

# Public Document Pack



To: Councillor Wheeler, Convener; Councillors Bell and Graham, Vice Conveners; and Councillor Stewart, the Depute Provost; and Councillors Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Henrickson, Lumsden, Macdonald, McLellan and Townson.

Town House,  
ABERDEEN 3 January 2020

## **OPERATIONAL DELIVERY COMMITTEE**

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **THURSDAY, 9 JANUARY 2020 at 2.00pm.**

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

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

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

1.1 There are no urgent items at this time

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

2.1 There are no exempt items of business at this time.

#### **DECLARATIONS OF INTEREST**

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

#### **REQUESTS FOR DEPUTATION**

4.1 There are no requests for deputation at this time

## **MINUTE OF THE PREVIOUS MEETING**

- 5.1 Minute of the Previous Meeting of 12 November - for approval (Pages 7 - 12)

## **COMMITTEE PLANNER**

- 6.1 Committee Business Planner (Pages 13 - 18)

## **NOTICES OF MOTION**

- 7.1 There are no reports under this heading

## **REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES**

- 8.1 Disability Equity Partnership (Pages 19 - 34)

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

- 9.1 Performance Report - COM/20/001 (Pages 35 - 98)

## **GENERAL BUSINESS**

- 10.1 Annual Report on the Performance of Aberdeen City Council from the Scottish Roadworks Commissioner - OPE/20/009 (Pages 99 - 114)
- 10.2 Review of Leased Centres and Learning Centres - OPE/20/012 - to follow

## **EXEMPT BUSINESS**

- 10.3 There are no items of exempt business at this time.

EHRIAs related to reports on this agenda can be viewed [here](#)  
Service Updates for this Committee can be viewed [here](#)

Website Address: [www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

Should you require any further information about this agenda, please contact Lynsey McBain on 01224 522123 or email [lymcbain@aberdeencity.gov.uk](mailto:lymcbain@aberdeencity.gov.uk)

## **DECLARATIONS OF INTEREST**

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

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

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

### **OR**

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

### **OR**

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

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

### **OR**

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

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

## OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 12 November 2019. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillors Bell and Graham, Vice-Convener; and Councillors Allan (as substitute for Councillor Lesley Dunbar), Cormie, Delaney, Donnelly (as substitute for Councillor Lumsden), Flynn (as substitute for Councillor Jackie Dunbar), Henrickson, Macdonald, McLellan, Stewart, the Depute Provost and Townson.

The agenda and reports associated with this minute can be found [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.**

### **WEIGHT RESTRICTION TO STOP HGV'S USING SCHOOL ROAD/ GOLF ROAD/ PARK ROAD AND PARK STREET**

1. The Committee had before it the following petition which had been submitted by the lead petitioner Mr Lewis McGill.

"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.

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

Mr McGill explained that HGV's constantly sped along School Road which was very unacceptable and used it as a rat run to get to other areas in Aberdeen. Mr McGill noted that the area was a 20MPH zone however this was never adhered to, not only by HGV's but cars too. He explained that he held discussions with the local community on what to do and as a result decided to do a petition to try and get HGV's off School Road. Mr McGill explained that there had been several accidents in the area with one death on King Street, and highlighted that the road was not built to handle the amount and size of vehicles such as HGV's. He noted that residents did not feel safe due to the amount of traffic on the road and with cars parked at either side of the road, it meant that children living in the area were not safe to play.

Mr McGill went on to speak about the regeneration of Seaton and spoke about the impact the Aberdeen Western Peripheral Route had on traffic levels in the area. Mr McGill stated that the levels had dropped at first, however felt that the amount of HGV's using the route had returned to what they were. Mr McGill highlighted that according to Police Scotland, 85% of HGV's using the area, were going over the speed limit and there was no potential of getting speed cameras in the area.

## OPERATIONAL DELIVERY COMMITTEE

12 November 2019

Finally Mr McGill spoke about the health impact the amount of vehicles passing by had on residents in regards to the fumes and noted that a lot were suffering with asthma as a result. Also the vehicles were causing the roads to vibrate, with cracks appearing on School Road as a result, as well as on the pavements.

Members then asked a number of questions of Mr McGill and Vycki Ritson, Team Leader, Operations and Protective Services.

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

- (i) to note that officers had recently undertaken traffic surveys in the area and were due to examine the results and look at various options as a result; and
- (ii) to therefore agree that no action be taken from the Committee at this point, and to request that a Service Update be provided to members in advance of the January Committee, to give assurance on safety measures and what action was being proposed for the area.

### **MINUTE OF THE PREVIOUS MEETING OF 17 SEPTEMBER 2019**

- 2. The Committee had before it the minute of the previous meeting of 17 September 2019, for approval.

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

to approve the minute as a correct record.

### **COMMITTEE BUSINESS PLANNER**

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

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

- (i) to agree to remove items 6 (Petition School Road), 7 (Performance Report), 8 (Risk Register), 9 (Joint Inspection of Children's Services) and 10 (Out of Authority Residential Placements);
- (ii) to note that item 5 (Council Housing Rent Management and Universal Credit Review of Implementation of Full Service), would come to the January Committee;
- (iii) to note that for item 13 (Community Learning Centre and leased Community Centre provision) that a meeting would take place at the end of November with the wider stakeholders;
- (iv) to note that item 11 (Windmill Brae) would come to Committee in March 2020, following the further meetings taking place that were scheduled; and
- (v) to otherwise note the information on the business planner.

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**REFERRAL FROM LICENSING COMMITTEE OF 29 OCTOBER 2019**

4. The Committee had before it a referral from the Licensing Committee of 29 October 2019, which requested:-

To refer the matter of allowing access for private hire car drivers through bus gates to the Operational Delivery Committee for their consideration.

**The Committee resolved:-**

- (i) to instruct the Chief Officer – Operations and Protective Services to commence the necessary statutory procedure to permit private hire vehicles access through the Bedford Road bus gate. If no significant objections were received, then to progress with the public advertisement and report any objections to a future meeting of this Committee; and
- (ii) instruct the Chief Officer – Operations and Protective Services, to report back to this Committee on the potential impact of allowing private hire vehicles through the city’s remaining bus gates, where taxis were already permitted.

**PERFORMANCE REPORT - COM/19/396**

5. The Committee had before it a report by the Chief Operating Officer and the Director of Customer Services, which presented Committee with the status of key performance measures relating to the Operations function.

**The report recommended:-**

that the Committee provide comments and observations on the performance measures relating to the Operations function.

**The Committee resolved:-**

- (i) to note that officers would liaise with the Chief Officer - Corporate Landlord, in regard to repair targets for lighting within sheltered housing, and would report back to members in this regard; and
- (ii) to otherwise note the information contained in the Performance Report.

**JOINT INSPECTION OF CHILDREN'S SERVICES - OPE/19/408**

6. The Committee had before it a report by the Chief Officer Integrated Children’s and Family Services, which provided the Committee with independent external assurance as a result of the Care Inspectorate’s independent examination of the systems, processes and practices in place across the multi agency partnership.

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The report also reminded the Committee of the work being undertaken across Children's Services, and how the associated actions arising from the inspection were already included in existing strategic improvement plans such as the Local Outcome Improvement Plan, Child Protection Improvement Plan and Corporate Parenting Action Plan.

**The report recommended:-**

that the Committee -

- (a) note the findings of the "Report of a joint inspection of services for children and young people in need of care and protection in Aberdeen" – September 2019; and
- (b) note that the Community Planning Partnership was required to prepare a plan detailing the action it intended to take in response to the Inspection Report within 6 weeks of its publication, had submitted this action plan to the Care Inspectorate and that this action plan be shared with Members via a Service Update.

**The Committee resolved:-**

- (i) to thank officers for their continued efforts with the Joint Inspection; and
- (ii) to otherwise approve the recommendations.

**RISK REGISTER - OPE/19/409**

7. The Committee had before it a report by the Chief Operating Officer and the Director of Customer Services, which presented the Cluster Risk Registers and Assurance Maps in accordance with Committee Terms of Reference and to provide assurance on the Council's system of risk management.

**The report recommended:-**

that the Committee note the Cluster Risk Registers and Assurance Maps set out in Appendices A – C.

**The Committee resolved:-**

to approve the recommendation.

**ANNOUNCEMENT**

8. The Convener offered his congratulations to the team in Building Services, for their success at the CITB Apprenticeship Awards and being crowned Workplace Mentor of the Year at the awards ceremony in London. He also congratulated colleagues in Fleet Services for winning the Local Authority Fleet Operator of the year award by Transport News.

- **Councillor John Wheeler, Convener**



**OPERATIONAL DELIVERY COMMITTEE**  
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	A	B	C	D	E	F	G	H	I
1	<b>OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER</b> The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	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	<b>09 January 2020</b>								
4	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	D	Reporting delayed due to work being undertaken to record and report on performance measures. Will go To March committee.
5	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	Draft Policy considered at CMT. Further work required before presentation to members for approval and considering being given to presentation of proposals to Full Council ahead of next meeting of Operational Delivery Committee
6	Scottish Road Works Commissioner Annual Performance	Annual report on performance from the Scottish Road Works Commissioner.	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. <b>ON AGENDA</b>	Angus MacIver/ Kevin Abercrombie	Operations and Protective Services	Operations	Purpose 1 and 3.2		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
7	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.	Delayed to enable cognisance to be taken of the recently approved Child Poverty Action Plan and whether any changes to Universal Credit are required. This will enable the report to provide the awaited information to Education Operational Delivery Committee regarding school meals, closer to the end of the school year as per the initial EODC instruction.	Neil Carnegie	Early Intervention and Community Empowerment	Customer	1	D	As all data sets are not available for the final report, the report will now be submitted to a future meeting to ensure completeness for committee.
8	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	Meeting is scheduled early Nov 2019 with wider stakeholders to consider the initial findings from the review. To allow for any feedback to be incorporated into the final report it is recommended to present the report at the next available committee. <b>ON AGENDA</b>	Derek McGowan	Early Intervention and Community Empowerment	Customer	5		
9	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).	<b>ON AGENDA</b>	Louise Fox	Business Intelligence and Performance Management	Commissioning	1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
10	<b>05 March 2020</b>								
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		
12	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 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.	Ross Stevenson	Operations and Protective Services - Mark Reilly	Operations	3 and 4		
13	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 Reilly	Operations	3		
14	<b>21 May 2020</b>								
15	Committee Annual Effectiveness Report	To present the annual effectiveness report for the Committee	To be reported May 2020	Fraser Bell	Governance	Governance	GD7.5		
16	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		
17	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 Reilly	Operations	3		
18	<b>10 September 2020</b>								

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
19	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		
20	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		
21	<b>19 November 2020</b>								
22	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		
23	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		
24	<b>Date to be confirmed</b>								
25	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
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
26	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 initiative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial  <b>To be reported to CRD Joint Committee in June to seek funding - move to 'future reports' section of planner meantime</b>	Pam Walker	Operations and Protective Services	Operations			
27	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		
28	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		<b>No date specified for reporting back as this will depend on any new development in the area of the Prime Four site.</b>

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## DISABILITY EQUITY PARTNERHSIP

13 NOVEMBER 2019

### CONSTITUTION REVIEW – FEEDBACK / UPDATE

The Partnership had before it the revised DEP Constitution. The Clerk advised that members were provided with the opportunity to provide feedback on the proposed Constitution and that member feedback was minimal.

With reference to the proposed addition to the Quorum section that two Elected Members must be in attendance, the Partnership agreed that there should be no requirement for any Elected Members to be in attendance for the meeting to be quorate but that at least 3 external members must be in attendance for the meeting to be quorate. The Chairperson recommended for officers to make the changes to the Constitution per the feedback and for the proposed Constitution to be referred to the Operational Delivery Committee on 9 January 2020 for approval.

#### **The Partnership resolved: -**

- (i) for officers to make the necessary changes to the DEP Constitution; and
- (ii) to refer the revised Constitution to the Operational Delivery Committee for their approval.

Appendix 1 - Disability Equity Partnership revised Constitution

Appendix 2 - Disability Equity Partnership revised Constitution with track changes

Appendix A - Membership Procedure

Appendix B - External Members and the Councillors' code of conduct

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**DISABILITY EQUITY PARTNERSHIP**

**CONSTITUTION**

**1. Name**

The name of the body shall be the Disability Equity Partnership.  
(Hereinafter referred to as the Partnership)

**2. Area**

The area represented by the Partnership shall be Aberdeen City.

**3. Objectives**

The objectives of the Partnership shall be:

- a) To bring about improvements to the lives of people in Aberdeen City who experience exclusion because of their disability by promoting a rights based approach to disability equality.
- b) To create a society where disabled people are valued, respected and included in the life of the City.
- c) To encourage and promote inclusion and equality.
- d) To create fair opportunity by identifying and removing the disabling barriers which disabled people face on a daily basis including prejudice, discrimination and negative attitudes.
- e) To provide a means of partnership, consultation and joint action with Aberdeen City Council.

