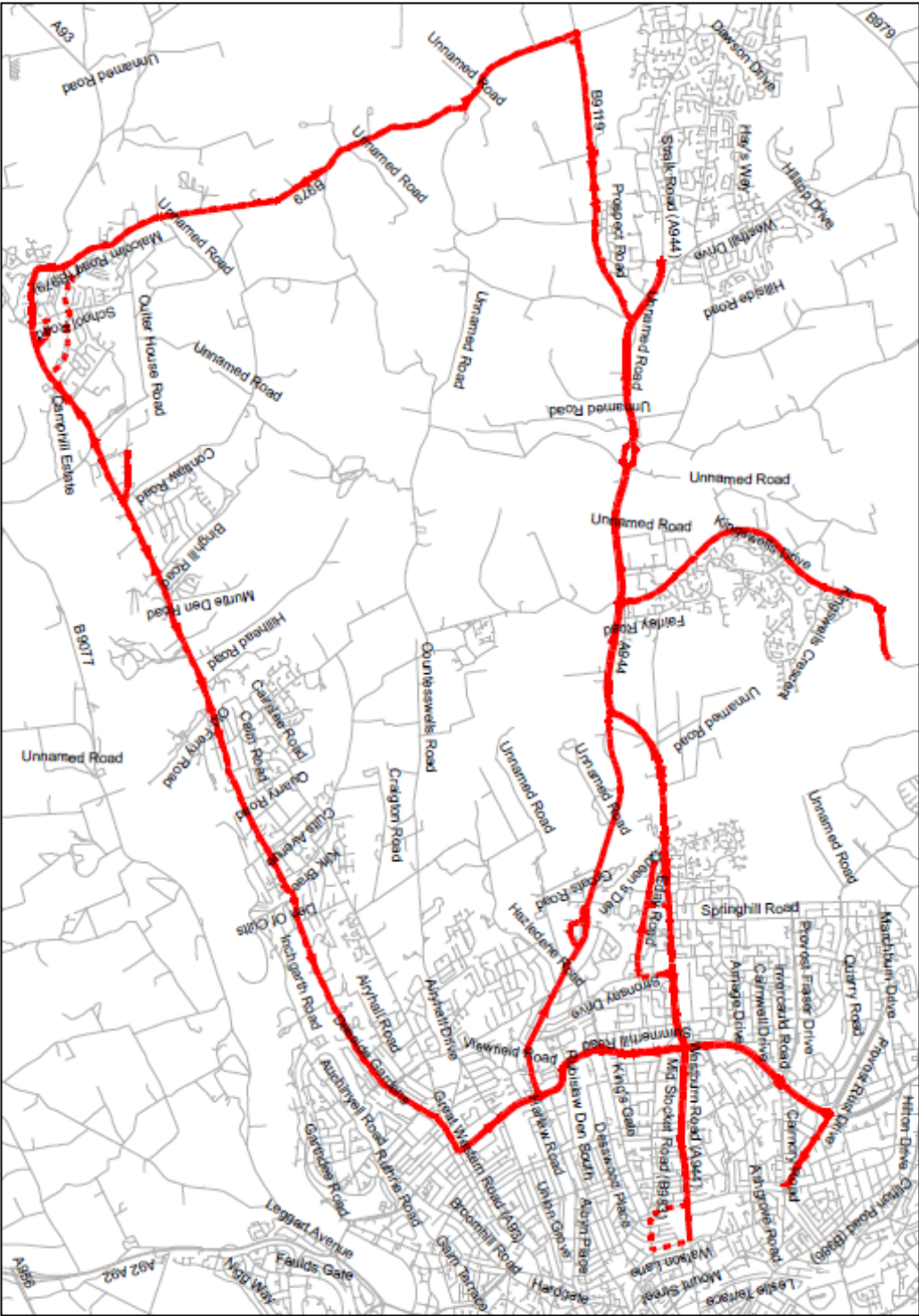
Category	Hierarchy Description	Type of Road General description	Description
2	Strategic Route	Principal A Roads between Primary Destinations	Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits generally in excess of 40mph with few junctions.
3a	Main Distributor	Major Urban Network and Inter Primary Links. Short to medium distance traffic	Routes between strategic routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40mph or less
3b	Secondary Distributor	Classified Roads (B and C Class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions. and are signed for local destinations.	In rural areas these roads link the larger villages and HGV generators to the Strategic and Main Distributor Network. In built up areas these roads have 30mph speed limits and high pedestrian activity. and are signed for local destinations.
4a	Link Road	Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions.	In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always suitable of carrying two-way traffic. In urban roads they are residential or industrial interconnecting roads with 30mph speed limit.
4b	Local Access Road	Roads serving limited numbers of properties carrying only local access traffic.	In rural areas these roads serve small settlements and provide access to individual properties and land. They are often single lane and unsuitable for HGV and in residential areas they are generally residential loop roads or cul-de-sacs.

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Gold Routes

Gold Routes
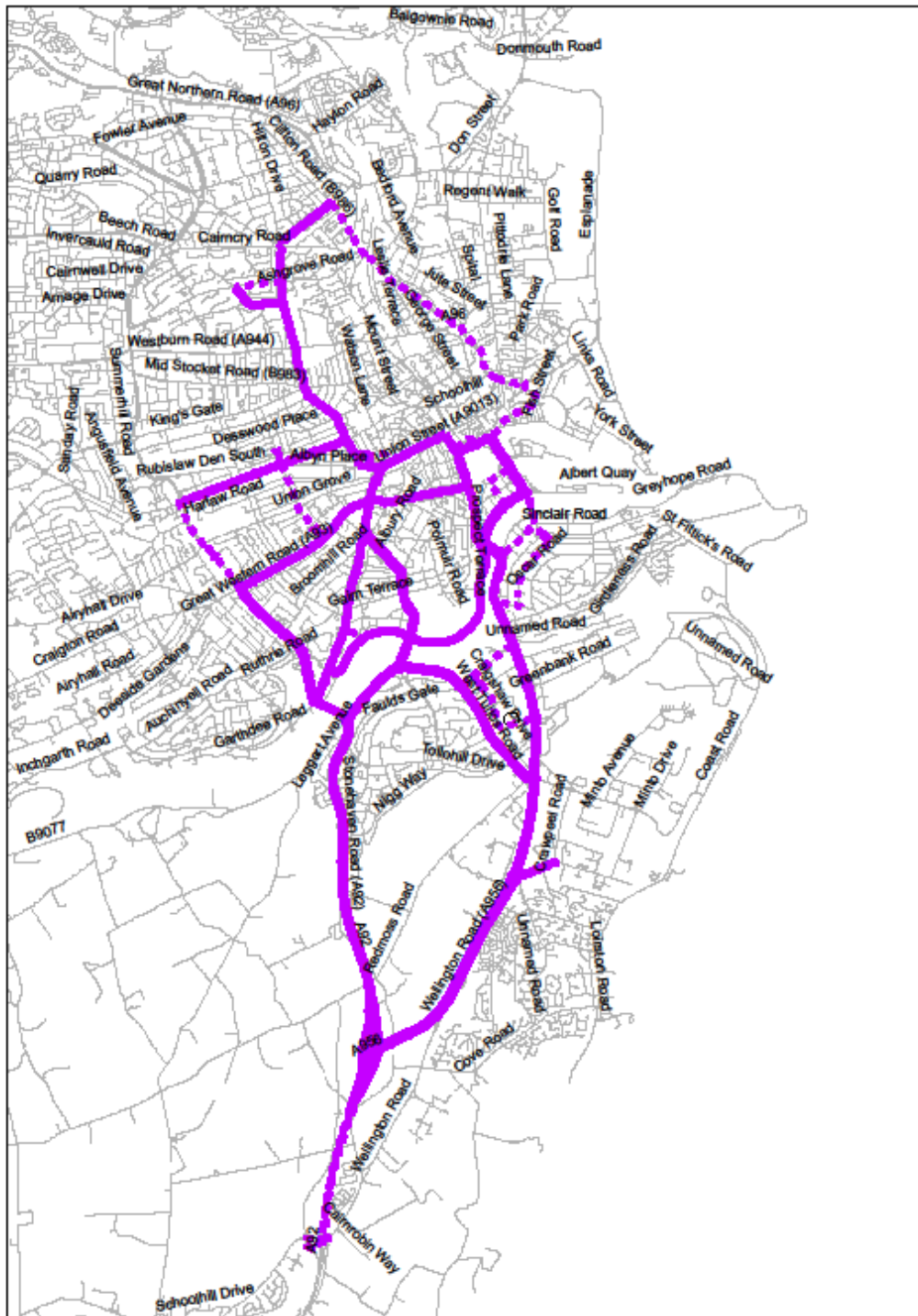
- —— Drive Service
- ····· Drive Deadhead
- —— Drive Service
- ····· Drive Deadhead
- —— Drive Service
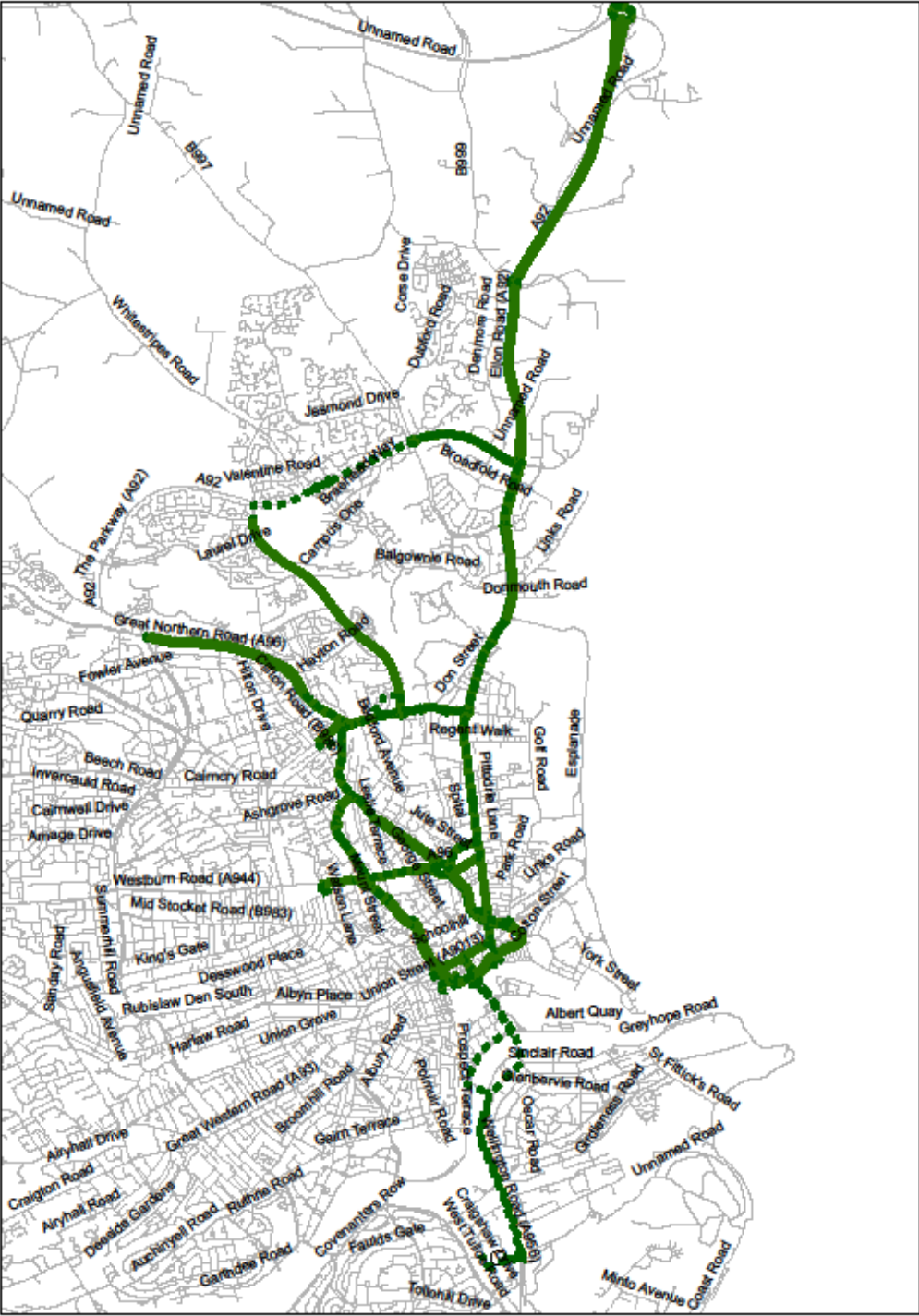- ····· Drive Deadhead
- —— Drive Service
- ····· Drive Deadhead

