

# Public Document Pack



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

Town House,  
ABERDEEN 26 February 2020

## **OPERATIONAL DELIVERY COMMITTEE**

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Committee Room 2 - Town House** on **THURSDAY, 5 MARCH 2020 at 2.00 pm.**

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

### **BUSINESS**

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

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

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

- 2 There are no items of exempt business

#### **DECLARATIONS OF INTEREST**

- 3 Members are requested to intimate any declarations of interest

#### **REQUESTS FOR DEPUTATION**

- 4 There are no requests for deputation at this time

## **MINUTE OF PREVIOUS MEETING**

- 5 Minute of the Previous Meeting of 9 January 2020 (Pages 5 - 12)

## **COMMITTEE PLANNER**

- 6 Committee Business Planner (Pages 13 - 18)

## **NOTICES OF MOTION**

- 7 There are no reports under this heading

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

- 8 There are no reports under this heading

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

- 9.1 Performance Report - COM/20/041 (Pages 19 - 62)

## **GENERAL BUSINESS**

- 10.1 Signalisation of the A944/AWPR Roundabout - OPE/20/062 (Pages 63 - 72)
- 10.2 School Road/Park Road Corridor - response to Petition - OPE/20/050 (Pages 73 - 92)
- 10.3 Autism Strategy and Action Plan - HSCP 19.104 (Pages 93 - 128)
- 10.4 Proposed Overnight Prohibition of Motor Vehicles on Justice Mill Lane/ Langstane Place/ Windmill Brae - OPE/20/051 (Pages 129 - 208)
- 10.5 Rent Management and Universal Credit - OPE/20/010 (Pages 209 - 218)

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

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## OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 9 January 2020. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillor Graham, Vice-Convener; and Councillors Cormie, Lesley Dunbar, Jackie Dunbar, Henrickson, Houghton (as substitute for Councillor Bell), Lumsden, Macdonald, McLellan (as substitute for Councillor Townson), Alex Nicoll (as substitute for Councillor Jackie Dunbar for items 6 and 12), Audrey Nicoll Stewart, the Depute Provost and Yuill (as substitute for Councillor Delaney).

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.

### WELCOME

1. The Convener welcomed Councillor Audrey Nicoll to her first meeting of the Operational Delivery Committee.

### NOTIFICATION OF URGENT BUSINESS

2. The Convener had determined that item 10.2, on the agenda, Review of Leased Centres and Learning Centres, be considered as a matter of urgency in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973, as there were a number of late changes requested from officers which impacted on the recommendations.

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

to note the decision of the Convener.

### DETERMINATION OF EXEMPT BUSINESS

3. The Convener proposed that the Committee consider item 10.3 (Review of Leased Centres and Learning Centres – Exempt Appendices) with the press and public excluded..

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

in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of item 10.3 so as to avoid disclosure of exempt information of the classes described in paragraphs 2 and 6 of Schedule 7(A) of the Act.

### REQUESTS FOR DEPUTATION

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4. The Convener advised that there were three requests for deputations in regard to item 10.2 – Review of Leased Centres and Learning Centres.

The Convener sought the agreement of the Committee to suspend Standing Order 14.1 to allow the deputations to be heard, as the substantive report had been published late and therefore the deputation requests did not comply with the deadline set out.

**The Committee resolved:-**

to agree to suspend Standing Order 14.1 to enable the deputations to be heard.

**Councillor Alex Nicoll replaced Councillor Jackie Dunbar to hear the deputation requests and the substantive report, agenda item 10.2, Review of Leased Centres and Learning Centres.**

**DEPUTATION REQUESTS**

5. The Committee heard from Alexander Mess, who was involved with various community groups in his local area. Mr Mess advised that as a taxpayer and also representing three various community models, he wanted to speak in regards to the review of leased centres and learning centres.

Mr Mess explained that a lot of work had gone into the report but he had lots of questions regarding the report. He advised that social capital had not been looked at and felt that this was very important. He stated that there had been no increase in existing funding to centres and no cost of living increase. He also explained that he felt it was unfair that volunteers had to apply for grants for the centres.

Mr Mess also highlighted that volunteers carried out a vast amount of tasks within the centres and he urged members to look closely at all of the work that was undertaken and to investigate social capital in order to make centres more successful.

Member asked a number of questions of Mr Mess.