**4. Membership**

- a) The Partnership will comprise of no fewer than fifteen and up to twenty external members.
- b) Membership is open to all persons who are normally resident within the city of Aberdeen.
- c) External members are to be appointed in accordance with the agreed procedure as at appendix A.
- d) Aberdeen City Council shall appoint five Elected Members to sit on the Partnership.

- e) In appointing Elected Members to the group the Council shall, so far as possible, give effect to the principles regarding political balance set out in the Local Government and Housing Act 1989, and which would be mandatory in the event of those provisions of the 1989 Act being brought into force.
- f) The Elected Members appointed to the group shall be reviewed in accordance with the above principles at the Statutory Council Meeting, after each local government election or at any Council or Operational Delivery Committee meeting, and any necessary alteration made thereafter.
- g) Elected Members appointed by the Council to serve on the Partnership will not be subject to a mandatory period of tenure.
- h) The length of membership for external members will be three years.
- i) External members who have reached the end of their three year ordinary membership may re-apply and will start a new three year term subject to the agreed procedure as at appendix A.
- j) Elected Members are bound by the Councillors' Code of Conduct and external members should adhere to its principles as per appendix B.

**5. Office Bearers**

- a) Office Bearers (Chairperson and Vice Chairperson) will be appointed from the external membership.
- b) Office Bearers will be entitled to serve three full years in office, and can be re-appointed.
- c) Office Bearers will be entitled to serve a maximum of two terms in office. The maximum length of service for Office Bearers will be six years in any one position.
- d) In the event that an Office Bearer is unable to fulfil the role and unable to resign, the Partnership may remove them from office and appoint a replacement Office Bearer from the external membership.

**6. Quorum**

- a) A quorum shall be five members of the group. which must include three external members
- b) One Office Bearer of the Partnership must be present at any meeting where a vote is to take place.
- c) In the event that the Chairperson and Vice Chairperson are unable to attend a meeting, the Partnership may appoint an acting Chairperson to chair the meeting who would be classed as an Office Bearer in terms of 6b for the purpose of that meeting.

**7. Voting**

- a) In the event of a vote, Motions (proposals) and Amendments (counter proposals) will be decided by a simple majority of those present and eligible to vote.
- b) Each member will be entitled to cast one vote.
- c) In the event of an equality of votes, the Chairperson (or Vice Chairperson if chairing the meeting or any acting Chairperson) will be entitled to cast a casting vote.
- d) Any agreed proposal by the Partnership seeking a change to the Constitution of the Partnership will be referred to the Operational Delivery Committee for determination.

**8. Working Groups**

The Partnership may appoint working groups comprising members of the Partnership and such other persons with particular expertise as may be appropriate, to undertake specific pieces of work on its behalf.

**9. Minutes**

Minutes of Meetings of the Partnership shall be kept and shall be kept and circulated to Elected Members for information.

**10. Dissolution**

The Partnership may only be dissolved by the Council or the Operational Delivery Committee. This may be effected either by a decision of the Council or the Committee, or in response to a motion put forward by the Partnership, which has been agreed by all Office Bearers and passed by 75% of the eligible voting members.

At least 28 days' notice of such a motion will be given to all members of the Partnership.

This constitution was adopted as the Constitution of the Partnership at a meeting held on [Date].

**Chairperson** \_\_\_\_\_ **Date** \_\_\_\_\_

**Vice Chairperson** \_\_\_\_\_ **Date** \_\_\_\_\_

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## DISABILITY EQUITY PARTNERSHIP

### CONSTITUTION

#### 1. Name

The name of the ~~body Organisation~~ shall be the Disability Equity Partnership.  
(Hereinafter referred to as the ~~DEP Partnership~~)

#### 2. Area

The area represented by the ~~Partnership DEP~~ shall be Aberdeen City.

#### 3. Objectives

The objectives of the ~~Partnership DEP~~ shall be:

- a) To bring about improvements to the lives of people in Aberdeen City who experience exclusion because of their disability by promoting a rights based approach to disability equality.
- b) To create a society where disabled people are valued, respected and included in the life of the City.
- c) To encourage and promote inclusion and equality.
- d) To create ~~fair opportunity a level playing field~~ by identifying and removing the disabling barriers ~~which that~~ disabled people face on a daily basis including prejudice, discrimination and negative attitudes.
- e) To provide a means of partnership, consultation and joint action with Aberdeen City Council.

#### 4. Membership

- a) ~~The Partnership will compromise of There will be a core group comprising no fewer less~~ than fifteen and up to twenty external members.
- b) Membership is open to all persons who are normally resident within the city of Aberdeen, ~~regardless of gender, ethnic origin, impairment, religion or sexual orientation.~~
- c) ~~External Members are to be appointed in accordance with the agreed procedure as at appendix A.~~

- b)d) \_\_\_\_\_ Aberdeen City Council shall appoint five Elected Members to sit on ~~the the Partnership group~~.
- e)e) \_\_\_\_\_ In appointing Elected Members to the group the Council shall, so far as possible, give effect to the principles regarding political balance set out in the Local Government and Housing Act 1989, and which would be mandatory in the event of those provisions of the 1989 Act being brought into force.
- d)f) The Elected Members appointed to the group shall be reviewed in accordance with the above principles at the Statutory Council Meeting, after each local government election or at any Council or Operational Delivery Committee meeting, and any necessary alteration made thereafter.
- ~~e) It shall be competent for the Operational Delivery Committee to vary the Elected Member appointments at any time, provided that the political balance set out above is maintained.~~
- ~~g) Elected Members appointed by the Council to serve on the Partnership will not be subject to a mandatory period of tenure.~~
- ~~f) The maximum length of ordinary membership for External Members will be three years.~~
- ~~h) The length of membership for external members will be three years.~~
- ~~i) External members who have reached the end of their three year ordinary membership may re-apply and will start a new three year term subject to the agreed procedure as at appendix A.~~
- ~~g)i) Elected Members are bound by the Councillors' Code of Conduct and external members should adhere to its principles as per appendix B.~~
- ~~h) External Members who successfully re-apply will start a new three year ordinary membership and will be eligible for election as an Office Bearer.~~
- ~~i) Elected Members appointed by the Council to serve on the group will not be subject to a mandatory period of tenure.~~

## 5. Office Bearers

- ~~a) The Chairperson and Vice Chairperson will first be Elected at the Inaugural Meeting and at approximately two yearly intervals thereafter.~~
- ~~b) Office Bearers will be elected from the External Membership.~~
- ~~c) The maximum length of service for Office Bearers will be three years.~~
- ~~d) Office Bearers will be entitled to serve two full years in office, in addition to their three year ordinary membership.~~
- ~~e) Office Bearers who have served their full tenure, or who otherwise stand down, may resume ordinary membership from the point at which they took office, and may~~



~~remain ordinary members of the group until such time as they have completed three full years of ordinary membership, at which time they may re-apply.~~

~~a) Office Bearers (Chairperson and Vice Chairperson) will be appointed from the external membership.~~

~~b) Office Bearers will be entitled to serve three full years in office, and can be re-appointed.~~

~~c) Office Bearers will be entitled to serve a maximum of two terms in office. The maximum length of service for Office Bearers will be six years in any one position.~~

~~d) In the event that an Office Bearer is unable to fulfil the role and unable to resign, the Partnership may remove them from office and appoint a replacement Office Bearer from the external membership.~~

## 6. Quorum

~~a) A quorum shall be five members of the group, which must include three two external members.~~

~~b) One Office Bearer of the Partnership DEP must be present at any meeting where a vote is to take place.~~

~~a)c) In the event that the Chairperson and Vice Chairperson are unable to attend a meeting, the Partnership may appoint an acting Chairperson to chair the meeting who would be classed as an Office Bearer in terms of 6b for the purpose of that meeting.~~

## 7. Voting

~~a) In the event of a vote, Motions (proposals) and Amendments (counter proposals) will be decided by a simple majority of those present and eligible to vote.~~

~~a)b) Each member will be entitled to cast one vote.~~

~~b) Only one vote may be cast by each eligible voting member.~~

~~c) In the event of an equality of votes, the Chairperson (or Vice Chairperson if chairing the meeting or any acting Chairperson) will be entitled to cast a casting second vote.~~

~~d) Any agreed proposal by the Partnership seeking a change to the Constitution of the Partnership will be referred to the Operational Delivery Committee for determination.~~

~~e) Any agreed proposal by the Partnership seeking a change to the Constitution of the Partnership will be referred to the Operational Delivery Committee for determination.~~

~~d) Any motion calling for a change to the constitution of the DEP will be referred to the Operational Delivery Committee, if agreed.~~

~~e) The Chairperson will not be entitled to a second vote in connection with any motion seeking a change to the constitution of the DEP, in which case the status quo will apply.~~

**8. Working Task Groups**

The ~~Partnership the DEP~~ may appoint ~~working groups Task Groups~~ comprising ~~m~~Members of the ~~Partnership Group~~ and such other persons with particular expertise as may be appropriate, to undertake specific pieces of work on its behalf.

**9. Minutes**

Minutes of Meetings of the the ~~Partnership DEP~~ shall be kept and shall be kept and circulated to Elected Members for information. ~~submitted to meetings of the Operational Delivery Committee for information.~~

**10. Dissolution**

The ~~Partnership DEP~~ may only be dissolved by the Council or the Operational Delivery Committee. This may be effected either by an ~~an autonomous~~ decision of the Council or the Committee, or in response to a motion put forward by ~~the the Partnership DEP~~, which has been agreed by all Office Bearers and passed by 75% of the eligible voting members.

At least 28 days' notice of such a motion will be given to all members of the ~~Partnership DEP~~.

This constitution was adopted as the Constitution of the ~~Partnership DEP~~ at a meeting held on [Date].

Chairperson \_\_\_\_\_ Date \_\_\_\_\_

Vice Chairperson \_\_\_\_\_ Date \_\_\_\_\_

# **Disability Equity Partnership (DEP) Membership Procedure**

## **Guidance on Membership**

The purpose of the guidance is to assist in the selection, appointment and the re-appointment of external members to the Disability Equity Partnership.

The Membership Procedure should be read in conjunction with the DEP constitution. If there are any inconsistencies, the DEP Constitution will prevail.

## **Application Procedure**

The selection, appointment, re-appointment and review of membership will be carried out by the Equalities team.

Applications will be processed as follows:

- Invitation to apply to recruit members with the qualifying criteria and skills brought to DEP
- Acknowledge receipt applications within 5 working days
- Applications will be vetted by the Equalities team and any other appropriate external organisation to ensure impartiality through the process
- If required, applicants may be invited to an informal conversation as part of the membership application process.

## **Membership Reapplication**

- Members will be invited to re-apply prior to the end of their membership
- Reapplications will be vetted in line with application procedures above.
- Successful applicants will be reappointed and begin a new three-year term.

## **Appointment**

- Successful applicants will get a formal written notification from the Chief Officer – Early Intervention and Community Empowerment confirming their membership
- All members must have a commitment to the aim and objectives of the partnership
- Members are required to sign and adhere to the DEP Constitution and the Code of Conduct

### **Selection**

- Qualifying criteria will be used to determine the applicants' eligibility
- The selection process will ensure that the membership is representative of people with various forms of disability and a wide range of knowledge or experience around disability issues
- Appointments will be merit-based on disability knowledge, experience and interest.

### **Criteria**

- Experience disabling barriers that affect your choices and activities; or
- Have personal and / or operational expertise and demonstratable knowledge of disability issues; or
- Be an active advocate for someone who is disabled or may have a disabling condition; or
- Be a member of an organisation which represents disabled people.

### **Membership Role / Commitment**

- Positive and consensual decision making
- Communicating with respect and integrity
- Negotiating and influencing towards partnership outcomes
- Respect and good working relations with officers, organisations and members of the public connected to DEP.

### **Membership Review**

- An annual review of membership will be carried out by the Equalities team
- Failure to carry out your role as an external member of DEP, will result in a review of your eligibility to remain as a member
- Members must advise the Equalities team or Chairperson if you have any difficulties in maintaining your membership commitments
- If, at any time, a DEP member advises that they are having difficulties maintaining their membership commitments, or is identified as such, they will be invited to a confidential meeting to have an informal conversation around their circumstances. This will be conducted by the Equalities team
- If any member is absent from all DEP meetings for a period of six continuous months, the above will take effect.

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## **External Members and the Councillors' code of conduct**

The Ethical Standards in Public Life etc (Scotland) Act 2000, introduced an ethical framework, which is referred to as the Code of Conduct.

Aberdeen City Council agreed at its meeting of 8th October, 2014, that all external members of Council committees, sub committees and working groups be required to adhere to the principles of the Councillors' Code of Conduct. Section 2 of the Code of Conduct sets out the basic principles which all members should adhere to.

Further information is included within the Code of Conduct, which you should refer to.

<https://www.standardscommissionscotland.org.uk/codes-of-conduct/councillors-code-of-conduct>

By signing the declaration below you agree to accept and follow the Code of Conduct.