Gold Routes - Route 1
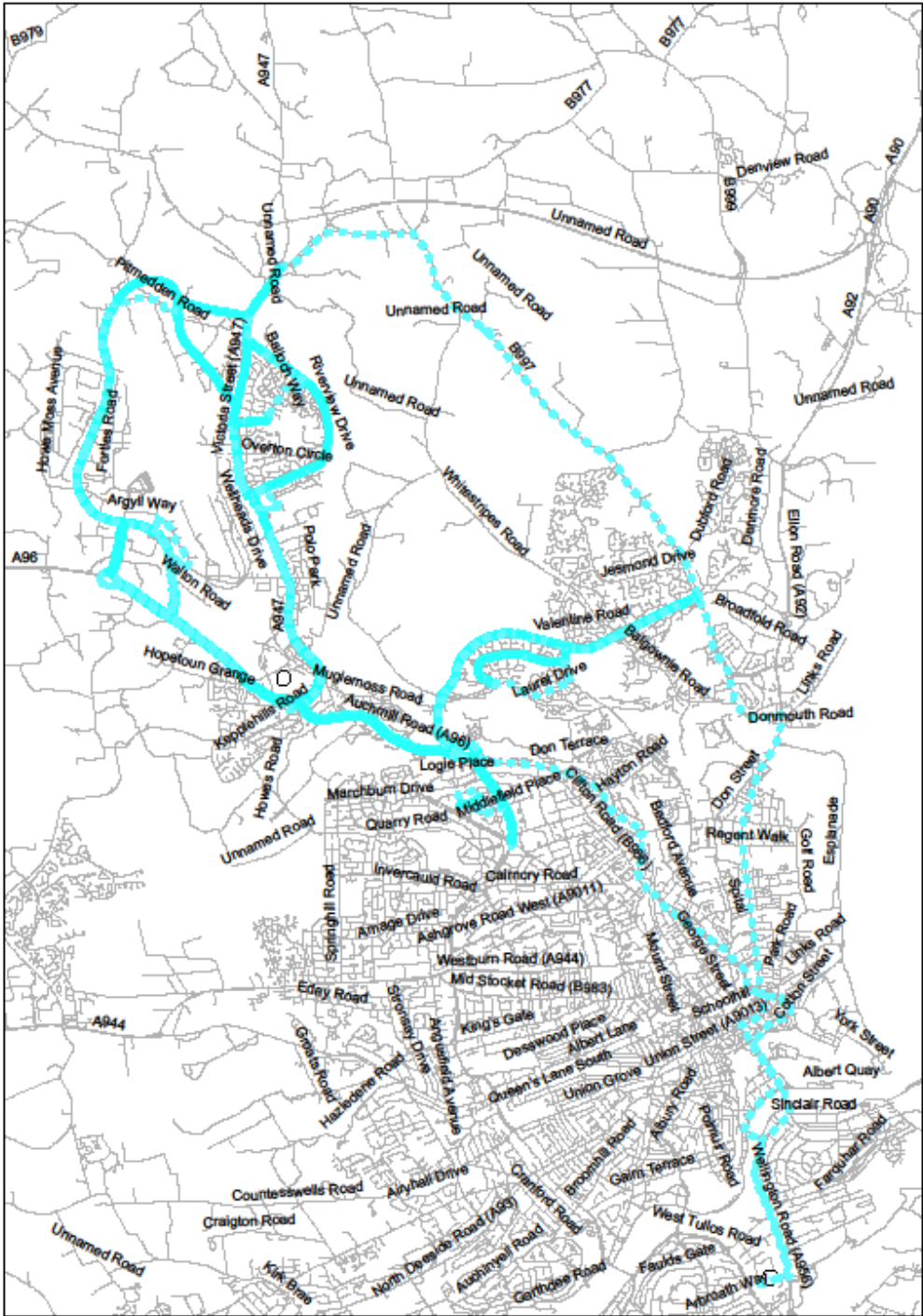
Gold Routes - Route 2
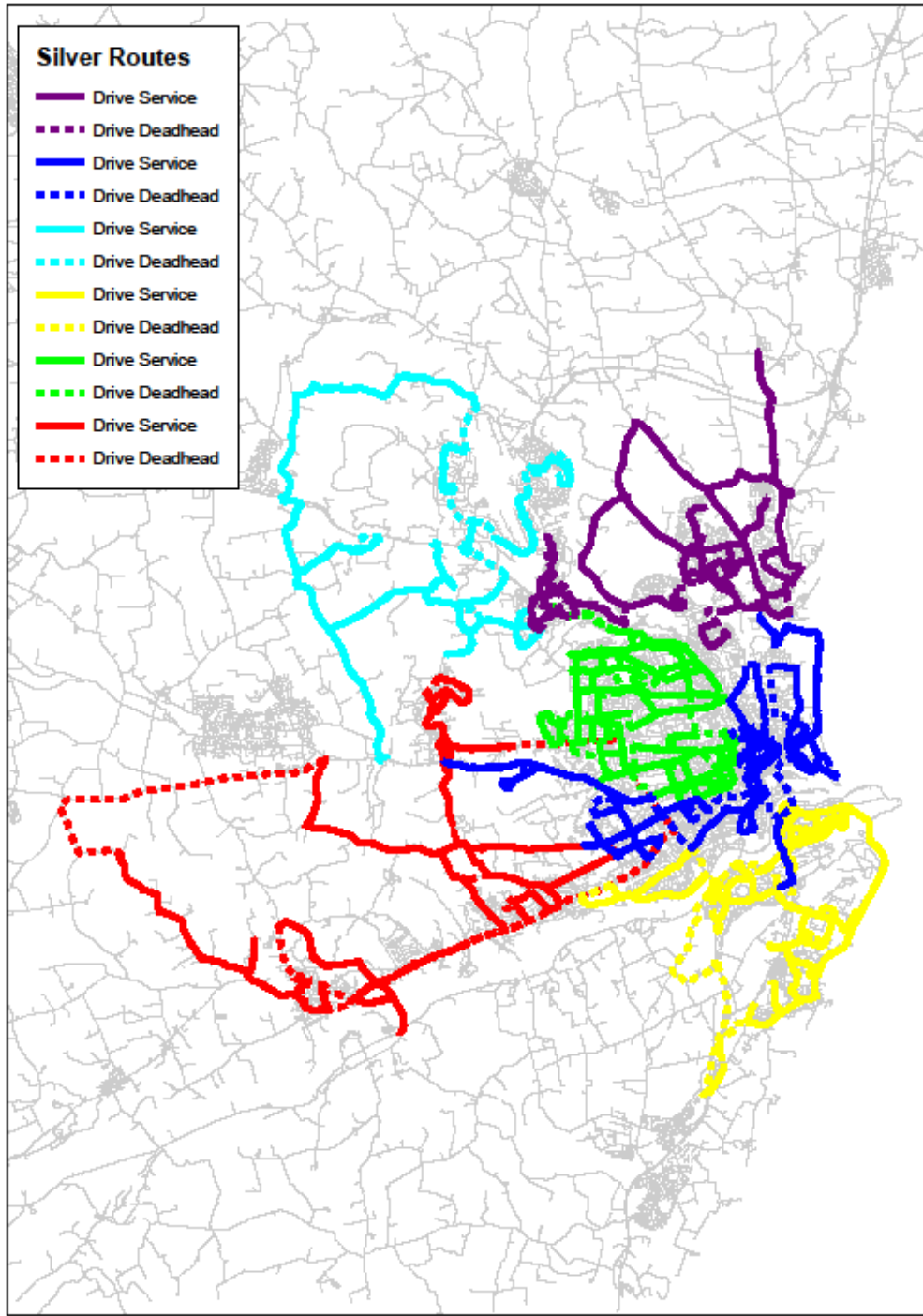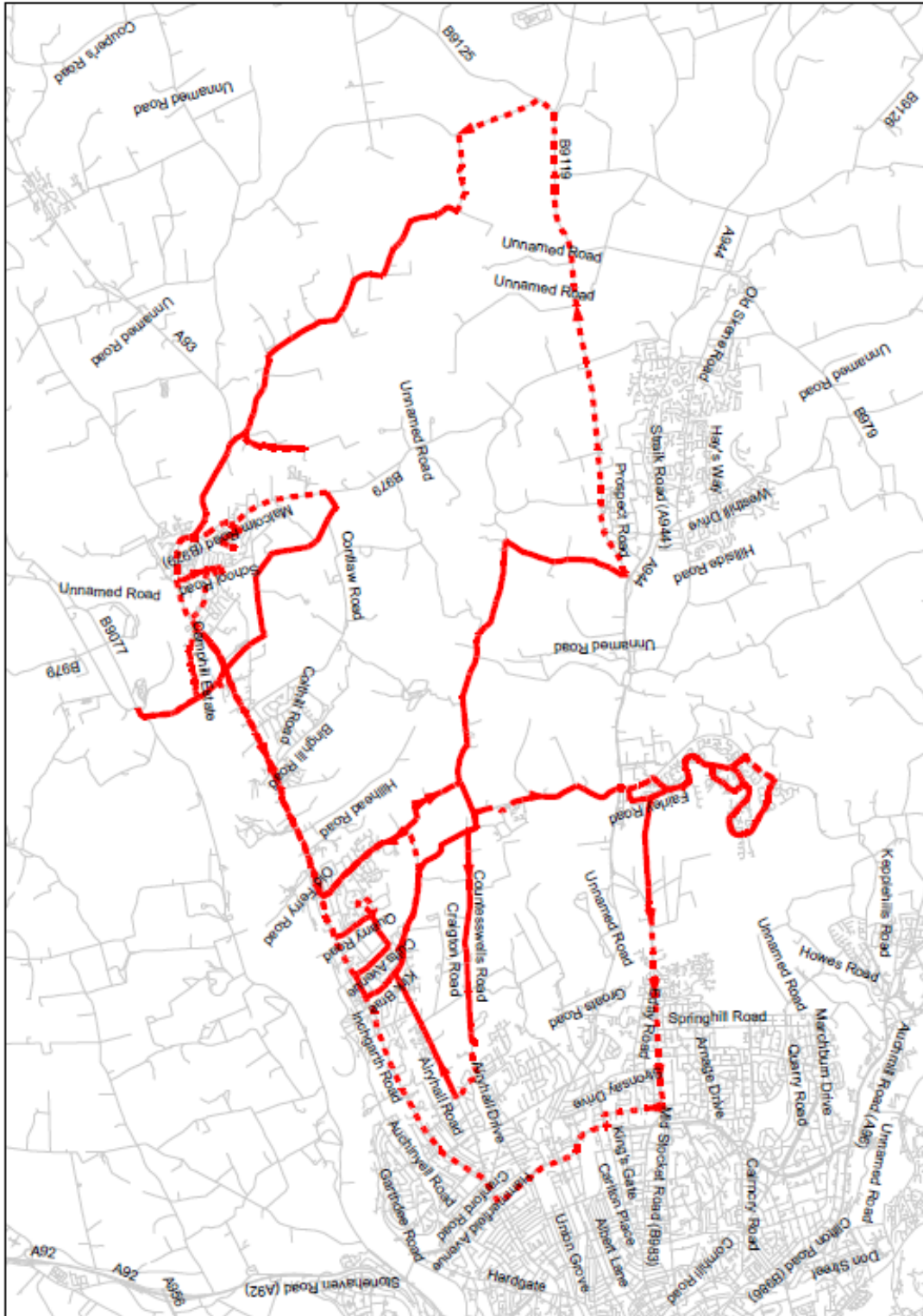
Gold Routes - Route 3