The Committee then heard from Andy Finlayson, who was representing Altens and Cove Community Association (ACCA). Mr Finlayson explained that he was a board member of ACCA and noted his extreme concern regarding the lateness of the report being published. He also stated that this was the third review in the last few years and centres relied on volunteers. He intimated that the amount of reviews had a negative impact on the volunteers. Mr Finlayson suggested that if the report was to be agreed, that centres would close as a result and noted how it was very difficult for centres to get funding from

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charitable organisations or grants if they were on a short term lease. He informed members that centres needed a ten year lease in order to be successful in getting grants.

Mr Finlayson concluded that the money spent on doing the review would be more than the money saved, and it had caused extreme anxiety with volunteers. Mr Finlayson also questioned why the responses to the questionnaire which was issued to all centres, were not published along with the report.

Member then asked a number of questions of Mr Finlayson.

The Committee then heard from Paul O'Connor, who was representing Inchgarth Community Centre. Mr O'Connor explained that he had been involved with the community centre for 20 years. He advised that he was delighted to hear that after the budget meeting in 2019, there were no cuts to the centres, however a review was to be carried out. Mr O'Connor noted that centres were not told about the review. He also highlighted that leased centres were not managed by the Council and as a result a management agreement should not be in place.

In regard to finance, Mr O'Connor advised that each centre received £11,000 in direct funding from the Council, however if it was not for volunteers running the centres, this cost would be in excess of £500,000.

Mr O'Connor also raised concern at the report being published late, which meant there was no opportunity for centres to meet with their respective teams. He also questioned the lack of consultation with centres in regard to the report.

Finally, Mr O'Connor explained that the Liaison Officer visited the centre once a month and helped to identify if they needed support. He also intimated that the three year lease was unmanageable and should be a minimum of ten years. However, twenty or twenty five years would be more beneficial to centres.

Members then asked a number of questions of Mr O'Connor.

The Convener thanked Mr Mess, Mr Finlayson and Mr O'Connor for their deputations.

**At this juncture, Councillor Jackie Dunbar replaced Councillor Alex Nicoll.**

**MINUTE OF THE PREVIOUS MEETING OF 12 NOVEMBER 2019**

6. The Committee had before it the minute of the previous meeting of 12 November, 2019 for approval.

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**The Committee resolved:-**

to approve the minute as a correct record.

**COMMITTEE BUSINESS PLANNER**

7. 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 (Scottish Road Works Commissioner Annual Performance), 8 (Community Learning Centre and Leased Community Centre provision) and 9 (Performance Report) subject to the decisions taken later on the agenda;
- (ii) to note that item 5 (Policy that Specifies the Existing Granite Sett and Lock Block Streets) was being removed from this planner and transferred to Council;
- (iii) to note that further information would be circulated to members by means of email, in regard to item 27 (Use of Plastic Based Materials in Roads Construction); and
- (iv) to otherwise note the information on the business planner.

**DISABILITY EQUITY PARTNERSHIP**

8. The Committee had before it, by way of referral from the Disability Equity Partnership (DEP), a revised Constitution for the DEP, for endorsement and agreement as parent Committee.

**The Committee resolved:-**

- (i) to request that when consulting the Disability Equity Partnership (DEP) on infrastructure projects, that the Council do so at as early a point as possible so that the DEP's input could influence the initial design of projects; and
- (ii) to otherwise approve the revised Constitution of the Disability Equity Partnership.

**PERFORMANCE REPORT - COM/20/001**

9. 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.

Members discussed the performance report in detail and offered various observations. The Director of Customer Services advised that with the transition to the new data system, data had only recently been finalised. As a result, the sickness absence figures

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were not included in the report, however a Service Update was issued with the figures for information to members.

In regards to voids and the time taken for the re-let of housing properties, it was noted that a report was due to go to Audit, Risk and Scrutiny in February 2020.

**The report recommended:-**

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

**The Committee resolved:-**

- (i) in regards to Welfare Right - % of Successful Appeals, to note that officers would report back to members by way of email, to clarify the figures contained in the report; and
- (ii) to otherwise note the information contained in the Performance Report.

### **ANNUAL REPORT ON THE PERFORMANCE OF ABERDEEN CITY COUNCIL FROM THE SCOTTISH ROADWORKS COMMISSIONER - OPE/20/009**

**10.** The Committee had before it a report by the Chief Operating Officer, which updated 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.

**The report recommended:-**

that the Committee –

- (a) notes the contents of the Commissioner's report, dated 4 September 2019;
- (b) acknowledges the updated information as contained within the report, following the joint meeting between representatives of Aberdeen City Council and the Commissioner's office on 31 October 2019; and
- (c) instructs 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 the removal of the improvement plan.

**The Committee resolved:-**

to approve the recommendations.