I, **(please insert name and organisation representing)**, having been appointed as a representative to the Disability Equity Partnership, undertake to meet the requirements of the councillors' code issued under the Ethical Standards in Public Life etc (Scotland) Act 2000 in performance of my functions in that office.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	9 <sup>th</sup> January 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Operational Delivery Performance Report
<b>REPORT NUMBER</b>	COM/20/001
<b>DIRECTOR</b>	Rob Polkinghorne and Andy MacDonald
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Louise Fox
<b>TERMS OF REFERENCE</b>	1 and 3

### 1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of key performance measures relating to the Operations function (non-Education).

### 2. RECOMMENDATION(S)

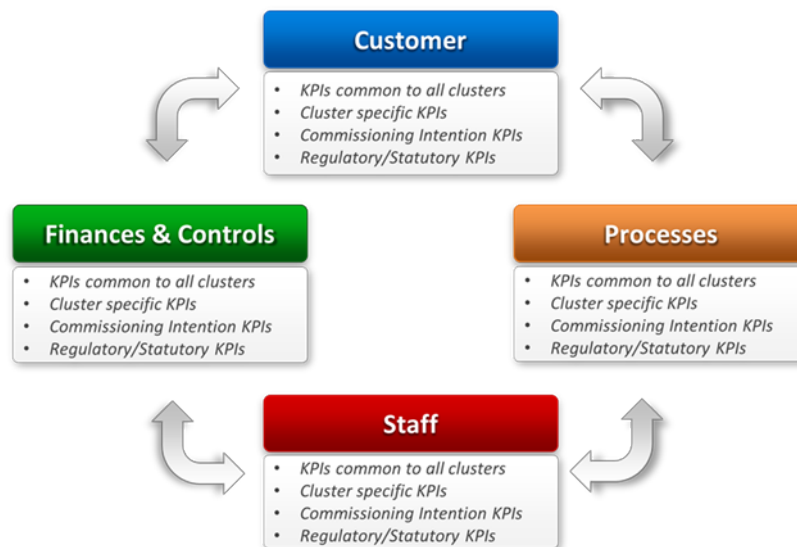
- 2.1 That the Committee provide comments and observations on the performance information contained in the report Appendices.

### 3. BACKGROUND

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

- 3.2 On 28<sup>th</sup> 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 5<sup>th</sup> 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 November or Quarter 2 2019/20, as appropriate. It also includes, as an additional Appendix, 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. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as exceptional. These are listed below:

- Percentage of all streetlight repairs completed within 7 days
- % Waste diverted from Landfill
- 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 as a percentage of rent due

3.6 Appendix B shows the 2018/19 SPI Report for Operational Delivery.


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 financial implications arising out of this report.

#### 5. LEGAL IMPLICATIONS

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

#### 6. MANAGEMENT OF RISK

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

			reputation for transparency and accountability.
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## 7. OUTCOMES

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

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done in the context of a customer centric service design and delivery.
<b>Organisational Design</b>	The report reflects recognition of the process of organisational design and provides assurance through scrutiny of operational effectiveness. The review and realignment of performance measures will support the redesign of the organisation.
<b>Governance</b>	Oversight and scrutiny of operational performance, including that provided by external inspection, supports the robustness of governance arrangements between and across internal and external providers

<b>Workforce</b>	The performance report does and will continue to support understanding of the role and development of the workforce.
<b>Process Design</b>	As the interim structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
<b>Technology</b>	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
<b>Partnerships and Alliances</b>	Continuous review of the outcomes, and effectiveness, of in-house services provides assurance to critical partners where there are shared objectives. Where available data sharing between partners will be used to monitor performance and support improvement.

## 8. IMPACT ASSESSMENTS

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

## 9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)  
[Aberdeen City Council Delivery Plan](#)

## 10. APPENDICES (if applicable)

Appendix A – Performance Summary Dashboard and Analysis of Exceptions  
Appendix B – 2018/19 SPI Report for Operational Delivery

## 11. REPORT AUTHOR CONTACT DETAILS

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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

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Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Percentage of repairs appointments kept	99.29%		99.24%		99.19%		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).	92.34%		91.5%		90.8%		80%

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	66		52		62		
% of complaints resolved within timescale stage 1 and 2) - Building Services	43.9%		50%		66.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	53%		44.2%		61.3%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		5		













\*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

## 2. Processes – Building Services

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.03		3.64		3.77		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	5.17		5.23		5.33		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.62%		92.7%		92.75%		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		
The percentage of Repairs Inspections completed within 20 working day target (year to date)	100%		100%		100%		100%

## 3. Staff – Building Services

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services							10
Accidents - Reportable - Employees (No in Month - Building Services)	0		0		1		
Accidents - Non-Reportable - Employees (No in Month - Building Services)	3		1		3		
Establishment actual FTE	402.39		417.49		417.47		
Staff Costs - % Spend to Date (FYB)	44.4%		51.8%		59.3%		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 work has been undertaken with Colleagues to develop absence reporting within. This work continues with initial information being reported to Staff Governance Committee in December.



The relevant report can be viewed here <http://councilcommittees.acc.gov.uk/ieListDocuments.aspx?CId=614&Mid=6698&Ver=4> Further work is being undertaken to develop reporting of absence across the organisation.

## 4. Finance & Controls – Building Services

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

Environmental Services


















### 1. Customer – Environmental Services

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	3		11		49		
% of complaints resolved within timescale (stage 1 and 2) - Environment	100%		36.4%		34.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	100%		36.4%		32.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		0		













\*\* Further Customer Demand PI's under development

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	141		185		134		

## 2. Processes - Environmental Services

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	77%		77%		88.9%		90.1%
Grounds - LAMS (Land Audit Management System) (April to October)	83%		100%				93%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
Scheduled and Actual Cremations - Number of Discrepancies	0		0		0		0
Number of Scheduled and Actual Cremations	163		195		199		
% of Crematorium records found to be in order	100%		100%		100%		100%

## 3. Staff - Environmental Services

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environment							10
Accidents - Reportable - Employees (No in Month - Environment)	1		0		1		
Accidents - Non-Reportable - Employees (No in Month - Environment)	0		0		0		
Establishment actual FTE	317.63		322.95		330.04		
Staff Costs - % Spend to Date (FYB)	49.4%		57.6%		66%		100%

## 4. Finance & Controls - Environmental Services

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

Facilities Management

### 1. Customer – Facilities Management

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	1		4		2		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		75%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	0%		50%		100%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		1		

\*\* Further Customer Demand PI's under development

### 2. Processes – Facilities Management

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		Target 2019/20
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	1,524,619		368,536		631,372		662,430

### 3. Staff – Facilities Management

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities							10
Accidents - Reportable - Employees (No in Month - Facilities)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Facilities)	3		0		1		
Establishment actual FTE			446.45				
Establishment actual FTE (Cleaning)			195.73		201.24		
Establishment actual FTE (Janitorial)	51.83		53.25		53.19		
*Staff Costs - % Spend to Date (FYB)	51.4%		59.9%		68.5%		100%

### 4. Finance & Controls - Facilities Management

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0

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

## Fleet and Transport

## 1. Customer – Fleet and Transport

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	1		1		0		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	100%		100%		No complaints received Q2		75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet	0%		100%				
Total No. of lessons learnt identified (stage 1 and 2) - Fleet	1		1				

\*\* Further Customer Demand PI's under development

## 2. Processes – Fleet and Transport

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% of Council fleet lower emission vehicles (YTD)	99.6%		99.6%		99.3%		100%

## 3. Staff – Fleet and Transport

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet							10
Accidents - Reportable - Employees (No in Month - Fleet)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Fleet)	1		0		0		
Establishment actual FTE	30.81		34.1		35.79		

Staff Costs - % Spend to Date (FYB)	50.3%		58.7%		67%		100%
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**4. Finance & Controls – Fleet Transport**

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 YTD Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	27		8		15		24
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	2		2		2		4
Fleet Management - First Use Check Exceptions (Roads) – Year to date	10		0		2		2
Fleet Management- First Use Check Exceptions (Waste) – Year to date	28		12		19		18
Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	1		4		7		22
Vehicle, Plant and Equipment Accidents (Roads) - Year to date	3		1		1		2
Vehicle, Plant and Equipment Accidents (Waste) - Year to date	4		1		6		22

## Integrated Children's Services (excluding Education)

## 1. Customer – Integrated Children's Services (ex-Education)

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	18		18		10		
% complaints resolved within timescale (stage 1 and 2) - CSW	16.7%		61.1%		30%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	5.6%		27.8%		10%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		0		

\*\* Further Customer Demand PI's under development

## 2. Processes - Integrated Children's Services (ex-Education)

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Number of children on Child Protection Register	120		114		117		
New CPR registrations	15		7		22		
*LAC looked after in a residential placement in Aberdeen City (%)	3.6%		3.9%		4.0%		
*LAC looked after in a residential placement out with Aberdeen City (%)	5.7%		5.5%		5.4%		
*Looked After Children looked after at home (%)	17.9%		19%		19.5%		
*Looked After Children looked after in Kinship (%)	17.9%		17.9%		19.1%		
*Looked After Children looked after in Foster Care (%)	51.3%		49.6%		48.3%		

\* 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.

### 3. Staff - Integrated Children's Services (ex-Education)

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Average number of days lost through sickness absence - Integrated Children's & Family Services							10
Accidents - Reportable - Employees (No in Month - CSW)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - CSW)	0		0		0		
Establishment actual FTE	341.31		364.12		361.79		
Staff Costs - % Spend to Date (FYB)	50.2%		58.3%		66.6%		100%

### 4. Finance & Controls Integrated Children's Services (ex-Education)-




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

Protective Services

#### 1. Customer – Protective Services













Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	13		10		7		
% of complaints resolved within timescale - Protective Services	84.6%		50%		85.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	15.4%		20%		14.3%		


















Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0		

\*\* Further Customer Demand PI's under development

## 2. Processes - Protective Services

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	95.1%		95.5%		100%		100%
High Priority Pest Control % responded to within 2 days	96%		97.8%		97.2%		100%
High Priority Public Health % responded to within 2 days	97.2%		97.5%		100%		100%
Dog Fouling - % responded to within 2 days	100%		100%		100%		100%

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	35%		7.6%		14.5%		20%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	16%		6.4%		13.2%		10%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	75%		19.2%		27.7%		20%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	31%		6.9%		12.3%		10%
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	89.5%		78.3%		90.5%		80%

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	81%		100%		96.6%		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.

**3. Staff - Protective Services**

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services							10
Accidents - Reportable - Employees (No. In Month - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Month - Protective Services)	0		0		0		
Establishment actual FTE	64.39		68.62		68.73		
Staff Costs - % Spend to Date (FYB)	49.6%		57.8%		66.2%		100%

**4. Finance & Controls - Protective Services**

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

## Road and Infrastructure Services

## 1. Customer - Roads

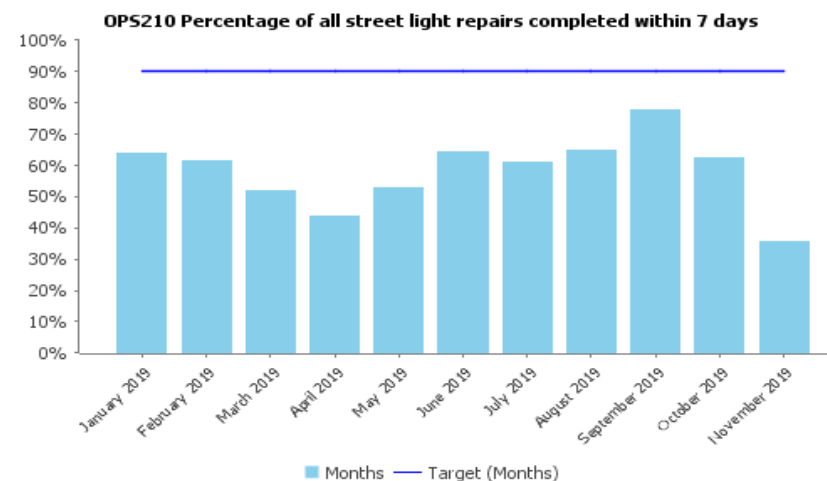
Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	20		19		23		
% of complaints resolved within timescale - Roads	40%		36.8%		30.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	30%		52.6%		30.4%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0		0		1		

\*\* Further Customer Demand PI's under development

## 2. Processes - Roads

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	77.33%		62.05%		35.3%		90%
Number of Street Light Repairs completed within 7 days	174		157		84		
Number of Street Light Repairs completed within the month taking over 28 days	1		17		35		
Potholes Category 1 and 2 - % defects repaired within timescale	98.7%		100%		96.8%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	117		164		431		

**RL3: Percentage of all streetlight 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 2018/19 the annual figure for this PI was 58.95%, showing a slight improvement on the 2017/18 outcome of 55.75%. Benchmarking data for 2018/19 obtained from APSE shows that that family group average for this PI in 2018/19 was 85.01% with a Scotland wide average of 88.83%.

In 2018/19, performance for this measure fell from 73.67% to 50.91% between October and November, a fall of 23%. This year, there has been a similar percentage decline for the same period, from 62.05% to 35.3%, reflecting seasonal issues.

**Target:**

The target for this indicator for 2019/20 has been maintained at 90%.