Gold Routes - Route 4

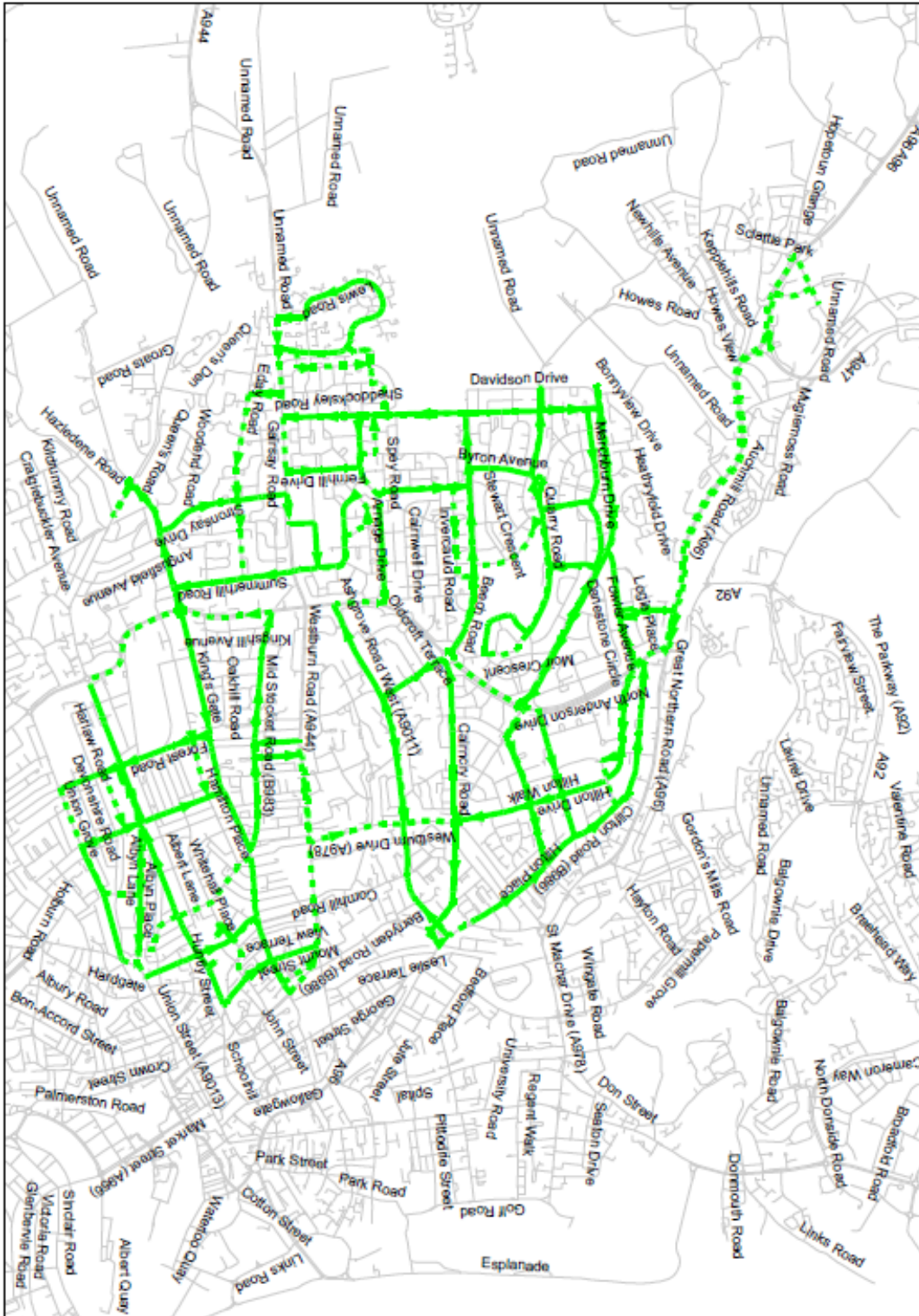# Silver Routes

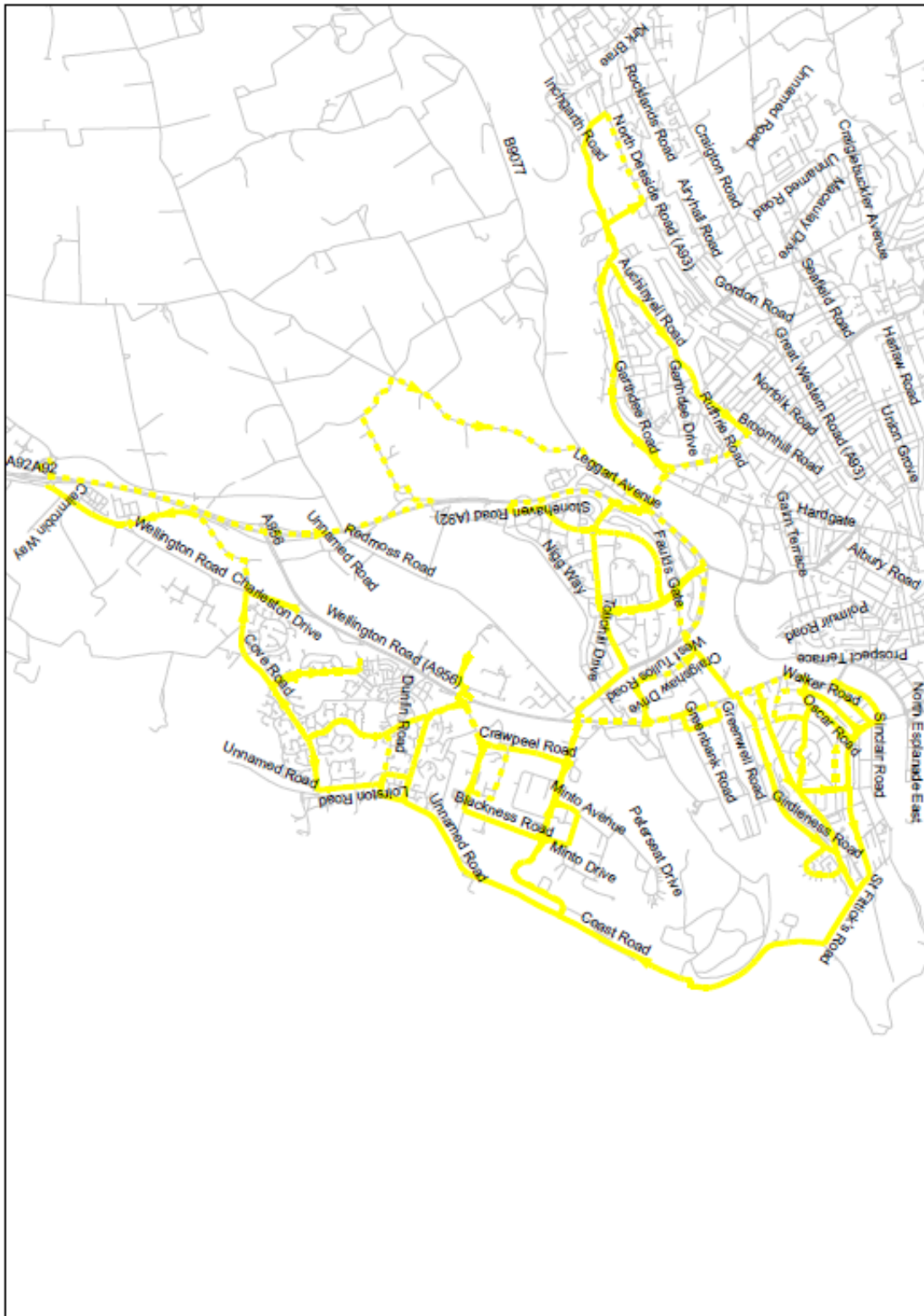## Silver Routes - Route 1

Silver Routes - Route 2

Silver Routes - Route 3

Silver Routes - Route 4

Silver Routes - Route 5

Silver Routes - Route 6

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Bucksburn Depot

West Tullos Road

Perculter Depot
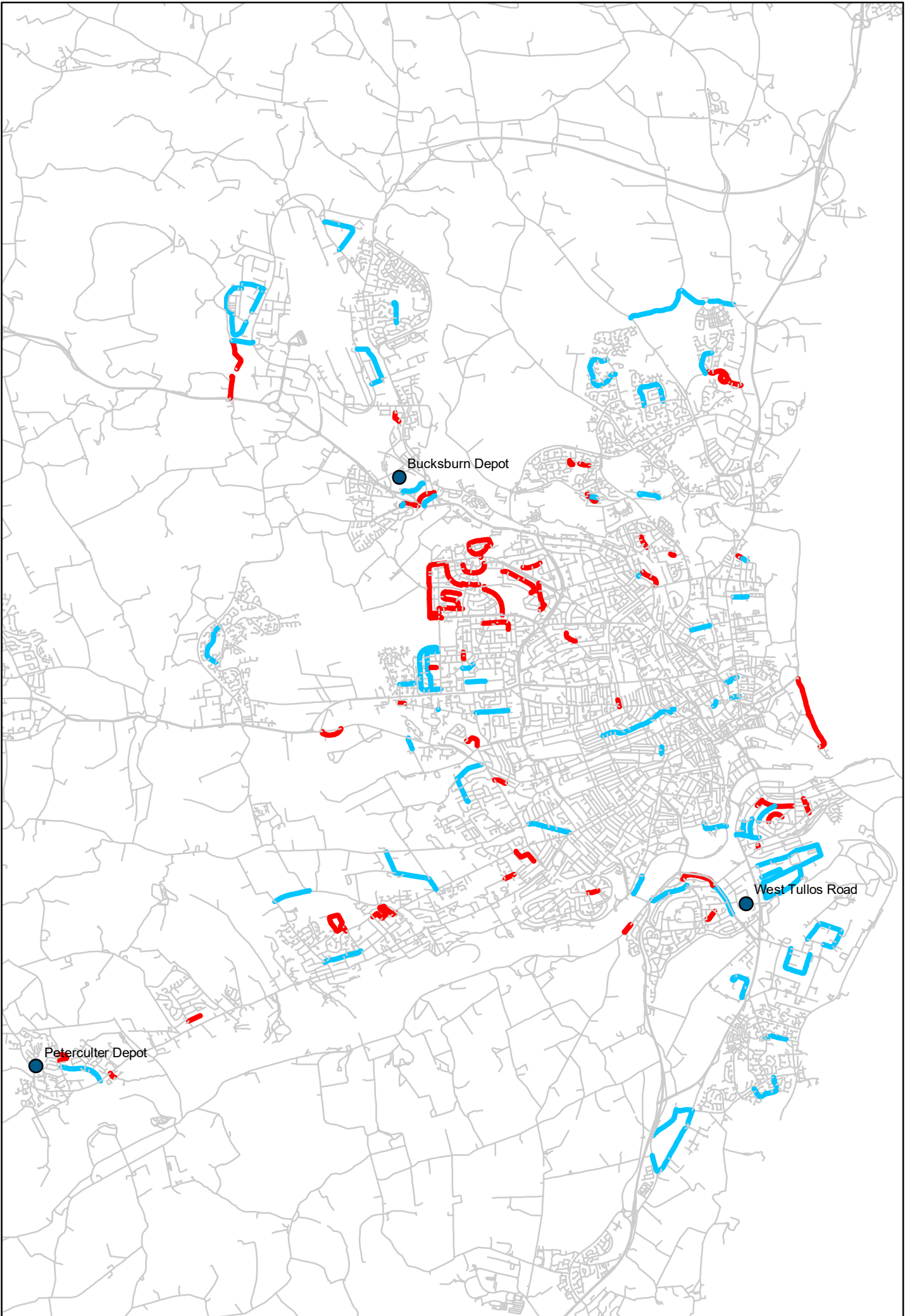
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Road Name	Hierarchy
Abbey Place	4b
Abbey Square	4b
Abbotswell Crescent	4a
Abbotswell Drive	4a
Airyhall Road	4b
Arnage Drive	4a
Arran Avenue	4a
Balgownie Drive	4a
Barron Street	4a
Beechwood Road	4b
Birkhall Parade	4b
Braeside Place	4b
Brebner Crescent	4b
Bressay Brae	4b
Byron Crescent	4b
Byron Terrace	4b
Cairn Road	4a
Cairngorm Gardens	4b
Cairnlee Road East	4b
CHAPEL OF STONEYWOOD-NEWTON-KIRKHILL ROAD	4b
Coningham Terrace	4b
Cornhill Drive	4b
Coronation Road	4a
Countesswells Road	4a
Cove Crescent	4a
Covenanters Drive	4b
Craigiebuckler Avenue	4a
Craigton Road	4a
Cruden Crescent	4b
Cummings Park Circle	4b
Cummings Park Drive	4b
Danestone Circle	4b
Davidson Drive	4b
Deansloch Crescent	4b
Desswood Place	4a
Dickson Terrace	4b
Dill Road	4b
Dubford Crescent	4a

Distances:

4a - 32.655 km

4b - 18.292 km

Total - 50.947 km

Earlswells Road	4b
Eday Road	4a
Esplanade	4b
Fairview Street	4b
Fernielea Road	4b
Garden Road	4b
Garthdee Drive	4b
Gilbert Road	4b
Glenbervie Road	4b
Glenhome Walk	4a
Grampian Lane	4b
Grampian Road	4a
Greenbank Crescent	4a
Greenbank Place	4a
Greenbank Road	4a
Greenbrae Crescent	4b
Greenbrae Drive	4b
Greenwell Road	4a
Groats Road	4a
Hareness Circle	4a
Hazledene Road	4a
Heathryfold Circle	4b
Hilltop Avenue	4b
Hilltop Road	4b
Hillview Road	4a
Howe Moss Crescent	4a
Howe Moss Drive	4a
Howe Moss Place	4a
Inverurie Road	4a
Kepplehills Road	4a
Kettlehills Crescent	4b
Kingsford Road	4b
Kingswalk	4b
Kingswells Drive	4a
Kirk Place	4b
Kirk Terrace	4b
Kirkton Avenue	4a
Ladyhill Road	4a
Laurel Braes	4a

Laurel View	4b
Laurel Wynd	4b
Leadside Road	4a
Lee Crescent	4a
Lee Crescent North	4a
Leggart Terrace	4b
Loch Street	4a
Lochnagar Crescent	4b
Lochnagar Road	4b
Loirston Avenue	4a
Malcolm Road	4a
Manse Road	4a
Marchburn Crescent	4b
Mealmarket Street	4a
Midstocket Lane	4b
Miltonfold	4b
Minto Avenue	4a
Minto Drive	4a
Moir Crescent	4b
Monearn Gardens	4b
Newburgh Drive	4a
North Grampian Circle	4b
Old Church Road	4b
Old Skene Road	4b
Old Stonehaven Road	4a
Oscar Road	4a
Pittengullies Brae	4b
Polmuir Road	4a
Polwarth Road	4a
Prospect Terrace	4b
Regent Walk	4a
Riverside Drive	4a
Sandilands Drive	4b
Seaton Place East	4b
Sheddocksley Drive	4a
Sheddocksley Road	4a
Shielhill Road	4a
Smithyhaugh Road	4b
Spey Terrace	4b

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Housing Regulator – Annual Assurance Statement
REPORT NUMBER	CUS/19/376
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Neil Carnegie
TERMS OF REFERENCE	1

1. **PURPOSE OF REPORT**

To seek approval for the Council's Annual Assurance Statement which must be submitted to the Scottish Housing Regulator by 31 October 2019.

2. **RECOMMENDATION(S)**

That the Committee:-

2.1 Approve the Annual Assurance Statement appended to this report for submission to the Scottish Housing Regulator.

2. **BACKGROUND**

2.1 The Scottish Housing Regulator regulates to protect the interests of people who receive the services of social landlords. Since introduced in 2012/13 we have submitted our Annual Return on the Charter (ARC) which sets out our

performance against the Scottish Social Housing Charter standards and outcomes. From this year the Regulator has introduced a further requirement for all social landlords to complete Assurance Statements. We are required to provide confirmation each year that we meet the relevant requirements of chapter 3 of the Regulatory Framework.

2.2 Having reached an objective and evidence-based judgement on compliance, ensuring sufficient evidence and information we are required to submit a signed statement by our Committee Convenor which confirms that we have appropriate assurance that we comply with:

- all relevant regulatory requirements set out in section 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter
- all relevant legislative duties

2.3 For any areas that we do not materially comply then we must briefly describe these and our plans to improve.

2.4 Our proposed Annual Assurance Statement is as appended to this report.

2.5 The following sets evidence and information relevant to the requirements that we are required to provide assurance.

3. Assurance and Notification

3.1 Our Annual Assurance Statement has been prepared in accordance with the SHR's published guidance. We have also considered published guidance from Scotland's Housing Network.

3.2 Our tenant and resident scrutiny panel have contributed to the development of our Annual Assurance Statement. Our agreed AAS will be published on our website and information will be included in the next edition of our Newsbite publication which is sent to all tenants.

3.3 We will notify the SHR of any material changes to the assurance following submission.

3.4 The Council's system of governance provides assurance on our compliance with legal and statutory obligations at management level and also to elected members.

3.5 At elected member level, the following are in place:

- Operational Delivery Committee is responsible for service delivery in this area. Terms of reference here.
- Audit, Risk and Scrutiny Committee to which housing and homelessness audits (internal and external) are reported.

3.6 At management level, the following are in place:

- Regular review of risks by housing and homelessness management teams and maintenance of service risk registers.
- Performance management systems and operation of service improvement groups.

- The Risk Control Team in building services undertakes site visits to ensure compliance with all relevant health and Safety requirements including compliance with the Health and Safety at Work Act 1974, Control of Asbestos Regulations 2012 and Electricity at Work Regulations 1998.

- A contract log is in place which identifies responsibilities for differing elements of compliance along with contract manager and contractor details whether delivered in house or externally. Regular contract meetings are held to review compliance and for key risks such as asbestos and gas safety; external compliance portals are used. Corgi systems are used for gas compliance and MODUS is being implemented for asbestos management.

- Strategies, policies and procedures are reviewed on an on-going basis in line with a risk-based Corporate Policy Framework. These include the Local Housing Strategy and Allocations Policy.

- Corporate Management Team (CMT) signs off on Annual Governance Statement, including any significant issues (control failures) which have occurred over the year. CMT also receives notifications of health and safety contravention, and resulting improvement plans, which would include health and safety issues affecting housing and homelessness.

- Programme of internal audit which is risk-based and will identify any control failures including legal compliance. The following audits relating to housing have/ are planned for reporting to the Audit, Risk and Scrutiny Committee:
   o Universal Credit and Housing Rent – 25 September 2018
   o Housing Rent – to be reported 25 September 2019
   o Voids – to be reported 4 December 2019

- Scheme of Governance approved by Council in March 2019 includes reviewed Powers of Delegation stipulating the legal framework in which housing and homelessness must operate, and the level at which decisions must be taken.

3.7   In addition we report quarterly to the Scottish Government on homelessness presentations and outcomes for scrutiny.

3.8   We deliver a highly acclaimed Tenant Participation Strategy. The Housing Service Review Group comprises tenants and residents and provides scrutiny of our service performance and the Housing Revenue Account. The group also undertake in-depth service reviews and have previously reviewed Housing Repairs, Housing Management and Customer Feedback. At the conclusion of each review a report with recommendations is produced.

3.9   We have a corporate system for reporting health and safety incidents and report relevant incidents to agencies such and the Health and Safety Executive if relevant.

3.10   Our Health and Safety Team undertake Fire Risk Assessments in our sheltered housing complexes annually and in mainstream multi-storey buildings every three years. Our Health and Safety Team also undertake routine compliance checks of housing related services as part of its corporate programme.

3.11   Our Engagement Plan from the SHR is published on the Council's website.

3.12   Our Engagement plan sets out that we are being engaged by the SHR for not complying Gypsy Traveller site standards. We have a plan in place to redevelop the site to meet the required standards.

3.13   We are appropriately registered with the Information Commissioners Office and our registration number is Z5018566.

4.   Scottish Social Housing Performance

4.1   Since 2013, each year we have submitted our ARC in accordance with the published guidance.

4.2   The Housing Service Review Group participates in the preparation and scrutiny of performance information. The group meets monthly and receives routine reports on our performance against the Charter outcomes and standards. All reports are published on our website.

4.3   The Housing Service Review also participates in developing our annual report on performance. This includes reviewing performance trends, benchmarking with our peers and options for improvements where relevant. The group helps determine report format and proposed using a digital animation in addition to a written report for 2018/19. The annual report is also available in hard copy and is reported in our Newsbite publication.

4.4   The monthly and annual reports are available on a dedicated Housing Performance page on our website.

4.5   Reviewing our Annual Return on the Charter for 2018/19 we identify void property and complaints management as performance areas for improvement and we have a range of actions agreed to address this.

5.   Whistleblowing

5.1   We have a Whistleblowing policy which is available on the intranet and is periodically publicised.

6.   Tenants and Service Users Redress

6.1   Information on our Complaints Handling Procedure, including how to make a complaint is published on our website and a complaints leaflet is available at all offices. A person can make a complaint by using our online form or in person at any council office. Alternatively, they may contact us in writing or by telephone.

6.2   We have published the SHR's 'Significant Performance Failure' leaflet on our website and the reporting form is also available.

6.3   We follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO).

6.4   Upon closure of every complaint, responding officers systematically identify any learning points. This is particularly important where complaints are

upheld, but even a complaint which is not upheld can highlight the need for change. For example, complaints have highlighted where we need to improve communications and change some of our internal procedures.

6.5 Our performance in concluding responses to complaints is an area for improvement and an action plan is in place which include more robust monitoring. Complaint performance is reported to our Operational Delivery Committee each cycle.

6.6 In 2018/19, the Aberdeen Housing Service Review Group undertook a review of feedback in the council. This was a successful collaboration between our staff and our customers, and a number of recommendations were made, including raising the profile of the Customer Feedback Team, amending the annual complaints performance report to make it more customer friendly, using social media to highlight how useful feedback is and ensuring complaints leaflets are available at all Housing Offices and Access Points.

7. Equality and Human Rights

7.1 The Council has agreed an Equalities Outcomes and Mainstreaming 2017 - 2021 plan to meet the requirements of the Equalities Act 2010 duty to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations. The Council agreed its Equality Outcomes and Mainstreaming 2017 - 2021 progress report at the Council meeting on 16 May 2019.

7.2 We operate a standard procedure to assess the impact of new strategies, policies and changes with respect to human rights, equalities and the fairer Scotland duty. Our Equality and Human Rights Impact Assessments are published on our website with relevant committee papers.

7.3 We routinely collect and record on our housing management system data on protected characteristics for tenants, applicants, homeless people and people who use our Gypsy Traveller site.

8. FINANCIAL IMPLICATIONS

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

9. LEGAL IMPLICATIONS

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

10. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation

Legal	We do not submit our Annual Assurance Statement by 31 October 2019 and therefore do not meet regulatory requirements.	L	Approval to submit the Annual Assurance Statement given by committee.
Reputational	The Annual Assurance Statement identifies TBC areas for improvement.	M	We have identified improvement plans to be implemented.

11.   OUTCOMES

The proposals in this report have no impact on the LOIP/ TOM.

12.   IMPACT ASSESSMENTS

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

13.   BACKGROUND PAPERS

Scottish Housing Regulator – Regulation of Social Housing in Scotland
Scottish Housing Regulator – Statutory Guidance
Scottish Housing Regulator – Annual Assurance Statement
Annual Return on the Charter – Aberdeen City Council 2018/19

14.   APPENDICES

Draft Annual Assurance Statement

15.   REPORT AUTHOR CONTACT DETAILS

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Appendix

Aberdeen City Council complies with the regulatory requirements set out in section 3 of the Regulatory Framework with the following exception of compliance with minimum site standard for our Gyspy Traveller site. We have a plan in place to refurbish the site to meet these standards.

The following performance areas are priorities for improvement with action plans in place:

Void property management – key improvement actions: Additional resourcing for housing management and repairs, digitalisation of processes, and review of letting standards.

Complaint management – key improvement actions: Improved performance management framework and employee training and development.

I confirm Aberdeen City Council has considered appropriate evidence in determining the assurance statement at our Operational Delivery Committee on 17 September 2019.

Councillor John Wheeler
Convenor – Operational Delivery Committee
Aberdeen City Council

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 September 2019
REPORT TITLE	Child Poverty Action Report
REPORT NUMBER	CUS/19/375
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Derek McGowan
TERMS OF REFERENCE	Terms of Reference: Purpose – 1 Remit – 2

1. PURPOSE OF REPORT

1.1 To outline the requirements on Local Authorities and Health Boards under the Child Poverty (Scotland) Act 2017, to identify actions taken in 2018/19 to tackle child poverty, and to propose the Local Outcome Improvement Plan 2016-26 be adopted as the local Child Poverty Action Plan for the years 2019-22.

2. RECOMMENDATION(S)

That the Committee:-

2.1 note the content of the report; and

2.2 approve the adoption of the Local Outcome Improvement Plan as the Child Poverty Action Plan for the years 2019-22

3. BACKGROUND

3.1 The Child Poverty (Scotland) Act 2017 (the Act) received Royal Assent on the 17th December 2017. The Act sets out steps required by the Scottish Government, Local Authorities and Health Boards to tackle child poverty.

3.2 Poverty is defined in the Act under four different headings, listed below. 'Equivalised net income' in these definitions refers to disposable income.

Relative poverty (Section 3):

A child falls within this section in a financial year if the child lives in a household whose equivalised net income for the year is less than 60% of median equivalised net household income for the year.