**At this juncture, Councillor Alex Nicoll replaced Councillor Jackie Dunbar.**

### **MATTER OF URGENCY**

**The Convener accepted the following item as a matter of urgency in terms of**

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**Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973.**

**REVIEW OF LEASED CENTRES AND LEARNING CENTRES - OPE/20/012**

**11.** The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which reported on the outcome of a review of leased centre and learning centre provision and made recommendations to ensure best value and scrutiny of service provision.

**The report recommended:-**

that the Committee –

In relation to Leased Centres -

- (a) recommend to City Growth and Resources Committee that they instruct the Chief Officer – Corporate Landlord to replace the existing lease and management agreement arrangements with a new lease only; such lease to give the Council the power to terminate the lease at any time by providing 12 months notice and otherwise to contain such provisions as will, in the opinion of the Chief Officer – Corporate Landlord following consultation with the Chief Officer – Governance, protect the Council’s interests;
- (b) note that future development grants, as may be agreed via the Council’s budgetary process, will be provided by means of condition of funding letters from the Chief Officer – Early Intervention and Community Empowerment, as detailed in section 9 of the report; and

In relation to Learning Centres –

- (c) instruct the Chief Officer – Early Intervention and Community Empowerment to review the Council’s Operational Agreements with learning centre associations over the next 12 months and thereafter to report back to this Committee with the outcome and findings of the review.

**The Committee resolved:-**

In relation to Leased Centres:-

- (i) to recommend to the City Growth and Resources Committee that they instruct the Chief Officer – Corporate Landlord to replace the existing leases and management agreements with ten year leases (or leases for such shorter periods as the tenants may wish) only; such leases to give the Council the power to terminate the leases at any time by providing 12 months’ notice, on specified grounds, and otherwise to contain such provisions as are agreed with the tenants;
- (ii) to note that future development grants, as may be agreed via the Council’s budgetary process, will be provided by means of funding letters from the Chief Officer – Early Intervention and Community Empowerment, as detailed in section 9 of this report;
- (iii) to agree that the funding for leased community centres should be agreed as part of the Council’s annual budget setting process and recommends to the Council,

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for 2020/21, there should be no reduction in the direct and indirect financial support provided to leased community centre management committees;

- (iv) to note that the leased community centre management committees will require to seek independent legal advice during the negotiation of new leases and recommends to the City Growth and Resources Committee that they instruct that the Council will meet the reasonable costs of this and that the Chief Officer – Corporate Landlord report to the relevant committee on how this can be facilitated; and

In relation to Learning Centres:-

- (v) to instruct the Chief Officer – Early Intervention and Community Empowerment to review the Council's Operational Agreements with learning centre associations over the next 12 months and thereafter to report back to this Committee with the outcome and findings of this review.

- **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>05 March 2020</b>								
4	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		
5	Signalisation of the A944/AWPR Roundabout	This report serves to inform members of the high collision rate currently being experienced at the new A944/AWPR junction at South Kingswells and present members with the options currently available for mitigation including the offer made by Transport Scotland to fund the installation of traffic signals	<b>ON AGENDA</b>	Steve McGuire	Operations and Protective Services	Operations	5		
6	School Road/ Park Road Corridor Response to Petition	A petition was heard at ODC in November 2019. This report details the options that have been appraised in response to the petition raised regarding the issue of high volumes of Heavy Good Vehicles (HGV's) and vehicle speeds on the School Road / Park Road corridor.	<b>ON AGENDA</b>	Jack Penman	Operations and Protective Services	Operations	5		
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. 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. <b>ON AGENDA</b>	Neil Carnegie	Early Intervention and Community Empowerment	Customer	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									
8	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.	Reporting delayed due to work being undertaken to record and report on performance measures. Will go to March committee. <b>ON AGENDA</b>	Jenny Rae	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
9	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. <b>ON AGENDA</b>	Ross Stevenson	Operations and Protective Services - Mark Reilly	Operations	3 and 4		
10	<b>21 May 2020</b>								
11	Committee Annual Effectiveness Report	To present the annual effectiveness report for the Committee		Fraser Bell	Governance	Governance	GD7.5		
12	Traffic Management Measures for TECA site	To advise the committee as to the functionality and success of the measures installed within and around the TECA site, this being based on a review from the events held to date.		Jack Penman/Ross Stevenson	Operations and Protective Services	Operations	5		
13	Developer Request to Remove Dubford Bus Gate	To inform the Committee of the developer's request to remove the bus gate at Dubford Road and subsequent survey results. The report responds to the points raised within the request and recommends a course of action.		Ross Stevenson	Operations and Protective Services	Operations	5		
14	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		
15	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		
16	<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									
17	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		
18	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		
19	<b>19 November 2020</b>								
20	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		
21	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		
22	<b>Date to be confirmed</b>								
23	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									
24	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.	<p>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</p> <p><b>To be reported to CRD Joint Committee in June to seek funding - move to 'future reports' section of planner meantime</b></p>	Pam Walker	Operations and Protective Services	Operations			
25	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.	<p>When the original report on "plastic" roads was delivered to ODC (17th Jan 2019), it was agreed that officers would update cttee if, as, or when there was any significant progress made with regards to the material. There has been no significant progress with respect to officers being in a better informed position to recommend (or not) the use of the material. The material still lacks government body approval and there has been no significant new data published surrounding the material or trials of it.</p> <p>Since the committee date there has, however, been progress with regard to an Aberdeen trial - The material has been laid within the Aberdeen City boundary, covering one of the car parks at TECA. Officers will monitor how this performs. It should be stressed that it could take considerable time before any meaningful conclusions can be drawn from this trial. Officers will continue to monitor the outcomes of all relevant trials of the material.</p> <p>At present there is no significant new evidence to suggest that a trial on an adopted Aberdeen road is something that officers would recommend. Previously expressed concerns over the use of the material (as per the committee report) remain unchanged.</p>	Paul Davies	Operations and Protective Services	Operations	3 and 5		