**This is what the data is saying:**

Following on from the improvement in figures from September and slight dip in October, November has proven even more challenging, due to the exceptionally wet weather at the start and sudden drop in temperatures later in the month. These factors have combined to result in the taking away of resources from street lighting repairs to concentrate on flooding and winter maintenance issues.

**This is the trend:**

Performance for this measure is currently on a worsening, downward trend due to seasonal problems caused by weather and related factors.

**This is the impact:**

Completion of streetlight repairs within the target time continues to be challenging, due to problems recruiting qualified electricians. It also should be noted that the LED replacement programme is continuing at pace, and we must balance staff resources between the new capital replacement works and the revenue repair works. Obviously, the continuation of the LED replacement will reduce future need for repairs, as the new technology being fitted is more efficient.

In addition, a period of rainfall at the start of November meant that resources had to be urgently directed to flooding, gully clearing and hake clearing duties to minimise the risk to the public and infrastructure.

At the end of the month, due to the drop in temperatures and risk of ice, there has also been a requirement to have staff on Winter Maintenance duties, further reducing the number of repairs that could be attended to and resulting in an exceptionally low level of performance for this month.

**These are the next steps we are taking for improvement:**

As part of our ISO9001 certification, Street Lighting repairs process is being reviewed to improve the performance. Although conflicts of workloads, such as winter, will always have an impact on the repair performance, Street Lighting has been targeted as an objective for improvement and we will seek to see a positive impact during 2020 through changes to the process.

**Responsible officer:**

Neale Burrows

**Last Updated:**

November 2019

**3. Staff - Roads**

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads							10
Accidents - Reportable - Employees (No in Month - Roads)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Roads)	1		0		0		
Establishment actual FTE	128.02		142.24		144.23		
Staff Costs - % Spend to Date (FYB)	45.6%		52.2%		59.6%		100%

**4. Finance & Controls - Roads**

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

## Waste Services

## 1. Customer - Waste

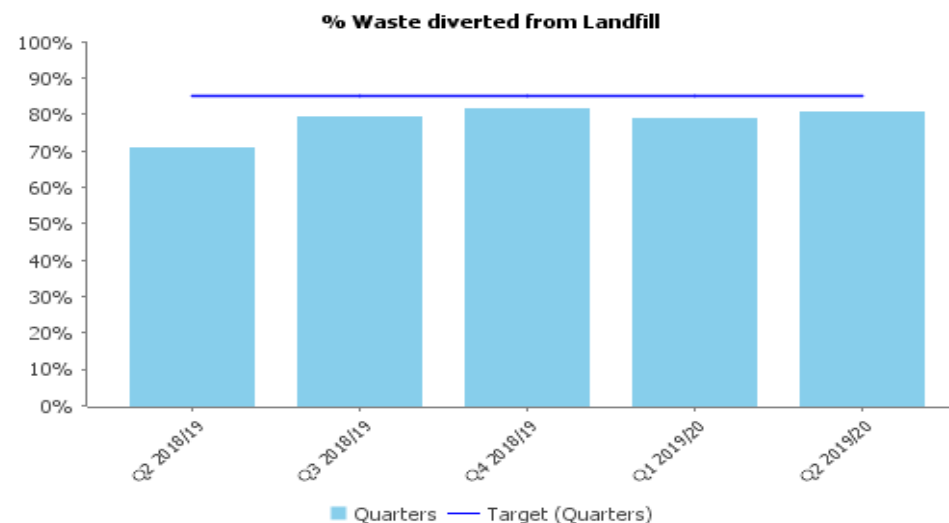
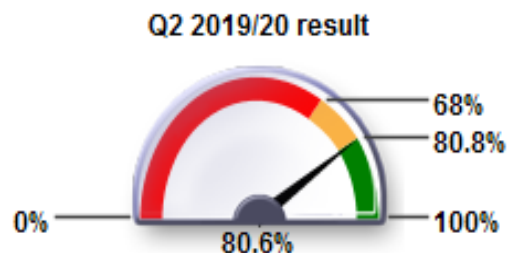
Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	28		24		123		
% of complaints resolved within timescale - Waste	96.4%		79.2%		91.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	64.3%		50%		56.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0		3		8		

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Number of missed bin collection reports in month - residential	250		158		126		

## 5. Processes - Waste

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% Waste diverted from Landfill	81.5%		78.9%		80.6%		85%
Percentage of Household Waste Recycled/Composted	46.3%		45.4%		48.9%		46%

**% Waste diverted from Landfill**



**Why is this important?**

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

**Benchmark Information:**

To be decided in the context of evaluation of the latest SEPA data release.

**Target:**

The target for 2018/19 was set at 85%. As this was not achieved during the year and that fact that we continue to be impacted by external pressures such as European offtake markets and export via port, the target has remained at 85% for Q1 and 2 of 2019/20, to be reviewed going forward.

**This is what the data is saying:**

The data indicates that the most recent outcome of 80.6% for Q2 is showing an increase on that of 78.9% for Q1 but is still marginally below target.



**This is the trend:**

Despite falling during the year for the reasons outlined below, the rate has now recovered to almost Q4 2018/19 levels of 81.5%, with this improvement expected to continue.

**This is the impact:**

The main mechanism for delivering this outcome is the Refuse Derived Fuel (RDF) facility at Altens East, through the Waste Management Services Contract. This fuel is then exported and used to generate energy from waste. Currently the material is sent to energy from waste facilities in northern Europe.

Overall, our waste is recycled, composted or sent to be converted to energy from waste. There remains a small amount (approx. 10%) that is sent to landfill locally and is made up of materials that are not suitable for recycling or for the RDF process, however, work continues to find ways to further reduce this.

During Quarter 1 (summer season 2019), there were some challenges encountered with the export of RDF material to European markets which accounts for the fall in diversion rate, since these figures are based on a rolling 12-month period. This decrease was largely due to a reduction in demand for RDF due to the summer season which resulted in some of the residual waste being sent to landfill. However, the requirement to landfill in 2019 was much less than 2018 and this was mitigated through discussions with our contractor who were able to find alternative EFW outlets within the UK. The recycling and composting rates continue to rise.

These figures are being reported on a 12-month rolling basis to give a better view of overall trends, therefore the diversion rate on average remains below target, although showing improvement with the diversion rate up to the end of Q2 increasing to 80.6%, from 78.9% at the close of Q1.

Any reduction is not attributed to a fall in recycling or composting rates, with ongoing improvement being shown in these areas, illustrated by the fact that the Council's verified reported annual household recycling and composting rate has risen again from 43.9% in 2017 to 47.3% at the end of 2018.

**These are the next steps we are taking for improvement:**

Discussions continue with the Council's contractor to mitigate the potential for this reduction in RDF demand to recur during summer 2020 and to continue to monitor and consider potential impacts of Brexit on these markets and export activities. However, this does highlight the benefits of the planned energy from waste facility which is due to come online in Aberdeen in 2022. This will then become the end destination for the authority's residual waste instead of RDF which will enable the authority to have a consistent and secure outlet, meaning it will not be subject to market forces in this way.

The energy from waste procurement has reached a conclusion and construction commenced in September 2019 with expected completion 3 years from that date.

**Responsible officer:**

Pam Walker

**Last Updated:**

November 2019

**6. Staff - Waste**

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste							10
Accidents - Reportable - Employees (No in Month - Waste)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Waste)	1		1		2		
Establishment actual FTE	179.41		183.63		184.43		
Staff Costs - % Spend to Date (FYB)	49.5%		58.8%		66%		100%

**7. Finance & Controls - Waste**

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

## Customer

Early Intervention and Community Empowerment

Libraries

## 1. Customer - Libraries

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	73,476		79,130		74,932		
Number of visits to libraries - virtual	70,604		69,998		67,354		

Community Safety and Justice







## 1. Customer – Community Safety and Justice

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Community Safety and Justice	7		17		15		
% of complaints resolved within timescale (stage 1 and 2) - Community Safety and Justice	71.4%		41.2%		80%		75%
% of complaints upheld against closed complaints (stage 1 and 2) - Community Safety and Justice	42.9%		29.4%		13.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Community Safety and Justice	0		1		0		







\*\* Further Customer Demand PI's under development

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	98.1%		98.2%		98.4%		95%

## 2. Processes – Community Safety and Justice

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
YTD Percentage of anti-social behaviour cases reported which were resolved	97.7%		98.1%		98.4%		100%
Number of cases of anti-social behaviour reported - YTD	2,127		2,429		2,722		

## 3. Staff – Community Safety and Justice




Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (Community Safety and Justice)	0		0		0		
Accidents - Non-Reportable - Employees (Community Safety and Justice)	0		0		0		

## 4. Finance & Controls – Community Safety and Justice

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










Community Learning













## 2. Processes – Community Learning

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Number of meals provided during holiday projects (YTD)	10,699		1,144		6,764		

## Housing

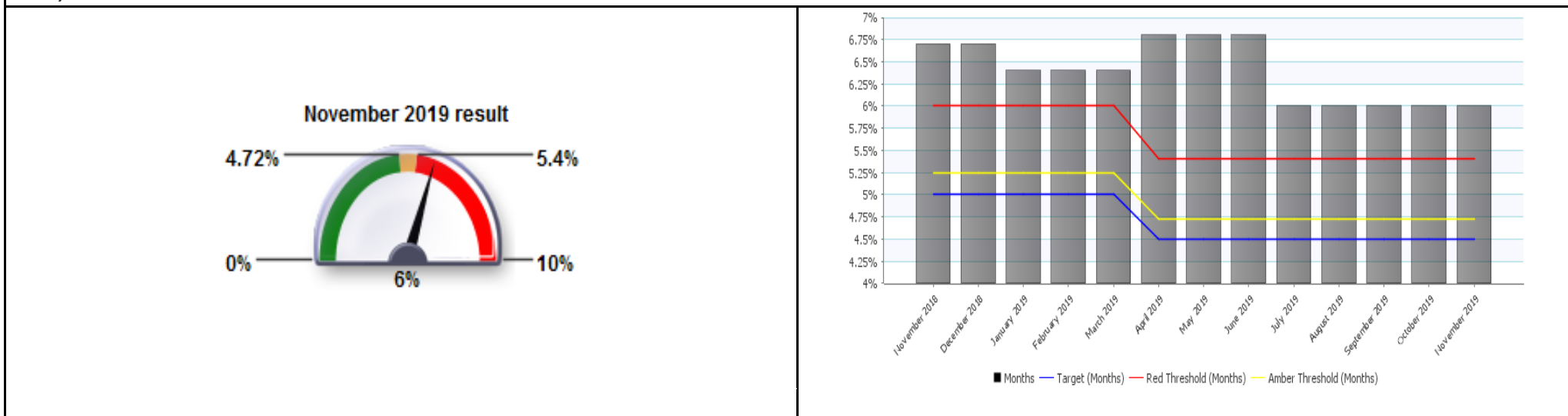
## 1. Customer - Housing

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	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%		6%		4.5%
Percentage of tenants satisfied with the standard of their home when moving in YTD	60.8%		59.3%		58.9%		75%
Financial Inclusion - No of open cases and enquiries per month	219		254		192		

Performance Indicator	Q4 2018/19		Q1 2018/19		Q2 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Housing Services	47		46		62		
% complaints resolved within timescale (stage 1 and 2) - Housing Services	48.9%		58.7%		75.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Housing Services	42.5%		37%		38.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Housing	0		2		7		

\*\*Further Customer Demand PI's under development

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



**Why is this important?**

The Scottish Social Housing Charter 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 1<sup>st</sup> April 2019 – 30th Sept 2019 there were **613** applicants assessed as homeless or potentially homeless, **37** of whom had a previous homeless case closed in the last year (365 days) recording a **6%** level of repeat homelessness.

Of the **37** applicants that reapplied in the year **9% (33)** were previously assessed as unintentionally homeless with only **12** securing settled accommodation. Due to the continuing decline in intentionality rates there were only **4** repeat applicants previously assessed as intentionally homeless. There were no repeat applications from people previously assessed with no statutory duty. Outcomes from the previous applications show that;

- **32% (12)** lost contact prior to discharge of duty who might not have resolved their homelessness
- **32% (12)** of applicants secured housing in either the private or social sector – **6** Council, **2** RSL, **4** Private Sector
- **14% (7)** of applicants made their own arrangements or returned to previous address
- **11% (4)** of applicants were imprisoned.
- **5% (2)** secured other known outcomes

A combined total of **127** homeless applications have been received among this group, ranging between **2 – 9** applications per person and averaging out at 3 per person. Furthermore, there have been a total of **170** council properties tenanted among the group - **133** temporary placements and **37** secure mainstream placements.

The data highlights two areas of risk that need to be addressed if the rapid rehousing plan is to achieve its aim.

1. Reduce the high level of applicants assessed as unintentionally homeless where the Council has a duty to provide permanent accommodation and this duty is not discharged in full. Where a tenancy is provided the correct type of assistance and interventions need to be in place to support tenancy sustainment in the long term and not just the first year whereupon tenancy sustainment rates and repeat homelessness are measured.
2. Ensure suitable transition mechanisms are in place to better support and assist applicants who make their own arrangements or return home to enhance the prospect of long-term success.