Absolute poverty:

A child falls within this section in a financial year if the child lives in a household whose equivalised net income for the year is less than 60% of the amount of median equivalised net household income for the financial year beginning with 1 April 2010, adjusted to take account of changes in the value of money since that financial year.

Combined low income and material deprivation:

A child falls within this section in a financial year if the child—

(a)lives in a household whose equivalised net income for the year is less than 70% of median equivalised net household income for the year, and

(b)experiences material deprivation in the year.

Persistent poverty:

A child falls within this section in a financial year if the child has lived—

(a)in each of the survey years, in a household in Scotland, and

(b)in at least 3 of the survey years, in a household whose equivalised net income for the survey year was less than 60% of median equivalised net household income for the survey year.

(2)The survey years are—

(a)the calendar year that ends during the financial year, and

(b)the 3 previous calendar years.

3.3   As a guide, the median equivalised net household income in Scotland for the years <u>2014-17</u> was £485 (before Housing costs).

4   Child poverty targets

4.1   Section 1 of the Act sets out targets that the Scottish Ministers must meet by 2030. These are that, of children living in households in Scotland:

(a) less than 10% fall within relative poverty

(b) less than 5% fall within absolute poverty

(c) less than 5% fall within section 5 combined low income and material deprivation

(d) less than 5% fall within section 6 persistent poverty

4.2 Section 2 of the Act sets out Interim targets, that must be met by the Scottish Ministers in the financial year beginning with 1 April 2023. These are, that, of children living in households in Scotland—

(a) less than 18% fall within relative poverty

(b) less than 14% fall within absolute poverty

(c) less than 8% fall within combined low income and material deprivation

(d) less than 8% fall within persistent poverty

4.3 Section 9 of the Act sets out very detailed criteria that the Scottish Government must meet when publishing their delivery plan for the years 2018-2022. Subsequent plans will be required for the years 2022-26, and 2026-31.

4.4 These plans must address the measures that the Scottish Ministers propose to take during the period of the plan for the purpose of meeting the child poverty targets, an assessment of the contribution the proposed measures are expected to make to meeting the child poverty targets, an explanation of how that assessment has been arrived at, and an assessment of the financial resources required to fund the proposed measures. Further detail on the considerations required are included at Appendix A.

4.5 The Scottish Government's Tackling Child Poverty Delivery Plan 2018-22: Every Child, Every Chance, a legal requirement under Section 9 of the Act, was published on the 28th March 2018, and is aimed at increasing family incomes through a variety of measures.

5   Local Child Poverty Action Reports

5.1 The Child Poverty (Scotland) Act 2017 (the Act) requires each Local Authority and NHS Board to publish a Child Poverty Action Report (CPAR) and undertake annual monitoring and reporting to demonstrate progress against agreed targets.

5.2 A local child poverty action report must describe any measures taken in the area of the local authority during the reporting year by the local authority and each relevant Health Board for the purpose of contributing to the meeting of the child poverty targets, and measures that are proposed to be taken to meet these targets.

5.3 Additionally, a local child poverty action report must describe any income maximisation measures taken in the area of the local authority during the reporting year to provide pregnant women and families with children with—

a) information, advice and assistance about eligibility for financial support,

b) and assistance to apply for financial support; and any measures taken during the reporting year, or which are proposed to be taken, in the area of the local authority in relation to children living in households whose income is adversely affected, or whose expenditure is increased, because a member of the household has one or more protected characteristics.

6 Scrutiny of the targets.

6.1 The Act states that progress against these targets will be scrutinised nationally by the Poverty and Inequality Commission. However, at a local level it is the responsibility of the Local Authority and Health Board to publish, as soon as practical after the end of each financial year, a report on progress locally.

6.2 To support the scrutiny of targets and monitoring of CPARs, the Scottish Poverty & Inequality Research Unit (SPIRU) has been funded to assist Local Authorities and Health Boards to deliver targeted work. This is supported by the National Co-Ordinator post established and hosted by the Improvement Service.

7 Partnership working

7.1 There is a clear expectation that in tackling poverty a collaborative approach is taken, adopting a Community Planning Approach. In Aberdeen, through the Community Planning Aberdeen Board, this is a fundamental aspect of delivering the recently refreshed Local Outcome Improvement Plan (LOIP), which is about ensuring Aberdeen is a place where all people can prosper. This includes the Fairer Scotland Duty considerations on socio-economic disadvantage.

7.2 For Aberdeen's CPAR, we are submitting the LOIP. The current LOIP was ratified in February 2019 after extensive consultation and a refreshed Strategic Needs Assessment, with the main themes being:

Economy – establishing Aberdeen as a Living wage city with increased employment

Children and Young People – improving developmental milestones, improving attainment by care experienced children and young people, improving the achievement of positive destinations, and with fewer young people charged with offences

Adults – Fewer court convictions, an increase in healthy life expectancy, alcohol and drugs abuse reduced

Place – Eradicating food poverty, increasing active travel

7.3 In total the LOIP establishes 125 separate projects to be delivered by 2026. These will be delivered by Outcome Improvement Groups, comprised of cross-sector and community representatives who are working together to achieve long term outcomes.

8 Child poverty in Aberdeen

8.1 The most recent Strategic Needs Assessment identifies that around 5500 children in Aberdeen are living in poverty. A standard definition of child poverty means growing up in families without the resources to 'obtain the type of diet, participate in the activities and have the living conditions and amenities' which are the norm in 21st century Scotland.

8.2 Existing strategies to tackle poverty in Aberdeen include 'Towards a Fairer Aberdeen that Prospers for All 2017-2020'. This identifies a number of priorities that we have been tackling along with partners, placing an emphasis on a partnership approach. Appendix B contains information on steps taken in 2018/19 to reduce child poverty in Aberdeen.

8.3 The Local Housing Strategy 2018-2023 identifies six strategic outcomes including adequacy and improvement of housing supply; the prevention of homelessness; improvement in private sector renting, and reducing fuel poverty.

9. FINANCIAL IMPLICATIONS

9.1 The financial implications relating to this report stem from failure to achieve the outcomes sought for children and families across the City. Public services face significant challenges on expenditure currently, with financial projections indicating that these pressures will remain. Demand management is a key driver in helping meet these challenges, and failing to address chid poverty in a systematic and comprehensive manner, as proposed here, will mean that costs associated with child poverty do not reduce, adding to projected pressures in coming years.

10. LEGAL IMPLICATIONS

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

11. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Risk relates to non-achievement of targets long term, and failing to reduce demand through early intervention in key drivers. Failure to achieve the outcomes desired will mean residents requiring support from public agencies for longer.	M	Community Planning Aberdeen scrutiny of progress on outcomes at regular intervals; commissioning intentions approved by Council
Legal	Risk relates to failure to comply with statutory requirements.	L	Provision of the LOIP as Aberdeen City Child Poverty Action Plan

Employee	None.	L	
Customer	Failure to meet statutory targets as outlined above.	L	This work will improve outcomes for children and families across the City.
Environment	Risk as opportunity.	L	Meeting the LOIP outcomes will improve the environment for children.
Technology	None.	L	
Reputational	Risk relates to failure to meet the statutory targets.	L	Meeting the LOIP outcomes.

12.   OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	This report proposes to use the LOIP as the CPAR, meaning that all measures included in the LOIP under this heading are relevant and will have a direct, positive impact on those living in the City.
Prosperous People	This report proposes to use the LOIP as the CPAR, meaning that all measures included in the LOIP under this heading are relevant and will have a direct, positive impact on those living in the City.
Prosperous Place	This report proposes to use the LOIP as the CPAR, meaning that all measures included in the LOIP under this heading are relevant and will have a direct, positive impact on those living in the City.
Enabling Technology	This report proposes to use the LOIP as the CPAR, meaning that all measures included in the LOIP under this heading are relevant and will have a direct, positive impact on those living in the City.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	This report places children at the heart of service planning and design. Children are our current and future customers and improvement made here will impact on their whole lives.

Organisational Design	The TOM design allows for work on child poverty to be delivered in a number of Clusters, as well as through strategic work such as the LOIP, Local Development Plan and Local Housing Plan. There is a focus on Early Intervention in tackling poverty and this is likely to be most evident in Early Intervention and Community Empowerment; Integrated Children and Family Services and Place Planning.
Governance	This relates to the tracking of the outcomes, which will be undertaken through existing scrutiny of the LOIP, and through Council governance structures at annual intervals.
Workforce	As we move to the final Target Operating Model in March 2020, roles and responsibilities will be checked to ensure work around poverty is relevant.
Process Design	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Technology	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Partnerships and Alliances	As we are presenting the LOIP as the Child Poverty Action Plan, we are confident that partners across the City have been involved in the creation of this plan, and will be involved in delivering the outcomes identified.

13.   IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA required. To follow.
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Agreeing the use of the LOIP to act as the CPAR will be a positive move in addressing socio-economic disadvantage. There is no disadvantage foreseen to any protected characteristics, and the aim of the LOIP is to improve outcomes for all.

14.   BACKGROUND PAPERS

14.1   None

15.   APPENDICES

Appendix A – detail on considerations for Child Poverty Action reports

Appendix B – information on steps taken in 2018/19 to reduce child poverty

Appendix c – Local Outcome Improvement Plan

Appendix D – NHS Grampian Child Poverty Action Report

16.   REPORT AUTHOR CONTACT DETAILS

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Appendix A:

A delivery plan must, in particular, set out what (if any) measures the Scottish Ministers propose to take in relation to—

(a) the provision of financial support for children and parents, including the making of such provision by virtue of Part 3 of the Scotland Act 2016 (welfare benefits and employment support),

(b) children living in households whose income is adversely affected, or whose expenditure is increased, because a member of the household has one or more protected characteristics,

(c) supporting local authorities to consider the automatic payment of benefits and support,

(d) the provision and accessibility of information, advice and assistance to parents in relation to—

(i) social security matters,

(ii) income maximisation,

(iii) financial support,

(e) education and, in particular, closing the attainment gap,

(f) the availability and affordability of housing,

(g) the availability and affordability of childcare,

(h) the facilitation of—

(i) the employment of parents (with remuneration that is sufficient to secure an adequate standard of living), and

(ii) the development of the employment-related skills of parents,

(i) physical and mental health,

(j) children living in single-parent households,

(k) arrangements for setting the amount of the revenue support grant payable to each local authority in order to ensure that resources are directed for the purpose of contributing to the meeting of the child poverty targets.

(4) A delivery plan must, in particular, set out whether, during the period of the plan for the purpose of meeting the child poverty targets, the Scottish Ministers intend to bring forward legislation to exercise the power provided for in section 24 of the Scotland Act 2016 to top-up social security benefits in relation to providing a top-up for child benefit paid under section 141 of the Social Security Contributions and Benefits Act 1992.

Appendix B

Activity undertaken	Partners involved in activity	Assessment criteria	Targeted groups
Economy			
Working with national and local partners to plan for the full roll out of Universal Credit on the 31st October 2018, including the creation of an advice booklet; assisted digital learning through Libraries, and training of Housing staff to ensure knowledge of the system and its impact	Aberdeen City Council NHS Grampian Department of work and Pensions Police Scotland Scottish Fire and Rescue Service Community Food Initiatives North East (CFINE) Social Security Scotland	Housing staff trained Advice pack created and available Assisted Digital learning being provided	All
Investment in Scottish Housing Quality Standard , including replacement window and insulation work to address fuel poverty in homes	Aberdeen City Council	Number of homes meeting SHQS 2018/19- 83.29% Number of replacement windows / doors fitted Windows: 2018/19 - 245 Doors: 2018/19 – 299 Number of households in fuel poverty 21.1%	All

Provision of Heat with Rent for Council Housing	Aberdeen City Council Aberdeen Heat and Power Ltd	Number of households benefitting from Heat with rent scheme	All
Through our Financial Inclusion Team, almost £4.7million made available to households in backdated benefit claims	Aberdeen City Council Department for Work and Pensions Social Security Scotland	Total amount awarded in claims	All
Use of Scottish Attainment Challenge (PEF) Funding totalling £ 2,845,080 to benefit those pupils in receipt of free school meals

Use of Scottish Attainment Challenge (SAC) Funding totalling £ 635,732.56 to benefit those pupils in each of the 7 identified Challenge Schools | Aberdeen City Council Third Sector partners School Communities | All schools analysing the poverty related attainment gap in their own context, and the impact of poverty on pupil attainment, to plan appropriate targeted interventions to address this.

Around 2,400 children and young people across the city accessing targeted interventions in primary and secondary schools.