	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	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;	Due to continued lack of new development in the area of the Prime 4 site there have been no developer's contributions to take this proposal forward at this time.	Vycki Ritson	Operations and Protective Services	Operations	Purpose 1		No date specified for reporting back as this will depend on any new development in the area of the Prime Four site.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	March 5th 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Operational Delivery Performance Report
<b>REPORT NUMBER</b>	COM/20/041
<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)

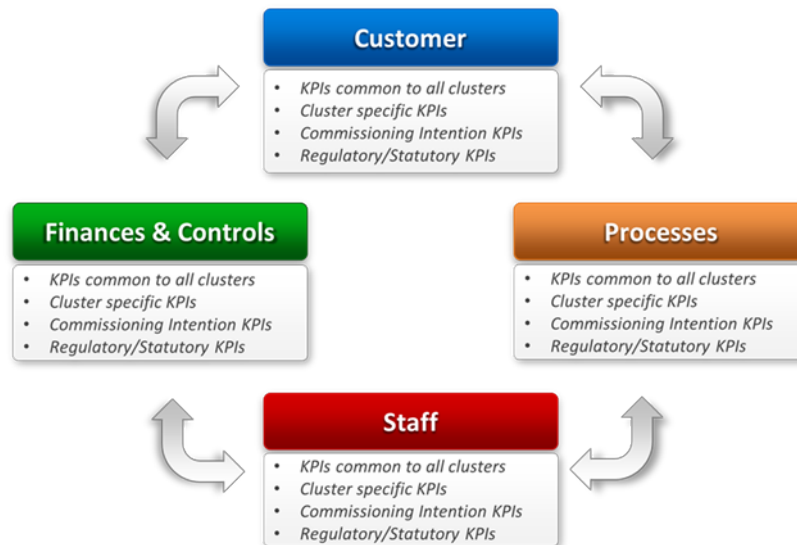
- 2.1 That the Committee provide comments and observations on the performance information contained in the report Appendix.

### 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 January 2020 or Quarter 3 2019/20, as appropriate.

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:

- % of complaints resolved within timescale (stage 1 and 2)
- Number of children taking school lunches – Primary
- Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old
- Percentage of all streetlight repairs completed within 7 days
- 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 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

## 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

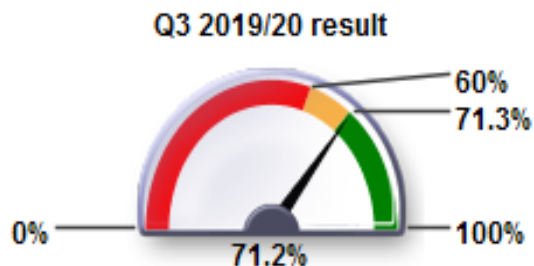
Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.19%		99.19%		99.24%		96.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	90.8%		90.92%		91.47%		80%

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	52		62		52		
% of complaints resolved within timescale stage 1 and 2) - Building Services	50%		66.1%		71.2%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	44.2%		61.3%		56%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		5		2		