**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 from **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 the first half of 2019/20 trend analysis indicates that repeat homelessness could fall slightly this year with performance levels currently **0.4%** lower than the **6.4%** recorded last year. When we compare first half 2019/20 performance with the equivalent period in 2018/19 the actual number of applicants experiencing repeat homelessness this year has fallen sharply from **47**

– 37, however due to a decline in the number of applicants assessed as statutory homeless this year the level of repeat homelessness is not quite as acute, only decreasing by 0.4% where level of performance is still 1.5% over target.

During the past 3 years a pattern has emerged that demonstrates a correlation between the rise in repeat homelessness and fall in tenancy sustainment rates - sustainment rates falling from 92.1% in 2016/17 to 86.8% in 2018/19. YTD this trend has traversed yet the correlation is still evident. Alongside the 0.4% downturn in levels of repeat homelessness we have seen a 2.4% increase in homeless tenancy sustainment rates.

**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. The Housing First Approach will form the default future allocations blueprint for rehousing complex homeless clients, many of whom are entrenched and trapped in the revolving door of 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:**




























Kay Diack

**Last Updated:**

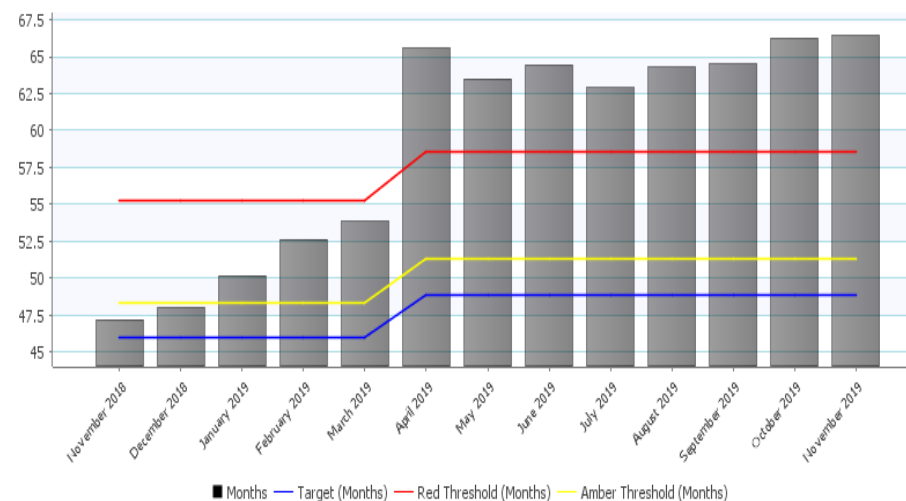
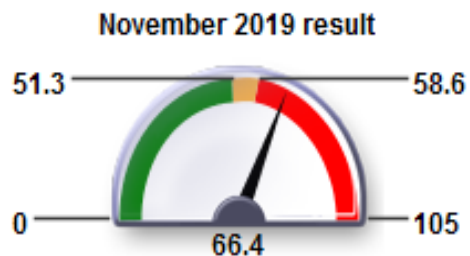
November 2019



## 3. Processes - Housing

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	99.7%		99.7%		99.6%		100%
Number of Households Residing in Temporary Accommodation at Month End	391		386		380		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	22		21.4		21.2		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	23		25		33		
The YTD Average time taken to re-let all properties (Citywide - days)	64.5		66.2		66.4		48.8
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	92.2%		90.7%		90.8%		93.5%
Welfare Rights - % of Successful Appeals	87.5%		78%		83%		
HMO License Applications Pending	194		169		147		
HMO Licenses in force	1,212		1,232		1,254		

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



**This graph shows the average relet times (days)**

**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 (ESSH) 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 Local Authority average was **35.9** days.
- Rent Loss due to Voids was **1.47%** The 2018-19 Scottish Local Authority average was **0.84%**
- Percentage of new tenants satisfied with the standard of their home when moving in was **63.8%** The Scottish Local Authority average was **82.7%**

**Target:****Targets 2019/20**

- Average number of days to relet all properties was set at **48.8** days.
- Rent Loss due to Voids was set at **1.33%**
- Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

**This is what the data is saying:**

For the reporting year 2019/20 the average relet time YTD is **66.4** days, an increase on the **64.5** days last reported to committee and significantly higher than the **48.8** days target.

The Void Rent Loss figure YTD for 2019/20 is **£1,038,736**. This equates to **1.73%** of the gross debit (rent due) for the financial year, an increase on the **1.61%** last reported to committee and higher than the **1.33%** target set

The YTD Satisfaction with the standard of home when moving is **58.9%** below the set target of **75%** and a decrease on the **60.8%** last reported to committee.

**This is the trend:**

- **Relet times** – The number of properties relet as at 30<sup>th</sup> November 2019 is **1354** with an average relet time of **66.43** days, an increase on the **64.5** days last reported to committee. The increase in relet time is partly due to the reletting of **32** longstanding voids (>= 200 days) which had an average overall duration of **284.9** days and of those an average of **224.3** days getting repairs carried out on the properties, there has also been a reduction in the number of offers being made against the void properties in the last three months. As at 30<sup>th</sup> November 19 of the **420** voids available for relet **268 (63.8%)** did not have a current offer against them.

Relet times of the **1354** properties broken down by area show:

- Marischal reporting an average relet time of **71.3** days with **7** of the **32** longstanding voids with a void duration of **263.6** days, **146.9** days getting repairs carried out.
- Mastrick has an average relet time of **40.5** days with **3** of the **32** 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 **80.3** days and had **22** of the **32** longstanding voids with a void duration of **295.7** days, **259.3** 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 **£1,558,104, (1.73%)**.

As at the 30<sup>th</sup> November 2019 the Void Rent Loss due broken down by area shows:

- Marischal- has a void rent loss of **£258,420**, this denotes to **1.80%** of the rent due in the area.
  - Mastrick- is showing a void rent loss of **£191,907**, this is **0.99%** of the rent due in Mastrick.
  - Tillydrone- has the highest void rent loss with **£588,409**, this represents **2.24%** 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 **60.8%** and 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%**.

YTD there have been **64** comments received from new tenants:

**59** of the comments were made regarding the standard of home when moving in:

- **57** were negative reviews/comments regarding standards of property or general repairs,
- **2** were positive feedback

The Customer Satisfaction Surveys have now been successfully migrated to the Citizen Space Digital Survey Platform. Tenants are now automatically invited via email to complete a satisfaction survey when a new tenancy commences. Tenants that do not have email will be contacted by phone. YTD there have been **112 (14.7%)** completed surveys out of the **761** surveys sent out or called.

**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.

**These are the next steps we are taking for improvement:**

- New Building Services action plan to improve voids under repair performance implemented on 2 December 2019
- Additional resource invested in building services to complete repair work
- 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.
- Recruitment to allocations team and deployment of additional staff to increase offer production.
- Reintroduction of application annual renewals to reduce offer refusal rates.







**Responsible officer:**

Neil Carnegie/Graham Williamson










**Last Updated:**

November 2019

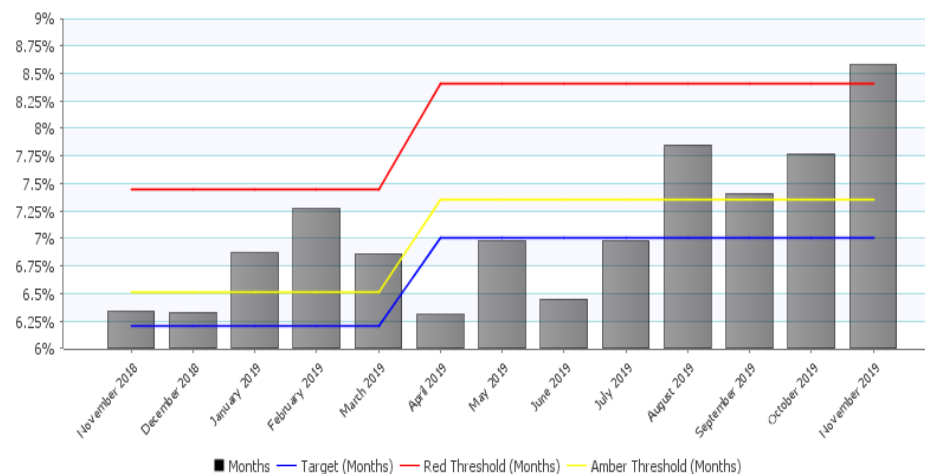
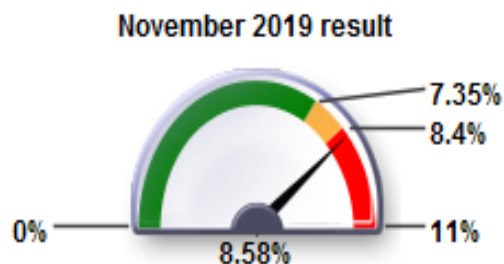
#### 4. Staff - Housing

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Housing)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Housing)	0		0		0		

#### 5. Finance & Controls - Housing

Performance Indicator	September 2019		October 2019		November 2019		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Gross rent Arrears as a percentage of Rent due	7.41%		7.77%		8.58%		7%
Rent loss due to voids - Citywide - YTD average	1.61%		1.67%		1.73%		1.33%
Financial Inclusion - Total Financial Gains Achieved per month	£277,336		£386,372		£254,196		

**Gross rent Arrears as a percentage of rent due**



**Why is this important?**

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

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

Rental income pays for our housing services and capital investments.

**Benchmark Information:**

**2018-19**

- Gross Rent Arrears as a percentage of rent due was **6.86%** in 2018/19. The LA average for 2018/19 was **7.3%**.

**Target:**

**Targets 2019-20**

- The year-end target for Gross Rent Arrears as a percentage of rent due has been set at **7%**.

**This is what the data is saying:**

The Gross Rent Arrears figure has increased to 8.58% in 2019/20 and has exceeded the current 7% target. In monetary terms the value of Gross Rent Arrears is £7,489,041, this is calculated by adding the Current Rent arrears figure of £6,082,894 to the Former Tenant arrears figure of £1,345,969, plus the value of write off's and write on's of £60,179.

**This is the trend:**

There has been an upwards shift in Gross Rent Arrears in 2019/20 with the 7.41% recorded in September 19 increasing to 8.58% as at November 19. This is an increase on the 2018/19 year-end figure of 6.86%. In monetary terms this equates to an increase in the value of £1,745,150 from the 2018/19 year-end figure where Gross Rent Arrears stood at £5,743,891.

The Local Authority Average for Gross Rent arrears has increased to 7.3% in 2018/19 from the 6.7% recorded in 2017/18. The majority of Local Authorities are experiencing an increase in Gross Rent Arrears and this has been mirrored in our performance.

**This is the impact:**

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

Universal Credit Direct Housing Cost payments are paid 4 weekly to Local Authorities rather than the recurring weekly payments received with Housing Benefit – this impacts on certain reporting periods in the year where payment come directly after a period ends - creating additional technical arrears. The value of the 28-day UC Scheduled Payments received from DWP have been in excess £500K in each of the previous 6 months.

The number of Notice of Proceedings for Rent Arrears issued by officers has increased since last reported to committee with 432 issued YTD compared to 358 issued in the same period in 2018/19.

The number of Repossessions for Rent Arrears carried out has decreased by 46% with 33 Repossessions completed YTD in 2019/20 compared to 61 in the same period in 2018/19 - continuing the trend of decreasing Repossessions seen in the previous year.

Tenancy Sustainment has improved when compared to the same period last year with currently 91.88% of new tenancies being sustained for more than one year compared to 90.84% recorded in the same period in 2018/19. This compares well with the Local Authority Average of 88.8% in 2018/19.

**These are the next steps we are taking for improvement:**

- With the increase in housing officers we are in the process 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 will be prioritised for resource allocation.
- 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:**

Neil Carnegie

**Last Updated:**

November 2019

**Traffic Light Icons Used**

	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



# 2018/19 SPI Report

The numerical Statutory Performance Indicators (SPIs) in this report are all reported to regularly to Committees with the exception of the non-numerical SPIs. The SPIs, excluding Education SPIs, are presented as part of our ongoing Public Performance Reporting duties.