7 SAC schools – 4 primary and 3 secondary utilising funding to minimise the impact of poverty on children and families and mitigate against its most adverse effects in respect of pupil attendance, engagement, attainment, opportunities and achievement. | All |
| Use of Pupil Equity Fund | Aberdeen City Council | Total funds | All |
| Developing the Young Workforce | Aberdeen City Council | Appendix C - Variance table: school leavers destination | All |

	Skills Development Scotland	Appendix D – Initial Leaver Destination Appendix E – Positive Initial and Sustained Destination Attainment and Transitions to Adulthood Improvement Group established to increase the number of young people living in priority areas who progress to a positive and sustained destinations Increase in the number of apprenticeships offered in priority areas	
Children and Young People			
Provision of £1.6million Fairer Aberdeen Fun through Participatory Budgetting approach to support local organisations deliver support to communities	Aberdeen City Council Aberdeen Council for Voluntary Organisations (ACVO) Community groups	Annual returns on activities as required under grant agreements.	All
10,000 free meals provided to children through the award winning Food and Fun initiative	Aberdeen City Council CFINE ACVO Community Groups	Number of meals provided 18/19 – 10,699	All
Continuing support for Big Noise Torry / SISTEMA programme	Aberdeen City Council SISTEMA Scotland	Review currently underway	All

Provision of free sanitary products	Aberdeen City Council NHS Grampian CFINE	Number of sites where free sanitary products can be accessed	All
Expansion of Early Years provision	Aberdeen City Council	Number of Pupil Support Assistants Early Years – 7.1 FTE Appointment of ? Excellence and Equity Practitioners to serve priority areas Increased provision of ELCC from October across some priority areas Development of Integrated Children and Family Services family learning offer to ensure full utilisation from August 2020 Develop of Ready, Steady, Two to support delivery of high quality services to eligible 2s	All
GIRFEC	Aberdeen City Council	Partnership Improvement Group in place to continually improve agreed partnership approaches Development of a suite of KPIs to measure the impact of agreed partnership approaches on wellbeing	All
Aberdeen City Council National Improvement Framework Plan 2018/19 agreed. Available here	Aberdeen City Council	Scrutiny through Integrated Children's Services Board; Education Operational Delivery Committee and annual reporting to Council.	All

Reducing the cost of the school day.

Minimise the costs of the school day and maximise the uptake of free school meals and school clothing grants by eligible families.

All schools to consider poverty proofing within their own unique context | Aberdeen City Council | 4 pledges agreed by the Education Service
- *No child or young person will start school without a breakfast*
- *All children and young people will have access to affordable school uniform and appropriate clothing for the North East*
- *Costs will not prohibit the participation of children and young people in the life of the school*
- *Parents, carers and children and young people will have easy access to financial advice*

Development of guidance leaflet for schools to inform thinking on how to reduce the cost of the school day.

Development of visual guide on how DSM scheme will be influenced by the need to reduce the costs of the school day. | All |
| Libraries | Aberdeen City Council | Number of visitors

1,429,729

Number of children and young people enrolled

Number of young people (Under 16) joining the Library service 2018/19 - 2141

Number of children and family activities

Number of children attending library service events 2018/19 – 24,086 | All |

| | | Engagement with educational establishments

Enrolment in activities such as 'coding' and 'reading challenges'.

Pending | |
|---|---|---|---|
| **Adults** | | | |
| Provision of £1.6million Fairer Aberdeen Fun through Participatory Budgeting approach to support local organisations deliver support to communities | Aberdeen City Council Aberdeen Council for Voluntary Organisations (ACVO) Community groups | Annual returns on activities as required under grant agreements | All |
| Provision of free sanitary products | Aberdeen City Council NHS Grampian CFINE | Number of sites where free sanitary products can be accessed | All |
| Expansion of Early Years provision | Aberdeen City Council | Number of Pupil Support Assistants

Early Years – 7.1 FTE | All |
| Improved knowledge of Adverse Childhood Experiences | Community Planning Partners Care Experienced Young People | | All |
| Reducing the cost of the school day | Aberdeen City Council | Provision of free school meals Provision of school clothing grants Number of families auto-enrolled for privileges | All |

Place			
Investment in affordable housing through Strategic Housing Infrastructure Plan (SHIP)	Aberdeen City Council Registered Social Landlords Developers Scottish Government	351 units completed, £29.4m budget to deliver these.	All
Significant reduction in rent arrears actions taken to court for recovery of property	Aberdeen City Council	Number of actions initiated Number of actions at court Number of decrees	All
Rapid Rehousing Transition Plan agreed in principle; participation in Housing 1st consortium	Aberdeen City Council Cyrenians Langstane Housing Association Castlehill Housing Association Scottish Government Social Bite Corra Foundation	Rapid Rehousing Transition Plan	All
Community Learning and Development Strategy 2018-22 agreed.	Aberdeen City Council		All
Agreement of Local Housing Strategy 2018-23. Aim of ensuring people in Aberdeen live in good quality sustainable homes, which they can afford	Aberdeen City Council Community Planning Partners Private Rented Sector Local Housing Associations	1. There is an adequate supply of housing across all tenures and homes are the right size, type and location that people want to live in with access to suitable services and facilities. 2. Homelessness is prevented and alleviated.	All

and that meet their needs		3. People are supported to live, as far as is reasonably practicable, independently at home or in a homely setting in their community. 4. Consumer knowledge, management standards and property condition is improved in the private rented sector. 5. Fuel poverty is reduced which contributes to meeting climate change targets. 6. The quality of housing of all tenures is improved across the city.	
Development of UNICEF Child Friendly Cities accreditation programme	Aberdeen City Council Police Scotland UNICEF	Criteria not yet agreed	All

Appendix C- Variance table: school leavers destination

LA Name	Number of leavers	Positive Destination	Higher Education	Further Education	Ongoing Education (HE/FE combined)	Training	Employment	Voluntary Work	Activity Agreement	Unemployed Seeking	Unemployed Not Seeking	Unknown
Aberdeen City	1,540	91.5	39.4	25.3	64.7	1.9	24	0.5	0.5	5.1	2.3	1.1
Scotland	49,650	93.2	39	22.7	61.7	1.7	28.3	0.6	0.9	3.9	1.9	1.1
		-1.7	0.4	2.6	3.0	0.2	-4.3	-0.1	-0.4	-1.2	-0.4	0
Aberdeen City	1,632	92.6	41	24.8	65.8	2.4	23.7	0.4	0.4	5.9		
Scotland	51,172	92.9	38.3	23	61.3	1.7	28.3	0.5	1	4.4	1.9	0.7
		-0.3	2.7	1.8	4.5	0.7	-4.6	-0.1	-0.6	-1.5		
Aberdeen City	1,667	89.3	42.2	23.8	66	1.1	21.3			7.6	1.8	1.3
Scotland	52,113	91.4	37.3	22.4	59.7	1.7	28.7	0.4	0.9	5.8	1.9	0.9
		-2.1	4.9	1.4	6.3	-0.6	-7.4			-1.8	-0.1	0.4
Aberdeen City	1,619	91.2	38.2	23.2	61.4	1.5	27.1	0.4	0.9	6.5	1.4	1
Scotland	52,337	92	36.8	23.4	60.2	2.7	27.8	0.5	0.7	5.7	1.6	0.6
		-0.8	1.4	-0.2	1.2	-1.2	-0.7	-0.1	0.2	0.8	-0.2	0.4
Aberdeen City	1,590	91.8	36	22.7	58.7	1.9	29.9	0.4	0.9	6	1.6	0.6
Scotland	51,293	91.7	38.2	24.3	62.5	2.5	25.5	0.4	0.7	6.5	1.5	0.3
		0.1	-2.2	-1.6	-3.8	-0.6	4.4	0	0.2	-0.5	0.1	0.3

🟩	Local outcome statistically Increased on prior year
🟧	Local outcome statisticvally decreased on prior year
⬜	Limited statistical variance against prior year and national figure
⬜	Baseline dataset

Appendix D - Initial Leaver Destination

	Number of leavers	Positive Destination	Higher Education	Further Education	Ongoing Education	Training	Employment	Voluntary Work	Activity Agreement		Unemployed Seeking	Unemployed Not Seeking	Unknown
		Positive Destination									**Other**		
Aberdeen City	1,541	91.4	41.9	27.6	69.5	2.3	18.5	0.7	0.4		6.9	1.2	0.5
Scotland	49,748	94.4	41.1	26.5	67.6	2.1	22.7	0.7	1.2		3.8	1.3	0.4
Variance		-3.0	0.8	1.0	1.9	0.1	-4.2	0.0	-0.8		-3.1	-0.2	-0.1
Aberdeen City	1,638	90.8	43.1	29.1	72.2	2.4	15.4	0.4	0.4		8.1	1.0	-
Scotland	51,300	93.7	40.7	26.8	67.5	2.4	22.0	0.6	1.2		4.5	1.5	0.4
Variance		-2.9	2.4	2.3	4.7	-0.1	-6.5	-0.2	-0.8		-3.6	-0.4	
Aberdeen City	1,675	90.3	44.5	27.8	72.3	2.3	14.5	0.3	1.0		7.1	1.7	1.0
Scotland	52,305	93.3	40.3	26.6	66.9	2.6	22.3	0.5	1.0		5.1	1.3	0.2
Variance		-3.0	4.2	1.2	5.4	-0.3	-7.8	-0.2	-0.1		-2.0	0.3	-0.7
Aberdeen City	1,623	90.1	38.6	26.7	65.3	1.8	21.6	0.4	0.9		7.5	1.3	1.1
Scotland	52,491	93.0	38.8	27.6	66.4	3.8	21.4	0.4	0.9		5.4	1.1	0.5
Variance		-2.9	-0.2	-0.9	-1.1	-1.9	0.2	0.0	-0.1		-2.1	0.2	-0.6
Aberdeen City	1,595	91.2	35.5	25.4	60.9	2.9	26.4	0.3	0.8		6.9	1.4	0.5
Scotland	51,416	92.5	39.0	26.3	65.3	4.0	21.7	0.4	1.0		6.2	1.1	0.3
Variance		-1.2	-3.5	-0.9	-4.4	-1.1	4.7	-0.1	-0.3		-0.7	0.3	-0.2
Aberdeen City	1,658	91.1	34.6	27.6	62.2	2.5	25.1	*	*		6.7	1.4	0.7
Scotland	51,647	91.7	37.1	27.7	64.8	4.8	20.4	0.5	1.3		6.9	1.1	0.3
Variance		-0.6	-2.5	-0.1	-2.6	-2.2	4.7				0.2	0.4	-0.4
Aberdeen City	1,756	88.5	36.6	25.5	62.1	2.3	22.8	0.4	0.9		8.8	1.8	1.0
Scotland	49,745	90.1	37.8	26.6	64.4	4.5	19.8	0.4	0.9		8.1	1.3	0.4
Variance		-1.6	-1.2	-1.2	-2.3	-2.2	3.0	0.0	0.0		-0.6	0.4	-0.6
Aberdeen City	1,732	85.7	36.4	25.9	62.3		20.8				11.1	1.3	1.8
Scotland	53,394	89.0	36.3	27.1	63.4	5.4	19.2	0.5	0.5		9.5	1.2	0.3
Variance		-3.3	0.1	-1.2	-1.1		1.6				-1.6	0.1	-1.6
Aberdeen City	1,773	85.5	38.6	24.9	63.5		19.0				11.9	1.2	1.4
Scotland	53,134	87.0	36.2	26.9	63.1	5.1	18.5	0.3			11.2	1.3	0.5
Variance		-1.5	2.3	-2.0	0.4		0.5				-0.7	-0.1	-0.9

Appendix E – Positive Initial and Sustained Destination

Academic Year	2017/18			
	Initial		Sustained	
	%	Ranking	%	Ranking
Aberdeen	91.4	32	91.5	26
Edinburgh	94.3	19	93.6	18
Scotland	94.4		93.2	
	-3.0			
3 Year Averaged Figure				
Aberdeen	30.5		30.5	
Edinburgh	31.4		31.2	
Scotland	31.5		31.1	
	-3.0		-1.4	

	Above national 3 year average
	Below national 3 year average

Appendix F – Community Planning Aberdeen Local Outcome Improvement Plan: https://communityplanningaberdeen.org.uk

Appendix G - NHS Grampian Local Child Poverty Action Plan 2018/19

Local Child Poverty Action Plan

2018 - 2019

NHS Grampian

Version 3.0 6ᵗʰ March 2019

Contents.

Background Report

Background Report.