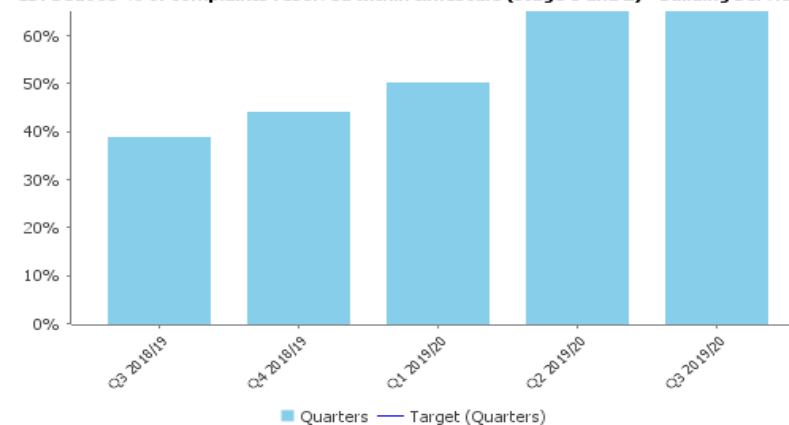
\*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology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

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

% of complaints resolved within timescale (stage 1 and 2) – Building Services
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CDPBUL003 % of complaints resolved within timescale (stage 1 and 2) - Building Services



**Why is this important?**

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

**Benchmark Information:**

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

**Target:**

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

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

For Q3 2019/20 the percentage of complaints responded to within timescale varies widely from 41.2% (Environmental Services) to 71.2% (Building Services – shown) to 100% (Facilities).

**This is the trend:**

For the reporting year 2019-20 there are some service areas which consistently perform highly in relation to complaint handling e.g. Waste and Facilities. There is also evidence of significant improvement in some service areas e.g. Building Services and Roads, which is positive. Performance within Housing and Social Work is variable and is partly due to the complex nature of the complaints received. The complexity sometimes makes it particularly challenging to meet the statutory stage 2 deadlines.

There is no trend in relation to upheld/not upheld which is positive as it evidences that an impartial approach is taken in determining the outcome of complaints.

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

#### **This is the impact:**

Some of the consequences of this performance are:

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

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

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

- Improved monitoring is to be implemented. This will be achieved through the following: -
  - The complaint escalation and performance dashboard, currently accessible to Chief Officers and Directors is to be rolled out to service managers to increase visibility of outstanding complaints.
  - A senior officer within Environmental Services has been allocated to focus on ensuring that incoming complaints are dealt within in a timely manner and to improve compliance going forwards. This approach is proving successful as most recent performance since January 2020 is extremely positive with 5 out of 5 complaints responded to within timescale (100%).
  - Weekly meetings are taking place within Housing to review complaints and address specific areas that have been underperforming. As a result, performance to date in Q4 is 91.67%.
- Training sessions are being held with key responding officers to reinforce the requirements of the complaints handling procedure, including the importance of identifying lessons learnt to demonstrate organisational learning and avoid an issue re-occurring. This will help to ensure that complaints are responded to appropriately and within statutory timescales. The training will also result in an improved quality of responses drafted by officers, which in turn will reduce the time taken to quality assure responses before approval.
- Continued process reviews are being undertaken within service areas. For example, in Roads and Streetlighting, processes are to be streamlined which will help make the process more efficient for responding officers and improve response times.
- Social Work managers are contacting customers to discuss their complaint verbally where appropriate. This will increase the likelihood of early resolution.

- The Customer Feedback Team have continued to focus on the quality control of responses which in some circumstances has meant that stage 2 responses have taken longer to be issued. The quality of responses has been deemed the highest importance as there is more likelihood of resolving the complaint if it is thoroughly investigated and responded to appropriately. Quality and transparency take precedence which also results in less Ombudsman investigations.

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

**Responsible officer:**

**Last Updated:**

Lucy McKenzie

Q3 2019/20

## 2. Processes – Building Services

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.77		3.81		4.08		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	5.33		5.4		5.62		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.75%		92.88%		93%		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%		99.8%		99.8%		100%

## 3. Staff – Building Services



Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	14.6						10
Accidents - Reportable - Employees (No in Month - Building Services)	2		0		0		
Accidents - Non-Reportable - Employees (No in Month - Building Services)	3		1		1		
Establishment actual FTE	417.47		415.36		409.76		
Staff Costs - % Spend to Date (FYB)	59.3%		66.7%		73.7%		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.