## 1. Commissioning

### ALEOs

#### 01. LGBF - ALEO Sport and Leisure Management

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Total number of attendances for indoor pool and dry sports facilities; schools and community education establishments	2,396,458	2,494,247	2,229,239	2,365,953
Total number of attendances for indoor pool sports and leisure facilities; schools and community education establishments	727,546	767,029	662,351	660,049
Total number of attendances for indoor dry sports and leisure facilities (excluding pools in a combined complex)- sports facilities; schools and community education establishments	1,668,912	1,727,218	1,566,888	1,705,882

## Business Intelligence & Performance Management

### 01. Citizen Panel

Qualitative Statement
<p>The City Voice is an important tool for Aberdeen City Council, and the Community Planning Partners. It allows the different services to get a feel for and an understanding of what the public thinks about different policies and services. It shows services the level of satisfaction with different services; but also where there might be room for improvement. The City Voice is well received by panellists and question providers alike. The response rate is generally high – between 55%-60%. Additional feedback about a particular question/ questionnaire or about City Voice is generally very positive. We take any suggestions and comments seriously and try to address suggestions for improvement where possible, and actively encourage our panellists to provide feedback.</p> <p>An indicator to measure the satisfaction of question providers with the City Voice is the questionnaire we asked them to fill in after having used City Voice. This allows us to measure our performance and to make improvements where necessary. The feedback is overwhelmingly positive. And finally, the long running history of the City Voice is proof of its success. The City Voice was first founded in 2003 and we are currently working on the 43rd edition of the questionnaire.</p>

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### Commercial and Procurement

#### 01. Council expenditure with local suppliers

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council expenditure with local suppliers	24.6%	21.5%	21.5%	25%
Percentage of local suppliers	21.9%	20.1%		

#### 02. SME Expenditure

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council expenditure with Small and Medium Enterprises	71%	74.7%	82.8%	

### 03. Supplier Development Programme

Qualitative Statement
Our supplier development programme, the Positive Procurement Programme (PPP), facilitates engagement with the local business community. PPP is a joint initiative between Aberdeen City and Aberdeenshire Councils that brings C&PSS and Economic Development from Aberdeen City and Aberdeenshire Councils together. The purpose of PPP is to support local businesses of all sizes and across all business sectors (including 3rd sector) to develop their capacity and capability to bid successfully for public contracts. As well as market testing events for forthcoming contract opportunities, PPP offers an effective platform to fulfil obligations under the Suppliers' Charter to "increase stakeholder understanding of public sector procurement policy/legislation" in addition to delivering practical support in terms of: i) 1 to 1 procurement surgeries, ii) training/ workshop/ networking events and iii) supplier bulletins. Meet the Buyer events also supplement the programme; the use of national Supplier Development Programme (SDP) is under review by Economic Development colleagues, this to clarify the relevance to local suppliers.

### 2. Customer

#### Customer Experience

#### 01. Freedom of Information

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
% 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%

#### 02. Benefit Administration Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Weighted private rented sector caseload	3,442.08	3,618.87	3,480.42	

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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	

### 03. Benefits Claims and Changes

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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
Average Number of Days to Process Change of Circumstances	7.24	9.76	8.22	9

### 04. LGBF - Council Tax Collection

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
Cost of collecting council tax per dwelling	£8.32	£7.92	£7.20	£7.75

### 05. LGBF - Council Tax Income

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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	

## 06. LGBF - Payment of Invoices

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

## 07. Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	71.35%	58.32%	58.27%	75%
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%	75%
% complaints resolved within time (Corporate)			52.99%	75%
The number of escalated complaints closed within 20 working days as % of total no of escalated complaints			33.91%	75%

## Digital and Technology

Qualitative Statement
<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>Blue Badge</li> <li>Free School Meals</li> <li>School Clothing Grants</li> <li>School Applications - the first local authority in Scotland to deliver a fully online service.</li> </ul> <p>The digital solutions are enabling:</p>

Qualitative Statement

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.

Early Intervention and Community Empowerment

01. LGBF - Library Visits

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

02. Community Use of Libraries

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

03. Learning Centres / Access Points

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

#### 04. Housing Repairs Expenditure

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

#### 05. Housing Management Expenditure

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

#### 06. Equalities and Diversity

Qualitative Statement
<p>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.</p> <p>Some of our key tasks:</p> <ul style="list-style-type: none"> <li>• Equality Outcomes Mainstreaming Report <a href="#">2017- 21</a> which was published by 30th April 2018 and the Equality Outcomes Mainstreaming Progress Report <a href="#">2017-19</a> was published by 30th April 2019 and has been approved by the Operational Delivery Committee.</li> <li>• Our <a href="#">Equalities Newsletter</a> 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.</li> <li>• Following face to face and digital consultation with our groups, our <a href="#">British Sign Language 2018-24</a> published in October 2018. <a href="#">BSL version</a> is available here.</li> </ul> <p>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</p>

#### Qualitative Statement

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 multiculturalism 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

## 07. Community Engagement

#### Qualitative Statement

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 grand parents. 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).

## 08. LGBF - ASBIT Noise

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
For domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc	0.37	0.56	0.56	1



	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
(Scotland) Act 2004, the average time (hours) between the time of the complaint and attendance on site				

## 09. Housing

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Gross rent Arrears as a percentage of Rent due	4.63%	5.3%	6.86%	6.2%
Rent loss due to voids - Citywide - YTD average	0.98%	1.19%	1.47%	1%
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.39%	93.08%	92.68%	93.6%
The year to date average length of time taken to complete non emergency repairs (days)	6.53	7.46	4.88	8.3
% Properties meeting the Scottish Housing Quality Standard (SHQS).	92.42%	82.64%	83.29%	95%

## 3. Operations

### Integrated Children's and Family Services

#### 01. Looked After Accommodated Children

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
LAC with 3 or more placements in the past year (%)	5.38%	4.58%	3.45%	

## 02. Families at Risk

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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%	

## 03. Child Protection Register No's

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
Number of children on Child Protection Register	276	258	208	

## 04. Child Protection Re-registrations

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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	

## Operations and Protective Services

### 01. Traffic Light Repairs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of all traffic light repairs completed within 48 hours	97.24%	96.12%	97.03%	96%

### 02. Street Light Repairs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of all street light repairs completed within 7 days	59.07%	55.57%	58.95%	90%

### 03. Street Light Columns

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of street lighting columns that are over 30 years old	26.82%	24.42%	24.73%	28.7%

### 04. Road Network Restrictions

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
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%

05. Pothole Repairs

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
Potholes Category 1 and 2 - % defects repaired within timescale	95.9%	68.7%	97.74%	95%

06. LGBF - Refuse Collection

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

07. Abandoned Vehicles

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

08. LGBF - Noise Complaints

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
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

## 09. Trading Standards - Complaints and Advice

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
% of trading standards consumer complaints that were dealt with in 14 days	83.84%	83.02%	80.91%	
PS4: % of trading standards business advice requests that were dealt with in 14 days	88.42%	86.01%	88.28%	

## 10. Trading Standards Inspections

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Trading Standards Inspections - % visits to high risk premises achieved	98.95%	98.98%	98.91%	100%

## 11. Food Hygiene

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
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%

## 12. High Priority Pest Control

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
High Priority Pest Control % responded to within 2 days	98.8%	99.4%	95.8%	100%

13. Low Priority Pest Control

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Low Priority Pest Control - % responded to within 5 days	99.8%	99.4%	98.9%	100%

14. High Priority Public Health Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
High Priority Public Health % responded to within 2 days	97.5%	93.3%	97.2%	100%

15. Low Priority Public Health Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Low Priority Public Health - % responded to within 5 days	97.2%	94.3%	96.8%	100%

16. Vehicles over 5 years old

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Fleet Services - % of vehicles over 5 years old	52.8%	47%	32.2%	20%

#### 4. Place

##### City Growth

###### 01. LGBF - Museum Services

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of visits to/usages of council funded or part funded museums - person; enquiries; outreach; virtual	1,369,758	844,045	968,414	

###### 02. Investment

Qualitative Statement
<p>Invest Aberdeen was launched in August 2018 as a joint partnership between Aberdeen City Council and Aberdeenshire Council to act as the inward investment hub for Aberdeen City and Shire offering a tailored service across a wide range of criteria and one point of contact to businesses interested in locating in the region or supporting property investors and developers seeking to invest. Invest Aberdeen has a professional, collaborative approach which seeks to respond to the needs of investors and businesses alike and facilitates access to a wide range of partners across the city. In attracting and retaining investors to the city, the Invest Aberdeen team seeks to provide a quality service that includes: business development and support, investment incentive guidance, assistance building a skills and recruitment package, access to partners and networks, investment advice and local market intelligence, marketing support to promote local success stories, dedicated aftercare for new business to the city region and linking them to relevant local events and networks.</p> <p>Key accomplishments in this initial period include:</p> <ul style="list-style-type: none"><li>• 73 inward investment and regional growth inquiries ranging from the relocation of energy supply chain companies through to significant capital investment and expansion of local food and drink companies, covering all the Regional Economic Strategy (RES) priority sectors.</li><li>• 46 investment and regional growth leads proactively generated by the team introducing potential investors to opportunities in the city region by the team actively targeting investors through networks and speculative approaches.</li><li>• A series of successful launch events took place, both in Aberdeen and at other national and international.</li></ul>

## Qualitative Statement

- Two local stakeholder engagement events followed by a programme of one-to-one and team-to-team engagements to identify areas of common ground and scope out collaboration.
- Significant engagement activity has been undertaken with leads within the priority growth sectors from the RES, with Invest Aberdeen officers embedded within sector forums and business groups. The team worked with stakeholders to develop sector propositions providing an overview of Aberdeen's key sector capabilities which have been used by UK and Scottish stakeholders.
- Hosted familiarisation visits from UK and Scottish Government agencies.
- Launch of the Invest Aberdeen website in May 2018.
- Invest Aberdeen film launched in August 2018 which is widely used by third party agencies to promote the area.
- Development and publication of an Invest Aberdeen property portfolio, launched by the Co-Leader and Invest Aberdeen team at MIPIM.
- Invest Aberdeen was a lead partner to the Scotland Government led Pavilion at MIPIM in March 2019 alongside Invest Glasgow and Invest in Edinburgh. 2019 was the first year for a Scottish Government led presence at the show and as a result the Aberdeen delegation was able to host a series of private 'one to one' meetings with 17 investors. 13 follow up meetings have occurred, with four further meetings to discuss specific investment opportunities that are of direct interest to investors. These meetings are, in the main, with international investment houses, fund managers and potential developer partners, looking at securing investment in schemes such as Aberdeen Harbour South, the Council's housing programme and Queen Street. These discussions are at early stages.

## 03. Employability

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
SECON 1 SLGBF % Unemployed People Assisted into work from Council operated / funded Employability Programmes	7.02%	5.79%	6.6%	



## 04. City Growth Projects

Qualitative Statement
<p>The Projects Team has had an extremely successful 2018/2019 period with many milestone achievements and continuing project progress:</p> <ul style="list-style-type: none"><li>• Notably the TECA complex nears completion, SMG have been appointed as operator and the energy centre is operational.</li><li>• Broad Street was one of the first CCMP project with construction completing in 2018, a significant city centre contribution to compliment the new Marischal Square development.</li><li>• Within the hydrogen programme, a new city hydrogen training course was created to be delivered at Aberdeen College through the FC Train project, underpinning the our commitment to skills development. Additionally Aberdeen has the most varied fleet of hydrogen vehicles on trial in the UK, operating cars, buses, road sweepers, vans and refuse collection vehicle. A city first was the availability for the public to hire a hydrogen car through the Co-Wheels car club.</li><li>• We hosted a range of cities, regions and organisations to share our world leading hydrogen project experiences and visitors from all over the world have visited Aberdeen to have site tours and presentations. This interest has also translated into the Department of Trade &amp; Investment pitching Aberdeen as a key investment city for energy transition.</li></ul>

## 05. Museums and Galleries, Events and Exhibitions

Qualitative Statement
<p>During the 2018/19 financial year Museums and Galleries hosted two major exhibitions at Aberdeen Maritime Museum. These featured the work of contemporary artists who have lived and worked in the North East and were complemented by works from the City's Collections. This programme was a springboard for a range of workshops and activities which targeted families, young people and adult audiences including those with a diagnosis of dementia.</p> <p>5 May – 28 October 2018: View from the Deck: Sue Jane Taylor. 10 November 2018 – April 2019: Paul Duke: At Sea – A Conversation in time</p> <p>There will be a larger programme of exhibitions in year 2019/20 as Aberdeen Art Gallery will reopen in Autumn 2019.</p> <p>During the 2018/19 financial year, the City Events Team facilitated over 100 events through the Aberdeen's Safety Advisory Group platform, delivered a core programme of 16 events and supported the delivery of 3 Event365 events. The events team also developed a comprehensive event guide intended to support external event organisers by empowering them to deliver safe and successful events (<a href="http://www.aberdeencity.gov.uk/eventguides">www.aberdeencity.gov.uk/eventguides</a>).</p> <p>The major events run and supported by the Events Team included the OVD Energy Tour Series, Great Aberdeen Run, NuArt, Look Again, Grampian Pride, Celebrate Aberdeen, Aberdeen Highland Games, Christmas Lights Switch On Parade featuring the SHUMA Up Helly Aa Vikings, Christmas Village and Hogmanay.</p>

## Strategic Place Planning

### 01. Sustainable Energy

Qualitative Statement
<p>Corporate emissions are partially covered through Public Bodies Duties reporting and Council returns as part of the Carbon Reduction Commitment.</p> <p>Public Bodies Duties returns shows corporate emissions as follows:</p> <p>2014/2015 – 44993 tCO<sub>2</sub>e</p> <p>2015/2016 – 46371 tCO<sub>2</sub>e</p> <p>2016/2017 – 39225 tCO<sub>2</sub>e</p> <p>2017/2018 – 35892 tCO<sub>2</sub>e</p> <p>2018/2019 – yet to be determined.[1]</p> <p>The most notable savings were from street lighting, business travel, gas oil usage and internal waste. Savings seen from internal waste have been attributed to residual waste being bulked and transported as refuse derived fuel since June 2017 rather than landfilled. The consumption of natural gas showed the most notable increase from last year’s figures. It was explained that this is due to a decrease in temperature experienced between January to March 2018. Time needs to be taken to further scrutinise the data provided to enable the Council to identify areas for improvement and establish better performance monitoring.</p> <p>[1] Corporate emissions data lags a year due to reporting timelines.2018/2019 figures will be available after the CCR submission at the end of November 2019.</p>