Introduction.

New Statutory Requirement for Local Authorities and Health Boards.

The Child Poverty Act (Scotland) 2017 introduces a new requirement for local authorities and each relevant Health Board, to jointly prepare a Local Child Poverty Action Report, as soon as practical after the end of each reporting (financial) year.

The first report must cover the time period 1st April 2018 – 31st March 2019 and be submitted to the Scottish Government by end of June 2019.

The legislation states that the report must "describe any measure taken in the area of the local authority during the reporting year, for the purpose of contributing to the meeting of the child poverty targets". The Act also requires local authorities and Health Boards to set out, in their local child poverty action reports, information on measures that they plan to take to contribute to the meeting of the Child Poverty reduction targets set out in the Child Poverty (Scotland) Bill, with the aim of ensuring the reports provide a strategic forward look as well as an account of progress to date.

The Policy Memorandum makes clear that there is the expectation, that local authorities and Health Boards will work together to produce the reports and that Community Planning Partnership planning processes could provide a helpful vehicle for co-ordinating this work.

Local authorities and Health Boards will wish to consider the most appropriate format to use when publishing the reports. A suggested template for recording actions is included in the national guidance document: Developing a Local Child Poverty Action Report: Guidance **(1)**.

Plans for scrutiny of the reports are still being finalised. Scottish Ministers may, for example, ask the Poverty and Inequality Commission to provide feedback on the local action reports. It is likely that feedback to local partners will be staged over the 2019-2020 financial year.

A number of national support mechanisms are in place to support local authorities and Health Boards plan, develop and put in place local action plans e.g.
- National Co-ordinator for Child Poverty;

- Scottish Poverty and Inequality Research Unit (SPIRU);
- Scottish Government support to set up local community bodies to bring people with a lived experience of poverty into strategic decision making particularly where anti-poverty work is under-developed at present; and
- `Get Heard Scotland` led by the Poverty Alliance.

The enclosed Action Plan clarifies and confirms NHS Grampian`s contribution to Local Child Poverty Action Plans for Aberdeen City, Aberdeenshire and Moray Community Planning Partnership (CPP) areas for the reporting (financial) year period 2018 - 2019.

Definition of Poverty.

Poverty is defined against the reasonable expectation that everyone should be able to meet their basic needs, which includes the need to be able to participate as a citizen and member of society. The Joseph Rowntree Foundation (JRF) has further defined *destitution* as lacking two or more of: shelter; food; heating; lighting; clothing; and footwear, or basic toiletries during the past month due to an inability to afford them **(2)**.

Causes of Child Poverty.

Child poverty in Scotland is mainly due to causes, or drivers, partially or wholly outside parents' control and usually completely outside children's control. These include aspects of

- Social security;
- Income from employment; and
- The costs of living.

The Scale and Trends of Child Poverty.

Since 2013 the levels of relative child poverty have started to increase, in 2016/17, just under a quarter (23%) of children in Scotland were living in relative poverty.

In 2016/17, after housing costs:
- Just under a quarter of children (23%, 230,000) in Scotland were living in relative poverty;
- One in five children (20%, 200,000) in Scotland were living in absolute poverty; and

- Almost one in nine (11%, 110,000) children in Scotland were living in households with combined material deprivation and low income.

By 2021 it is predicted that more than 1 in 3 children in Scotland will be living in poverty.

It is also predicted that child poverty is likely to further increase until 2029-30.

This is not inevitable if action is taken to reduce child poverty at a national and local level via a population -wide and targeted intervention approach.

Who is affected?

Two-thirds of children in poverty in Scotland live in working households.

Most children in Scotland living in poverty live in families:

- With one or two children;
- Headed by a couple;
- Where no-one is disabled;
- In white Scottish households; and
- Where the mother is aged 25 or older.

However, the risk of poverty is much higher for children in:

- Households where nobody is in paid employment;
- Families with three or more children;
- Lone parent households;
- Households where someone is disabled;
- Non-white Scottish households; and
- Households where the mother is under the age of 25.

How does child poverty vary across Scotland?

Child poverty is highest in urban and industrial Scotland, but can be found everywhere. After housing costs, the highest rates of child poverty are found in Glasgow, Dundee, Ayrshire, Inverclyde, Clackmannanshire and West Dunbartonshire. Much lower rates are observed in Aberdeenshire, the Shetland Islands, East Renfrewshire and East Dunbartonshire

However, it should be noted that this conceals high levels of poverty at a neighbourhood level found right across Scotland, including in 'affluent' and in rural local authorities **(3).**

Child Poverty in Grampian.

A new experimental statistics on children and families with limited resources (2014-16) report was published by the Scottish Government in 2017. The report looks at children experiencing a combination of low income and material deprivation. This directly responds to one of the targets set out in the Child Poverty (Scotland) Bill, the measure has been designed for local purposes only and will help Health Boards and Local Authorities think about how much of a problem child material deprivation is in their area and help them prioritise actions for their Local Child Poverty Plans. It is expected that the data and methodology will be improved for future LCPAP planning and reporting purposes.

Percentage of children who live in families with <u>limited resources</u> by local authority area:
- Aberdeen City 27%;
- Moray 10%;
- Aberdeenshire 5% **(4)**

Given that the above is experimental data and the interim national child poverty targets are set on an `after housing costs basis`, it is suggested that for NHS Grampian strategic and local child poverty action planning purposes that statistics published by the Child Poverty Action Group (CPAG) also be considered **(5) (Table 1.)**

Table 1. Compilation of Child Poverty Local Indicators, Update to September 2017 (CPAG).

% of children in poverty July – September 2017 Parliamentary Constituents and Wards	Before Housing Costs	After Housing Costs
Aberdeen North	13.48%	21.56%
Aberdeen South	8.19%	13.37%
Banff and Buchan	11.32%	18.25%
West Aberdeenshire and Kincardine	5.59%	9.26%
Moray	11.38%	18.33%

It should be noted that on further analysis of CPAG data that there is significant variation in each Parliamentary Constituent and Wards, this will require careful review and consideration when planning for LCPAP and Report purposes **(Table 2).**

Table 2. Variation in Parliamentary Constituents and Wards data.

% of children in poverty July – September 2017 Parliamentary Constituents and Wards	After Housing Costs
Aberdeen North	Bridge of Don 6.17% Northfield 27.13%
Aberdeen South	Hazelhead/Ashley/Queens Cross 5.87% George Street/Harbour 24.35%
Banff and Buchan	Mid Fortmartine 6.77% Banff and District 20.89%
West Aberdeenshire and Kincardine	East Garioch 4.78% Huntly/Strathbogie and Howe of Alford 17.44%
Moray	Heldon and Laich 14.64% Keith and Cullen 22.56%

Solutions to Child Poverty.

The JRF sets out the solutions to child poverty in their report *We Can Solve Poverty,* their work describes a world where:

Child poverty would not exist because:
1. Parents would be fully supported to be effective, to have positive mental wellbeing, and to be able to minimise any adverse effects of separation;
2. Parents would have easy access to high-quality, flexible and affordable childcare regardless of income, allowing them to remain in work and providing children with valuable pre-school development;
3. All children would be supported to succeed in school regardless of household income;
4. All young people would leave school with the support, advice, skills and confidence to move successfully into education, training or the labour market and towards independence; and
5. Incomes would be at a level allowing families to afford essentials, avoid destitution, reduce stress and giving children the opportunity to participate socially and educationally.

The Child Poverty Act (Scotland) 2017

The Child Poverty (Scotland) Act 2017 requires the Scottish Government to reduce the number of children who live in poverty. By 2030 the following targets must be met:

- Fewer than 10% of children living in families in relative poverty;
- Fewer than 5% of children living in families in absolute poverty;
- Fewer than 5% of children living in families living in combined low income and material deprivation; and
- Fewer than 5% of children living in families in persistent poverty.

The Act also includes a set of interim targets to be met by 2023, all targets are set on an `after housing costs` basis, - in other words, the income families have left after they have paid for their housing **(6).**

Linkages with Other Local Reporting Duties on Tackling Poverty

There are a number of reporting duties on local authorities and partnerships linked to tackling poverty, i.e.

- **Fairer Scotland Duty**: This is an overarching strategic duty on public bodies (including local authorities). It has interactions with the Equality Act 2010; Scotland Act 2016; and came in to force on the 1st April 2018. The Duty requires that: "An authority to which this section applies must, when making decisions of a strategic nature about how to exercise its functions, have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage."

- **Children & Young People (Scotland) Act 2014**: Of a particular reference to the Child Poverty (Scotland) Act are Parts 1 and 3 of the Children & Young People (Scotland) Act 2014. Part 1 requires public authorities to publish, as soon as practicable after the end of each three year period, a report of what steps it has taken in that period to secure better or further effect within its areas of responsibility of the UNCRC requirements. Of particular relevance to the issue of child poverty are the following articles:
  Article 3   (best interests of the child);
  Article 6   (life, survival and development);
  Article 12 (respect for views of the child);
  Article 26 (social security); and
  Article 27 (adequate standard of living).

- **Community Empowerment (Scotland) Act 2015:** The Act requires that Community Planning Partnerships (CPP) must prepare and publish a Local Outcome Improvement Plan (LOIP), which sets the local outcomes the CPP has prioritised for improvement. In preparing the plan, the CPP is obliged to make all reasonable efforts to secure the participation of the community bodies in the planning process. In carrying out their functions, the CPP is required to do so with a view of reducing inequalities to outcomes that result in socio-economic disadvantage.

- **Education (Scotland) Act 2016:** The Act requires that education authorities must have due regard to the need to carry out school education functions in a way designed to reduce inequalities of outcome for those pupils experiencing them as a result of socio-economic disadvantage.

Every Child, Every Chance.

The national Tackling Child Poverty Delivery Plan 2018-22 is in place, Every Child, Every Chance, contains many actions on child poverty that the Scottish Government will take in the following key areas:

- Work and Earnings;
- Costs of Living;
- Social Security;
- Helping Families in Other Ways; and
- Partnership Working.

The Delivery Plan identifies a number of priority groups being targeted as particular beneficiaries of the Plan`s commitment:

- Lone parents;
- Families where a member of the household is disabled;
- Families with 3 or more children;
- Minority ethnic families;
- Families where the youngest child is under 1; and
- Mothers aged under 25.

Living in areas of high material deprivation and remote rural locations have also been identified as additional barriers faced by families in these groups.

The Delivery Plan also makes clear that addressing Adverse Childhood Experiences (ACEs) is a key priority and sets out new policies and proposals to help make strong progress towards the targets at a time when the biggest cut in universal credit is taking place and up to 2020 **(7)**.

NHS Welfare Reform Focused Plan

A Scottish Government NHS Welfare Reform Focused Plan was published in May 2018, the plan is an update of the one produced in December 2013 by the Scottish Government's Welfare Reform and Health Impact Delivery Group (HIDG).
The Plan is not intended to be prescriptive, but instead provides NHS Chief Executives and Health and Social Care Chief Officers a set of principles and guidance for their organisations to use to inform their local activities in collaboration with community planning partners. The Scottish Government will welcome updates from NHS Chief Executives on progress with this plan through their existing reporting mechanisms, for example the Annual Review **(8)**.

NHS Health Scotland Action Plan – Financial Inclusion Referral Pathways

A NHS Health Scotland Action Plan is in place to develop financial inclusion referral pathways in Scotland. The plan has been developed by the Financial Inclusion Referral Pathway Short-life Working Group of the Scottish Health Promotion Managers Group (SHPMG). It is intended to describe delivery actions in support of the vision for '*all pregnant women and families with young children to be routinely asked about money worries and offered a referral to an advice service that is accessible and sensitive to the needs of children and families.'* The actions will enable the implementation of recommendations made within *'A mapping of financial inclusion referral pathway activity in midwifery and health visiting services in Scotland'* report.