#### 4. Finance & Controls – Building Services




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

Environmental Services














#### 1. Customer – Environmental Services

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	11		49		17		
% of complaints resolved within timescale (stage 1 and 2) - Environment	36.4%		34.7%		41.2%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	36.4%		32.7%		47%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		0		

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

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	185		163		183		

## 2. Processes - Environmental Services

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually – next update May cycle)	88.9%						90.1%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
Scheduled and Actual Cremations - Number of Discrepancies	0		0		0		0
Number of Scheduled and Actual Cremations	199		180		207		
% of Crematorium records found to be in order	100%		100%		100		100%

## 3. Staff - Environmental Services

Performance Indicator	November 2019	December 2019	January 2020	2019/20 Target
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	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environment	20.3						10
Accidents - Reportable - Employees (No in Month - Environment)	1		0		0		
Accidents - Non-Reportable - Employees (No in Month - Environment)	0		1		0		
Establishment actual FTE	330.04		329.63		325.88		
Staff Costs - % Spend to Date (FYB)	66%		74.2%		83.4%		100%

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

Page 31 \*\* Work ongoing to develop individual service-based measures

Facilities Management

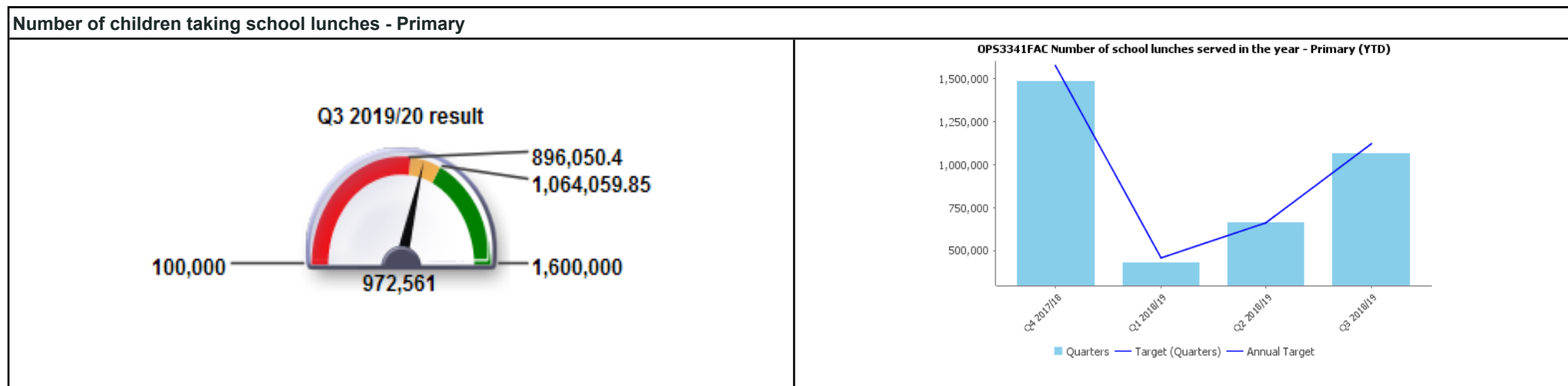
**1. Customer – Facilities Management**

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	4		2		4		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	75%		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	50%		100%		100%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		1		1		

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

**2. Processes – Facilities Management**

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		Target 2019/20
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	368,536	▲	631,372	✔	972,561	▲	1,120,063



**Why is this important?**

Aberdeen City Council are committed to improving the wellbeing of our children and young people to give them the best possible start in life. Huge benefits accrue from investing in children and young people from an early stage. The short-term dividends include happier and healthier children and young people ready to learn and able to play a positive role in their schools and communities.

The longer-term rewards are in the health, wellbeing, and economic prosperity of Aberdeen. What our children and young people eat and, importantly, their understanding of how it arrives on their plate and the impact it has on their health are an important part of this.

So, food in school matters – both what children and young people eat and what they learn about food. It impacts upon their health, on their education, and on the environment and economy. Since the launch of Hungry for Success in 2003, food served in schools has had to meet significantly higher standards. These standards are enacted in legislation which makes health promotion a central purpose of schooling. And with the implementation of Curriculum for Excellence, we have made great strides in providing children and young people with the knowledge and skills they need to help them make better lifestyle choices. We want to build on this progress so that food in schools is properly recognised and understood as a substantial financial and ethical investment which supports young people into adulthood.

**Benchmark Information:**

This measure is not currently benchmarked.

**Target:**

The 2019/20 target for this PI is set at 1,577,696 to be achieved by the end of Q4. The Q3 target is 1,120,063.

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

The number of school lunches served for 19/20 to date by the end of Q3 is 972,561 (figures up until 13<sup>th</sup> December 2019) below the target set.