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### 02. Sustainable Development

Qualitative Statement
<p>Progress continued during 2018/19, with work to encourage and support sustainable development and embed sustainability, in several key areas. This SPI highlights ongoing partnership work on sustainability; including transport projects, energy and housing initiatives, flood management, community resilience and natural environment projects. Progress has continued with several EU partnership projects looking at sustainable travel, flood monitoring and the development of blue/ green infrastructure in Aberdeen. This resulted in the completion of a new flood alleviation project increasing city resilience and delivering multiple benefits for the city.</p> <p>ACC submitted a Climate Change Report in 2018, outlining progress with a range of work to reduce corporate emissions, to adapt to the impacts of climate change, as well as highlighting city wide actions to address climate change. Work to implement ACC's Climate Improvement programme, will help to mainstream sustainable development throughout corporate functions. Work has also taken place to reduce the use of plastic disposable products in ACC premises.</p> <p>Low carbon initiatives for the city in this period included progress in the planning and development of sustainable travel infrastructure, including widening access to hydrogen refuelling and transport options, the expansion of electric vehicle charging points and work to develop the Roads Hierarchy and Sustainable Urban Mobility Plan. Aberdeen retained Fairtrade City status in</p>

Qualitative Statement

2018, following a renewal process and submission of a 2 year action plan. Acknowledging local work to encourage and support sustainable development, the ACC Ecocity Awards received an increased number of submissions in 2018.

### 03. Planning Applications Processing Time

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average Determination Times of Major Development Planning Applications (weeks)	46.9	23.1	19.9	38
Average Determination Times of Non Householder Local Planning Applications (weeks)	12.8	10.2	8.1	12
Average Determination Times of Householder Planning Applications (weeks)	8.9	7.3	6.8	9.5

### 04. Affordable Homes

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
No. of affordable houses developed (year to date)	108	367	356	342

### 5. Resources

#### Capital

#### 01. Major Project Delivery

Qualitative Statement

During the 2018/19 financial year, the delivery of projects has been mixed. There have been some positive points but in general for the major projects identified, there have been more negative indicators. Recognising this led to a restructuring within the Council with the creation of a Capital Cluster led by its own Chief Officer.

Throughout 18/19, as well as managing what was the current capital programme a review has been underway into staff structures within the Capital Cluster. As part of that review it is expected that governance requirements and project management changes will be implemented in financial year 19/20.

## 02. City Centre Masterplan

### Qualitative Statement

Aberdeen is undergoing and leading the most significant transformation in the city centre's history. Across its full breadth there are several major capital projects under construction or in development, with unprecedented levels of investment, which is improving transportation connectivity, enhancing historic venues and delivering new world-class facilities.

Under construction:

- Aberdeen Art Gallery.

Construction complete:

- Broad Street
- Music Hall refurbishment

On-going:

- Union Street clean up

Under development:

- Provost Skene's House
- Union Terrace Gardens

During the 2018/19 financial year, the delivery of projects has been mixed. There have been some positive points but in general for the city centre masterplan identified, there have been more negative indicators. Recognising this led to a restructuring within the Council with the creation of a Capital Cluster led by its own Chief Officer.

Throughout 18/19, as well as managing what was the current capital programme, a review has been underway into staff structures within the Capital Cluster. As part of that review it is expected that governance requirements and project management changes will be implemented in financial year 19/20.

## Corporate Landlord

### 01. LGBF - Public Access

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	82.01%	81.88%	81.02%	83%

### 02. LGBF - Asset Management

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of internal floor area of operational accommodation that is in a satisfactory condition.	94.3%	96%	96.02%	97%
The proportion of operational accommodation that is suitable for its current use.	72.8%	74.2%	75.35%	76%

### 03. Operational Assets Required Maintenance Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The required maintenance cost of operational assets per square metre	£104.74	£96.00	£90.72	£86.00

### 04. Carbon Reduction Commitment

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Building and Streetlighting Carbon Emissions	34,365 tonnes	31,829 tonnes	27,631 tonnes	

## Finance

### 01. Efficiencies Achieved

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Council-wide efficiencies as a percentage of revenue budget	5.82%	4.6%	5.28%	

### 02. Accountancy Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Cost of overall accountancy function per £1,000 of net expenditure	£6.86	£6.36	£4.81	£6.36

## People and Organisation

### 01. LGBF - Sickness Absence

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The average number of working days per employee lost through sickness absence for teachers	6.1	4.83	4.87	
The average number of working days per employee lost through sickness absence for other local government employees	11.6	11.65	11.87	

## 02. LGBF - Equal Opportunities Policy

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council employees in top 5% of earners that are women	48.53%	64.66%	59.88%	

## 03. Human Resources Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Cost of overall human resources function per £1,000 of net expenditure	£6.34	£5.70	£4.22	

## 04. Workforce Profile

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of disabled employees	2.9%	2.7%	2.5%	
Percentage of full-time female employees	36.4%	34.9%	35.6%	
Percentage of part-time male employees	3.8%	4.3%	3.6%	
Percentage of full-time male employees	28.2%	26.6%	26.6%	
Percentage of employees under 20 years	0.6%	0.6%	0.4%	
Percentage of employees aged 20 - 29	15.2%	15.2%	13.5%	
Percentage of employees aged 30 - 39	22%	22.2%	23.2%	
Percentage of employees aged 40 - 49	23.9%	24.1%	23.6%	
Percentage of employees aged 50 - 59	27.8%	27.3%	27.8%	
Percentage of employees aged 60 - 64	7.6%	7.9%	8.5%	
Percentage of employees aged over 65	2.8%	2.7%	3%	

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
Percentage of part-time female employees	31.5%	34.2%	34.3%	

#### 05. LGBF - Gender Pay Gap

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>
Average Hourly rate of Pay (Male)	£14.84	£15.21	£16.04	
Average Hourly rate of Pay (Female)	£14.87	£15.17	£16.13	
The gender pay gap	0.26%	1.66%	0.56%	



## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	9 January 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Annual report on the performance of Aberdeen City Council from the Scottish Roadworks Commissioner.
<b>REPORT NUMBER</b>	OPE/20/009
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Kevin Abercrombie
<b>TERMS OF REFERENCE</b>	1 & 3.2

### 1. PURPOSE OF REPORT

To update the Committee on the performance of Aberdeen City Council's Roads Maintenance and Roadworks Coordination sections following the publication of the annual performance report by the Scottish Roadworks Commissioner.

### 2. RECOMMENDATION

It is recommended this Committee: -

- 2.1 Note the contents of the Commissioners report, dated 4<sup>th</sup> September 2019 (Appendix 3).
- 2.2 Acknowledge the updated information as contained within this report, following the joint meeting between representatives of Aberdeen City Council and the Commissioner's office on the 31<sup>st</sup> October 2019; and -
- 2.3 Instruct the Chief Officer – Operations and Protective Services to provide a service update, in late January or early February 2020, regarding the Commissioner's decision relating to removal of the improvement plan.

### **3. BACKGROUND**

- 3.1 The Scottish Roadworks Commissioner oversees improvements to the planning, co-ordination and quality of road works by both Local Authorities and statutory undertakers in Scotland. All works as undertaken within the adopted highways in Scotland require to be noticed in accordance with the conditions and timescales as set out in the New Roads and Street Works Act 1991. These works are recorded on the Commissioner's noticing system (Symology). Any proposed works entered onto the Symology system without the requisite information, or out-with the prescribed timescales (both prior to and after the works are undertaken) will incur a 'noticing failure'. The office of the Scottish Roadworks Commissioner (OSRWC) issues quarterly figures to all undertakers which shows the performance of each organisation.

Following the publication of the Quarter 4 figures, the OSRWC issues annual performance review letters to all works promoters in Scotland. Any organisation that fails to meet the identified performance figures may be required to attend a joint meeting with representatives from the Commissioner's office to discuss the figures in greater detail.

- 3.2 The annual performance review letter as issued by the OSRWC on the 11 September 2018 (Appendix 1) indicated that Aberdeen City Councils performance was 'poor and in need of improvement'. A joint meeting between representatives from the Council and the OSRWC was convened in Edinburgh on the 3<sup>rd</sup> December 2018.
- 3.3 At the meeting it was agreed that the Council would be placed on an improvement plan (Appendix 2). This would be produced and issued by the OSRWC. The plan would include the specific area identified as requiring the most urgent attention. The figures would be manually updated by the Council following the publication of the quarterly figures and reviewed subsequently by the OSRWC.
- 3.4 Figures released from the OSRWC indicated that 11 out of the 32 local authorities in Scotland were placed on an improvement plan following the 2017 /18 annual review.
- 3.4 The improvement plan was issued in January 2019 and contained the figures for quarter 3 of 2018 /19 (October to December 2018). Since then, the Council's Roadworks Coordination section have continued to monitor the notices as entered onto the Symology noticing system to ensure that the areas of concern are addressed.
- 3.5 Greater emphasis has also been placed on ensuring that all teams within the Council that require works to be noticed on Symology, are aware of the timescales and requirements involved. This includes regular coordination meetings with the teams within the Tullos roads depot.

- 3.6 Throughout the three quarters since the improvement plan was introduced, there has been a steady improvement across each of the categories. The most recent set of figures, submitted by the Council in September 2019, indicated that across the five areas originally highlighted, all were at, or within the accepted parameters as set by the Commissioner.
- 3.7 On the 4<sup>th</sup> September 2019, the Commissioner issued his annual performance review to the Chief Executive (Appendix 3). Within the summary section of the letter it indicated that ‘little improvement’ had been observed since the improvement plan was introduced. A request was included within the summary to arrange for a further joint meeting in Edinburgh to discuss the contents in more detail.
- 3.8 A similar letter requesting joint meetings with the Commissioner was issued to a further 6 local authorities in Scotland in September 2019.
- 3.8 A meeting was convened in Edinburgh on the 31<sup>st</sup> October, which was attended by representatives of the Council and the Commissioner’s office, including the Commissioner himself.
- 3.9 At the meeting it was agreed that the contents of the letter did not in fact reflect the true position in terms of the overall performance. It was also agreed that assuming the Council could confirm that the figures would continue to be monitored and kept in check, the Commissioner would be willing to remove the improvement plan. Confirmation of this decision will be issued by the OSRWC in January 2020.
- 3.10 The latest update from the OSRWC indicates that out of the 11 local authorities originally identified and placed on improvement plans, 4 are now performing at a level that no longer requires them to be on the plan.

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

- 4.1 There is the potential that the Roadworks Commissioner may apply a fine on Aberdeen City Council if the performance in relation to any of the previously identified areas within the Improvement Plan falls below the required level for a significant period of time (more than three months). The level of the fine would depend on the severity of the non-compliance, along with any undue delay in taking remedial action to address the failings. In the most severe case, this could be up to £30,000.00.

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

- 5.1 Please refer to ‘Financial Implications’.

## 6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	Potential for fine to be imposed by Roadworks Commissioner if figures fall below expected targets for an extended period of time.	L	Any fine imposed would be influenced by the level of non-compliance along with the time taken to address the issue(s). Therefore, assuming suitable measures were taken to address any failings, within a reasonable timeframe, it is unlikely that a fine would be imposed.
<b>Legal</b>	Please refer to Financial (above).	L	Please refer to Financial (above).
<b>Employee</b>	N/A		
<b>Customer</b>	N/A		
<b>Environment</b>	N/A		
<b>Technology</b>	N/A		
<b>Reputational</b>	Failure to maintain a high level of performance may result in ACC being placed back on an Improvement Plan.	M	The Quarterly figures for all works promoters are published monthly on the Commissioners website. Therefore, any sudden drop in performance will be visible to everyone who access the Commissioners website.

## 7. OUTCOMES

N/A

## 8. 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

## 9. BACKGROUND PAPERS

N/A

## 10. APPENDICES

Appendix 1 - Performance Review letter dated 11 September 2018  
Appendix 2 - Improvement Plan for Aberdeen City Council – latest figures  
Appendix 3 - Performance Review letter dated 4 September 2019

## 11. REPORT AUTHOR CONTACT DETAILS

**Name:** Kevin Abercrombie  
**Title:** Roadworks Coordination Team Leader  
**E-mail Address:** KAbercrombie@aberdeencity.gov.uk  
**Tel:** 01224 523886

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— OFFICE OF —  
**THE SCOTTISH  
ROAD WORKS  
COMMISSIONER**

Mrs Angela Scott  
Chief Executive  
Aberdeen City Council  
Marischal College  
Business Hub 12, Level 2 West  
Broad Street  
Aberdeen AB10 1AB  
11 September 2018

Contact: Nisha Bunting  
Direct Tel: 0131 244 9937

Our Ref: PER/NB/2018/ACC

Dear Mrs Scott

## **Scottish Road Works Commissioner 2017/18 Annual Performance Review**

Please find enclosed Aberdeen City Council's 2017/18 annual road works Performance Review in respect of the period 1 April 2017 to 31 March 2018.