The Action Plan also supports:
- The statement made by the Cabinet Secretary for Health, Ms Shona Robison, in Parliament on 21 September 2016 outlining the Scottish Government's support for the roll out of NHS Greater Glasgow and Clyde's *Healthier Wealthier Children;*
- The statement made by Scottish Government within Every Child, Every Chance: The Tackling Child Poverty Delivery Plan 2018-22 '*to build on the recommendations of the Health Promotion Managers group to work with NHS Boards, Integration Authorities and Local Authorities to ensure referral pathways suitable to local needs are embedded in all health boards by the end of this Parliament,'* and their commitment of £500,000 to explore implementation;
- The wider approach highlighted in Every Child, Every Chance: The Tackling Child Poverty Delivery Plan 2018-22 to *'embed welfare advice services in health and social care settings.'*
- 'Getting it right for every child' (GIRFEC) as outlined in the Children and Young People (Scotland) Act 2014; and
- 'Mitigating the impact of Welfare Reform on health and NHS services, service users and employers'- outcomes focused plan (March 2018)

Actions in the plan have been described at three distinct levels with functions and responsibilities as follows:

- **Scottish Health Promotion Managers Group (SHPMG):** this section outlines the leadership role of SHPMG;
- **Local NHS Boards:** this section outlines generic actions that are required to be taken, but adherence will vary between Boards depending on their current status in developing pathways, delegation of services for children and young people and local community planning arrangements. However, there is a specific leadership and governance role for every Health Promotion Manager (summarised in a driver diagram: see Appendix 1); and
- **NHS Health Scotland (NHS HS):** this section outlines the actions relating to NHS Health Scotland's role in the development of *'once for Scotland'* resources and those required at a national level that would support local delivery. NHS HS will act as primary contact with national organisations, including Scottish Government, to progress national developments **(9).**

NHS Grampian Child Poverty Action Planning Position.

The Interim Child Health Commissioner has been identified to be the Lead Officer for Child Poverty and a short life working group has been established with representation from the Public Health Directorate and three Health and Social Care Partnerships to plan and develop NHS Grampian actions and measures for local child poverty action plan and report requirements and purposes and to plan, develop and put in place a Midwifery and Early Years Practitioners (i.e. Health Visitors and Family Nurse Practitioners) Pathway Policy and Procedure to financial support services across Grampian.

In response to the pre-identified Scottish Government Welfare Reform Focused Plan, the Director of Public Health has requested that the NHS Grampian Head of Social Inclusion develop, with input and support from relevant colleagues, a NHS Grampian Welfare Reform Focused Plan, this will include information on current progress and planned actions against the national short term objectives.

NHS Grampian Actions Year 1.

Taking the national Child Poverty Delivery Plan and JRF solutions in to careful account, the following actions have been approved by the NHS Grampian Senior Leadership Team (SLT). Measures are currently being finalised. Once complete, the actions and measures clarify and confirm NHS Grampian`s year one contribution to local child poverty action plans and reports for Aberdeen City, Aberdeenshire and Moray and contribution to meeting the pre-identified national child poverty targets.

As a Health Board and a Community Planning Partner NHS Grampian will:

- Reinforce and promote the importance of attending for antenatal care, with the aim to increase the number of vulnerable mothers eligible and in receipt of the Sure Start Maternity Grant (N.B. from Summer 2019 SSMG will be known as the Best Start Grant);

- Promote the Neonatal Expenses Fund, with the aim to identify vulnerable parents eligible so that they may be supported to spend as much time with their babies as possible, while they are receiving care within a neonatal unit;

- Provide more support for children and families in the very earliest years through the Universal Health Visiting Service and Family Nurse Partnership Programme;

- Promote the importance of Healthy Start, with the aim to increase access to the scheme for eligible vulnerable families;

- Work collaboratively with Local Authorities, to support them to put in place an intelligence led and evidence based approach for the Pupil Equity Fund, so that the allocation of funding directly to schools will help close the poverty-related attainment gap;

- Continue to grow and sustain Making Every Opportunity Count (MEOC) at a NHS Grampian and Community Planning Partnership level in Aberdeen City, Aberdeenshire and Moray; and

- Via Healthier Wealthier Children: Developing financial inclusion referral pathways in Scotland Funding Plan: develop and put in place a Midwifery and Early Years Practitioners Pathway Policy and Procedure to financial support services across Grampian.

In addition to the above actions, NHS Grampian will continue to deliver and perform on statutory duties and responsibilities, develop and put in place a clear strategic approach, policies, plans and investment in the following key areas which will help to reduce and mitigate child poverty:

- GIRFEC;

- Child Protection;

- Corporate Parenting;

- Maternal and Child Health;

- Mental Health and Wellbeing (including Adverse Childhood Experiences, with the aim to better support children and adults who have been through adversity and trauma);

- Welfare Reform (via the National Welfare Reform Action Plan, Health Board and Health & Social Care Partnership duties and responsibilities); and

- Financial Inclusion (via the NHS Health Scotland Action Plan, Health Board and Health & Social Care Partnership duties and responsibilities).

The shared learning and experience of planning, developing and implementing year 1 Local Child Poverty Action Plans and Reports on a local and national level will aid to inform and support NHS Grampian and Local authorities in Aberdeen City, Aberdeenshire and Moray to consider and plan new actions/activity for future plans, with the ongoing aim to reduce and mitigate child poverty.

Tracey Gervaise.

Interim Child Health Commissioner

Chair Short Life Working Group (Child Poverty)

NHS Grampian

6th March 2019.

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(8) Mitigating the impact of welfare reform on health and NHS services, service users and employers – outcomes focused plan. (March 2018) http://www.healthscotland.scot/publications/welfare-reform-nhs-outcome-focussed-plan

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Action Plan.docx

Action Plan 2018 - 2019

Action.	Who action is carried out by.	Resources allocated.	Poverty driver(s) the action is intended to impact.	How impact has/will be assessed.	Timescale for action.	Group(s) the action is intended to reduce poverty amongst.
Reinforce and promote the importance of attending for antenatal care with the aim to increase the number of vulnerable mothers eligible and in receipt of the Sure Start Maternity Grant (N.B. from summer 2019 SSMG will be known as the	• Midwives. • Neonatal Nurses. • Healthcare Assistants. • Health Visitors. • Community/Staff Nurses. • Nursery Nurses. • Family Nurse Practitioners. • Clinicians. • Allied Health Professionals. • Clinic/Ward Administrators. • Healthpoint Services.	• Best Start Tool-kit. • Client Information Leaflets. • Social Security Scotland Website.	Help from the social security system.	Access to antenatal care uptake. Number/% of mothers identified eligible for Sure Start/Best Start Maternity Grant. Uptake of Sure Start/Best Start Maternity Grant. Case Studies. Client Experience.	2018 - 2021	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children; • Minority ethnic families; • Families where the youngest child is under 1;

Best Start Grant).	• GP Practices. • GP Link Workers. • Social Workers. • Family Support Services. • Third Sector Interface. • Citizen Advice Bureau.					• Mothers aged under 25.
Promote the Neonatal Expenses Fund, with the aim to identify vulnerable parents eligible so that they may be supported to spend as much time with their babies as possible, while they are receiving care	• Midwives. • Neonatal Nurses. • Healthcare Assistants. • Health Visitors. • Community/Staff Nurses. • Nursery Nurses. • Family Nurse Practitioners. • Clinicians. • Allied Health Professionals.	• Parent Information Leaflets. • Claim Forms. • Scottish Government Website.	Reducing household costs.	Number/% of vulnerable parents identified eligible for Neonatal Expenses Fund. Uptake of Neonatal Expenses Fund. Case Studies. Client experience.	2018 - 2021	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children; • Minority ethnic families; • Families where the youngest

within a neonatal unit.	• Clinic/Ward Administrators. • Healthpoint Services. • GP Practices. • GP Link Workers. • Social Workers. • Family Support Services. • Third Sector Interface. • Citizen Advice Bureau.					• child is under 1; • Mothers aged under 25.
Provide more support for children and families in the very earliest years through the Universal Health Visiting Service and Family Nurse Partnership Programme;	• Health Visitors. • Community/Staff Nurses. • Nursery Nurses. • Family Nurse Practitioners. • GP Practices. • GP Link Workers. • Healthpoint Services. • Social Workers. • Family Support Services.	Universal Health Visiting Pathway. Family Nurse Programme.	Reducing household costs. Help from the social security system.	Universal Health Visiting Pathway Contacts: Routine enquiry about family finances/money worries at: Pre-Birth (32-34 weeks); 11-14 Days; 13-15 months; and 4-5 years (2020).	2018 - 2021	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children;

	• Third Sector Interface.			Number of HV contacts made per contact/child`s age. Number of families sign posted to financial support services (including CAB). FNP Programme TBC. Case Studies. Client experience.		• Minority ethnic families; • Families where the youngest child is under 1; • Mothers aged under 25.
Promote the importance of Healthy Start with the aim to increase access to the scheme for	• Midwives. • Healthcare Assistants. • Clinic/Ward Administrators. • Health Visitors. • Family Nurse Practitioners.	• NHSG webpage. • Healthy Start Application Form. • Posters. • Flyers.	Help from the social security system. Reducing household costs	Number of families/ Households eligible for Healthy Start. % Uptake of Healthy Start.	2018 - 2021	• Lone parents; • Families where a member of the household

eligible vulnerable families;	• Allied Health Professionals. • GP Practices. • GP Link Workers. • Social Security. Scotland. • Healthpoint Services. • Social Workers. • Family Support Services. • Citizen Advice Bureau. • Third Sector Interface.	• Easy Read Sheet for professionals.		Case Studies. Client experience.		is disabled; • Families with 3 or more children; • Minority ethnic families; • Families where the youngest child is under 1; • Mothers aged under 25.
Work collaboratively with Local Authority partners, to support them to put in place an intelligence led and evidence based approach for	• Health Improvement Teams. • Health Intelligence Team. • Education Services. • Schools. • Multi-agency Locality/Area School Groups.	NHSG Child Health (Child Poverty) Dashboard. NHSG Children and Young People Vulnerable Data Base. C&YP Joint Strategic Needs Assessment or Interim Profile and Analysis.	Increasing income via employ-ment. Reducing household costs.	NHSG Child Health (Child Poverty) Dashboard in place. C&YP Joint Strategic Needs Assessment or Interim Profile and Analysis in place.	2018 - 2021	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children;

the Pupil Equity Fund, so that the allocation of funding directly to schools will help close the poverty-related attainment gap;	• Third Sector Interface.	CPP Area Child Poverty prevalence. CPP Area SIMD Income Deprivation - position identified and confirmed. CPP Area Attainment Rates. CPP area(s) which have multiple poor outcomes. Clothing Grants.		CPP Area Child Poverty prevalence identified and confirmed. CPP Area SIMD Income Deprivation position identified and confirmed. CPP Area Attainment Rates identified and confirmed. CPP area(s) which have multiple poor outcomes identified and confirmed. Uptake of Clothing Grants confirmed. Number/% of children eligible		• Minority ethnic families; • Families where the youngest child is under 1; • Mothers aged under 25.

				for free school meals (P1-3). Uptake of free school meals (P1-3). Positive Destinations Reports. Annual local authority PEF reports.		
Continue to grow and sustain Making Every Opportunity Count (MEOC) at a NHS Grampian and Community Planning Partnership level in Aberdeen City; Aberdeenshire; and Moray.	• NHS Grampian. • Health and Social Care Partnerships. • Local Authorities; • Scottish Fire and Rescue Services. • Department of Work and Pensions. • Social Security Scotland. • Citizens Advice Bureau.	• On-line resources. • Managers Tool-kit. • Bespoke Self-check. • Sign– posting information.	Reducing household costs. Help from the social security system.	Number of NHSG staff trained to deliver MEOC. Partners trained to deliver MEOC. Number of MEOC conversations undertaken. Number and type of services sign-posted to	2018 - 2020	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children; • Minority ethnic families; • Families where the

				Case Studies. Client experience.		• youngest child is under 1; • Mothers aged under 25.
Via Healthier Wealthier Children: Developing financial inclusion referral pathways in Scotland Funding Plan: develop and put in place a Midwifery and Early Years Practitioners Pathway Policy and Procedure to financial support services	• Midwives. • Neonatal Nurses. • Healthcare Assistants. • Health Visitors. • Community/ Staff Nurses. • Nursery Nurses. • Family Nurse Practitioners. • Clinicians. • Allied Health Professionals. • Clinic/Ward Administrators. • Healthpoint Services. • GP Practices. • GP Link Workers. • Social Workers. • Family Support Services.	• Pathway. • Policy and procedure. • Training and professional development support.	Reducing household costs. Help from the social security system.	Policy and procedure developed. Policy and procedure implemented. Case Studies. Staff experience. Client Experience. **NB. Further information to be added.**	2018 - 2021	• Lone parents; • Families where a member of the household is disabled; • Families with 3 or more children; • Minority ethnic families; • Families where the youngest child is under 1; • Mothers aged under 25.

across Grampian.	• Citizen Advice Bureau. • Third Sector Interface. • Financial Support Services.					

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Exempt information as described in paragraph(s) 2 of Schedule 7A
of the Local Government (Scotland) Act 1973.

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