**This is the trend:**

Performance is currently below target by 13.8% or 154,468 meals served. However, it should be borne in mind as referred to above, that there is a week worth of trading days data to be added to this which is awaiting completion by the Business Services Team. Considering the average of 35-40,000 meals we would expect to serve in that time, resulting performance is 1,007,561-1,012,561 at the close of Q3 (approx. 114,468 meals or 10.6% below target). At the same point during 18/19, the number of meals served was 1,064,614, 4.9% (or 55,449) below target. This reflects a downward trend, when viewing the academic year in total and is also a fall on the improvement seen from Q1 to Q2 of 19/20.

**This is the impact:**

The number of days when school meals were available for service is the same in this financial year as it was in last year. A price increase of 10p per meal was applied from April 2019, this does appear to have had a negative impact on the number of meals served. There are, however, other factors which need to be taken into consideration e.g. school closure days for winter vomiting bug outbreaks, water supply, heating issues, electrical issues, etc. The service is currently forecasting income for 2019/20 in line with that achieved in the last financial year (£1,037,055).

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

A replacement Cashless Catering System must be procured. Early scoping has identified systems which will be forward facing and user friendly for the client, which give the opportunity for direct client feedback to analyse menu item popularity across all Primary schools, which will assist menu planning activity and in turn encourage more pupils to take school meals.

**Responsible officer:**

**Last Updated:**




Andy Campbell Q3 2019/20

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**3. Staff – Facilities Management**

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	13.3						10
Accidents - Reportable - Employees (No in Month - Facilities)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Facilities)	1		1		0		
Establishment actual FTE			447.8		453.61		
Establishment actual FTE (Cleaning)	201.24		213.35		215.05		
Establishment actual FTE (Janitorial)	53.19		52.22		56.07		
*Staff Costs - % Spend to Date (FYB)	68.5%		76.9%		85.5%		100%







**4. Finance & Controls - Facilities Management**

Performance Indicator	November 2019		December 2019		January 2020		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

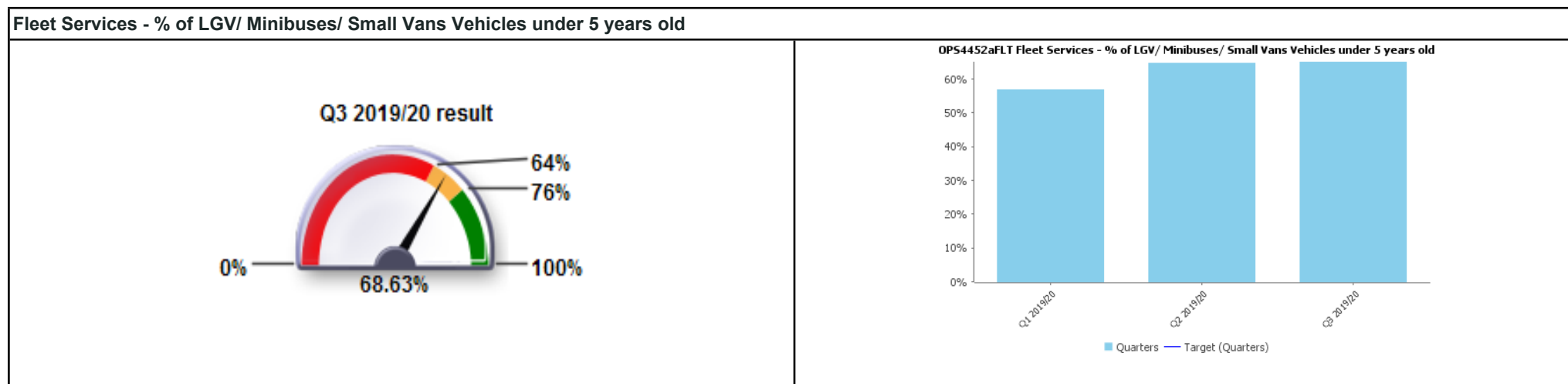
Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	1		0		0		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	100%		No complaints received in Q2		No complaints received in Q3		75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet	100%						
Total No. of lessons learnt identified (stage 1 and 2) - Fleet	1						

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

### 2. Processes – Fleet and Transport

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% of Council fleet lower emission vehicles (YTD)	99.6%		99.3%		99.6%		100%

Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	56.91%		64.64%		68.63%		80%
Fleet Services - % of large HGV vehicles under 7 years old	69.84%		72.59%		73.28%		80%



**Why is this important?**

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

**Benchmark Information:**



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

**Target:**

The target for 2019/20 has been set at 80%.

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

The Data measures the total combined number of Fleet vehicles (HGV & LGV / Vans) with an age profile of under 5 years. Currently the combined fleet is **65.3%**, LGV / Vans is **68.63%**, HGV is **73.28%**.