My review is presented in a similar format to last year utilising data from two full business years for comparison purposes. Roads authority and utility company averages are included where appropriate.

In terms of section 118(1) of the New Roads and Street Works Act 1991 (the 1991 Act), roads authorities have a statutory duty to co-ordinate the execution of works of all kinds (including works for road purposes) in roads for which they are responsible:

- a) in the interests of safety;
- b) to minimise inconvenience to persons using the road; and
- c) to protect the structure of the road and integrity of apparatus in it.

This review considers how well you are meeting your statutory obligations.

In addition to your annual review, Aberdeen City Council's road works performance is routinely discussed at quarterly Area Roads Authorities and Utilities Committee meetings. A mid-year interim performance review is also issued to your designated senior manager.

## **Management and Performance Reports**

Organisations are expected to routinely monitor their own performance utilising reports which are downloadable from the Scottish Road Works Register (SRWR). This ongoing performance review process allows your organisation to take appropriate action throughout the year to improve performance. If your performance falls at any point during the year, it is expected that an explanation will be provided to my representative at your Area RAUC meeting. Organisations can also generate reports to assist benchmarking against similar authorities.

Consistent failure to achieve the expected level of performance may result in further formal action.

E Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD  
Tel: 0131 244 9936 enquiries@roadworks.scot <http://roadworks.scot>

# APPENDIX 1

**Aberdeen City Council Road Works Performance – Primary Indicators**

	Indicator	Performance				Notes
		Aberdeen City Council	Expected	RA Average	Utility Average	
Administrative Functions	Gazetteer Submissions	4	4			
	Noticing Failure rate (%)	26%	< 4%	9%	7%	
	Notices without correct Contact Details	389	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing.
	Notices without Traffic Management Type	0	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less
Works Planning and Operational Functions	Works requiring Early Start (%)	12%	< 15%	17%	8%	
	Works requiring Late Start (%)	7%	< 1%	2%	1%	
	Works requiring Works Extension (%)	14%	< 10%	14%	8%	
	Overrunning Works	37	0	1%	4%	
	Unplanned Works (%)	5%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation.
	Works Awaiting Closure at year end	0	0			
	Works registered per 100km	79		69		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - City
Sample Inspections	Category A Undertaken	77%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories
	Category B Undertaken	88%	100%			
	Category C Undertaken	100%	100%			
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	212	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 20 authorities issue FPNs.
	Attendance at Area RAUC meetings	100%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works
	Vault Submissions	4	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning



## Commentary

In general terms, the road works performance of Aberdeen City Council was poor during 2017/18 and is in need of early improvement.

At 26%, your noticing failure rate remains particularly high despite being advised that action was required to improve this metric last year. It is expected that a failure rate of 4% or less is achieved within the next twelve months.

It is disappointing that the number of works recorded without correct contact details has increased, with 2 in 5 works incorrectly recorded, the worst roads authority performance. This is a simple administrative function, not subject to weather and other operational activity.

Greater focus should be given to reducing your use of late starts and overrunning works which are high in comparison to other roads authorities.

On a positive note, I am encouraged that you have reinstated local RAUC meetings.

### Specific action is required in respect of:

**Noticing Failures** - Noticing is key to the good co-ordination of road works. At 26%, your Noticing Failure rate is well in excess of the expected performance of <4% which is regularly achieved by a number of roads authorities and utility companies. It is also higher than the roads authority average of 9%. Noticing is largely an administrative function, not generally influenced by weather and operational activity. Improvements should be achieved through training and works planning and management. Action is required to reduce your failures.

**Missing Contact Details** - As a minimum, you are required to input the originator name, the originator telephone number, the contractor name and the contractor telephone number on the SRWR for all road works. At the very latest, these four individual fields must be entered on Actual Start notices.

**Late Starts** – The managed use of Late Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities generally use Early Starts in <2% of their road works. At 7%, your use of Late Starts is high and suggests a lack of co-ordination. It is expected that <2% can be achieved by your authority through improved works planning and management.

**Overrunning Works** - Across Scotland, around 1% of roads authority road works overrun their planned completion date. At 6%, your use of overrunning works is high, suggesting that planned works durations are unrealistic. Processes for setting works durations should be reviewed.

Sample Inspections Undertaken – Roads authorities are expected to undertake 100% of all agreed Category A, B & C target sample inspections. Results are used to monitor utility company road works performance. Details of inspections registered should be comprehensive, accurate and registered timeously. It is important that 100% are undertaken demonstrating that road works sites are being properly monitored and co-ordinated in accordance with your statutory obligations.

In view of your continuing failure to demonstrate any overall improvement in performance, please contact Nisha Bunting by 31 October 2018 to arrange a meeting in Edinburgh to review your proposed Improvement Plan. Please note, your draft Improvement Plan should be submitted to my office 5 working days in advance of the agreed meeting date.

Should you wish to discuss your Performance Review further, please do not hesitate to contact my office.

Yours sincerely



**Angus Carmichael**  
**Scottish Road Works Commissioner**

# IMPROVEMENT PLAN

## Appendix 2

This is a dynamic proforma that requires monitoring. The proforma should be completed before your organisation initially meets with the oSRWC. The document is not intended to be printed and requires to be signed off by SRWC.

Organisation:	Aberdeen City Council
Responsible Manager:	Doug Ritchie
Contact Telephone Number:	01224 522325

Issue	Noticing Failures	Contact Details	Late Starts	Overrunning works	Category A Inspections YTD	
Source	R2a	R24	R10	R6	Quarterly Inspections	
Expectation of Performance	<4%	0	<1%	0	100%	
Current Organisation Performance (SRWC PR 17/18)	26%	389	7%	37	77%	
Identified cause(s) of failure	Incorrect information entered onto Symology.	a message appeared when an early start request was issued - the was no issue with the information as contained within the mandatory fields and we are unsure as to why this has appeared ?	No late starts have been recorded for Q1 although a number of early starts have been required. This is due to the requirement to get the annual works programming up and running, which was delayed due to later than usual confirmation from the relevant Committee.	Greater emphasis has been placed on ensuring that better coordination is carried out at all stages of the works.	Previously, a shortage of Inspectors, along with their requirements to undertake other duties, resulted in a number of Cat A' inspections being missed.	
Proposed Action	There were two failures recorded - one for Tullos and one for ACC (for works on behalf of Tullos - Stronsay Drive). Again, staffing issues have resulted in a breakdown in communication as individuals overseeing key sections of works have been re-allocated to Tullos and have not kept on top of their existing programme of works.	The missing information has now been addressed and closer monitoring has been requested.	Better programming is showing an improvement in the number of late starts and this will continue to be monitored. Only 1 late start request made this quarter from Structures section. This was for river embankment protection works which were delayed due to tides / increased erosion levels detected.	Improved planning and communication has resulted in a reduction in the number of over-running works and this will continue to be monitored. From the two identified, one was due to lack of feedback from Tullos (we registered the works on their behalf) and the other was no feedback from the private contractor.	We have exceeded the required figure due to a much more rigid monitoring system being put in place with the existing Inspectors. The new mobile platform is continuing to improve this even further.	
Expected Delivery Date	Staff member has now been given permanent position in Tullos and their works package reallocated accordingly.	now on track	now on track	now on track	now on track	
Summary	Position at End Q3 2018/19	4%	12	8%	25	116%
	Position at End Q4 2018/19	4%	0	2%	22	229%
	Position at End Q1 2019/20	2%	1	0%	1	211%
	Position at End Q2 2019/20	1%	1	1%	2	124%
Date Achieved						
Reason for variance						

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— OFFICE OF —  
**THE SCOTTISH  
ROAD WORKS  
COMMISSIONER**

Mrs Angela Scott  
Chief Executive  
Aberdeen City Council  
Marischal College  
Business Hub 12, Level 2 West  
Broad Street  
Aberdeen AB10 1AB

Contact: Graham Milne  
Direct Tel: 0131 528 5518

4 September 2019

Our Ref: PER/GM/2019/ACC

Dear Mrs Scott

### **Scottish Road Works Commissioner 2018/19 Road Works Performance Review**

Please find enclosed Aberdeen City Council's 2018/19 annual road works Performance Review in respect of the period 1 April 2018 to 31 March 2019.

My review is presented in a similar format to last year utilising data from two full business years for comparison purposes. Roads authority and utility company averages are included where appropriate.

In terms of section 118(1) of the New Roads and Street Works Act 1991 (the 1991 Act), roads authorities have a statutory duty to co-ordinate the execution of works of all kinds (including works for road purposes) in roads for which they are responsible:

- a) in the interests of safety;
- b) to minimise inconvenience to persons using the road; and
- c) to protect the structure of the road and integrity of apparatus in it.

This review considers how well you are meeting your statutory obligations.

In addition to your annual review, Aberdeen City Council's road works performance is routinely discussed at quarterly Area Roads Authorities and Utilities Committee meetings.

### **Management and Performance Reports**

Organisations are expected to routinely monitor their own performance utilising reports which are downloadable from the Scottish Road Works Register (SRWR). This ongoing performance review process allows your organisation to take appropriate action throughout the year to improve performance. If your performance falls at any point during the year, it is expected that an explanation will be provided to my representative at your Area RAUC meeting. Organisations can also generate reports to assist benchmarking against similar authorities.

Consistent failure to achieve the expected level of performance may result in further formal action.

# APPENDIX 3

**Aberdeen City Council – 2018/19 Road Works Performance – Primary Indicators**

	Indicator	Performance				Notes
		Aberdeen City	Expected	RA Average	URBY Average	
Administrative Functions	Gazetteer Submissions	4	4			
	Noticing Failure rate (%)	7%	< 4%	0%	5%	
	Notices without correct Contact Details	12%	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing
	Notices without Traffic Management Type	1%	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less
Works Planning and Operational Functions	Works requiring Early Start (%)	18%	< 15%	16%	8%	
	Works requiring Late Start (%)	0%	< 1%	1%	1%	
	Works requiring Works Extension (%)	17%	< 10%	10%	8%	
	Overrunning Works (%)	16%	< 1%	1%	3%	
	Unplanned Works (%)	3%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation
	Works awaiting Closure at year end	0%	0			
	Works awaiting Final Site Reinstatement Details Notice at year end	0%	< 1%			
	Works registered per 100km	59		74		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - City.
Sample Inspections	Category A Undertaken	101%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.
	Category B Undertaken	101%	100%			
	Category C Undertaken	100%	100%			
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	198	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 21 authorities issue FPNs.
	Attendance at Area RAUC meetings	100%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works
	Vault Submissions	4	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning.

I would draw your attention to page 2 which compares your organisation's performance against the expected standard.

### Specific action is required in respect of:

- **Missing Contact Details** - As a minimum, you are required to register the originator name, the originator telephone number, the contractor name and the contractor telephone number in the SRWR for all road works. At the very latest time, these four individual fields must be entered in Actual Start notices.
- **Late Starts** – The managed use of Late Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities on average use Late Starts in 1% of their road works. At 6%, your use of Late Starts is high and suggests a lack of co-ordination. It is expected that <1% can be achieved by your authority through improved works planning and management.
- **Overrunning Works** - At 16%, your use of overrunning works ratio is high, suggesting that planned works durations are unrealistic. Works planning and management processes for setting works durations should be reviewed.

### Summary

In general terms, the road works performance of Aberdeen City Council shows little improvement during 2018/19.

#### Administrative Functions

Whilst your noticing failure rate has improved to 7% in 2018/19 (26% in 2017/18), it remains above the expected target of 4%. Better management of contact details and the provision of traffic management types is also required.

#### Works Planning and Operational Functions

These metrics show little consistency and significant improvement is required. In particular, greater focus is required to manage late starts and overrunning works.

In 2018 Aberdeen City Council was placed on an improvement plan in connection with poor road works performance. There has not been sufficient progress. In view of your continued failure to demonstrate any significant improvement, please contact my office within 2 weeks of the date of this letter to arrange a meeting at Saughton House, Edinburgh.

I would remind you of your obligations under Section 118 of the New Roads and Street Works Act 1991 and Section 18 of the Transport (Scotland) Act 2005. Failure to contact my office will result in escalation of this matter and may result in enforcement action being taken.

## APPENDIX 3

OFFICE OF  
THE SCOTTISH  
ROAD WORKS  
COMMISSIONER

Data and statistics relating to your road works performance is available from the Scottish Road Works Register throughout the year. It is expected that your organisation will continue to self-monitor this information and take appropriate action. In particular, it is recommended that your mid-year performance is made available to senior managers in November.

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne at: [enquires@roadworks.scot](mailto:enquires@roadworks.scot)

Yours sincerely

  
**Angus Carmichael**  
Scottish Road Works Commissioner