**This is the trend:**

These yearly figures show a slight increase on the previous quarter results, this is due to the new replacement fleet in, and old fleet being removed from the system which now gives us a more accurate figure. This figure will increase as other new vehicles come into the fleet, per the Vehicle Replacement Programme.

**This is the impact:**

Any increase in vehicles less than 5 years old allows the Council to operate fleet with the latest technology and reduced emissions, linking in to the Transportation Strategy for clean transport in the city, while presenting an improved on the road image to the public of Aberdeen. This will reduce vehicle maintenance costs and downtime enabling services to deliver their objectives with newer and thus more reliable vehicles.

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

The service is to develop further alternative fuelled vehicles within the Council's fleet to reduce Aberdeen City Council's Carbon Footprint and reduce exhaust emission levels. The introduction of Telematics will provide a clearer understanding of Fleet vehicles usage and potential to further reduce emissions.














**Responsible officer:**

William Whyte




**Last Updated:**

Q3 2019/20

### 3. Staff – Fleet and Transport

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	16.6						10
Accidents - Reportable - Employees (No in Month - Fleet)	0		1		0		
Accidents - Non-Reportable - Employees (No in Month - Fleet)	0		0		0		
Establishment actual FTE	35.79		35.81		35.71		
Staff Costs - % Spend to Date (FYB)	67%		75.8%		84.1%		100%

### 4. Finance & Controls – Fleet Transport

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 YTD Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	8		15		17		37

Fleet Management - First Use Check Exceptions (Fleet) – Year to date	2		2		2		6
Fleet Management - First Use Check Exceptions (Roads) – Year to date	0		2		2		3
Fleet Management- First Use Check Exceptions (Waste) – Year to date	12		19		20		27
Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	4		7		7		34
Vehicle, Plant and Equipment Accidents (Roads) - Year to date	1		1		1		4
Vehicle, Plant and Equipment Accidents (Waste) - Year to date	1		6		6		34

## Integrated Children's Services (excluding Education)

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

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	18		10		21		
% complaints resolved within timescale (stage 1 and 2) - CSW	61.1%		30%		66.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	27.8%		10%		14%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		1		

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

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

Performance Indicator	November 2019	December 2019	January 2020	2019/20 Target

	Value	Status	Value	Status	Value	Status	
Number of children on Child Protection Register	117		132		127		
New CPR registrations	22		20		17		
*LAC looked after in a residential placement in Aberdeen City (%)	4.0%		3.9%		3.9%		
*LAC looked after in a residential placement out with Aberdeen City (%)	5.4%		5.7%		5.5%		
*Looked After Children looked after at home (%)	19.5%		19.7%		19.7%		
*Looked After Children looked after in Kinship (%)	19.1%		18.8%		17.9%		
*Looked After Children looked after in Foster Care (%)	48.3%		47.1%		49.8%		
*Number of looked after children in secure care	0		0		0		

\* 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.

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Categories of Concern - Group 1	128		136		132		
**Categories of Concern - Group 2	146		172		154		

\* The indicators included in Categories of Concern – Group 1 are Neglect, Emotional Abuse, Sexual Abuse, Physical Abuse, Child Sexual Exploitation, Child Trafficking, Forced and Dangerous Labour, Child Placing Themselves at Risk

\*\* The indicators included in Categories of Concern – Group 2 are Domestic Abuse, Parental Substance Misuse, Parental Alcohol Misuse, Parental Mental Health Problems, Non-Engaging Family, Other

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

Performance Indicator	November 2019	December 2019	January 2020	2019/20
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	Value	Status	Value	Status	Value	Status	Target
Sickness Absence - Average number of days lost - Children's Social Work	11.9						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	361.79		350.82		351.79		
Staff Costs - % Spend to Date (FYB)	66.6%		75.3%		83.2%		100%

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

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

Protective Services

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**1. Customer – Protective Services**

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	10		7		3		
% of complaints resolved within timescale - Protective Services	50%		85.7%		66.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	20%		14.3%		33%		
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	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%	✓	95.2%	✓	100%	✓	100%
High Priority Pest Control % responded to within 2 days	97.2%	✓	90.2%	✓	100%	✓	100%
High Priority Public Health % responded to within 2 days	100%	✓	89.3%	⚠	100%	✓	100%
Dog Fouling - % responded to within 2 days	100%	✓	92.9%	⚠	100%	✓	100%

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 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	7.6%	✓	14.5%	✓	17.85%	✓	15%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	6.4%	✓	13.2%	✓	13.18%	✓	7.5%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	19.2%	✓	27.7%	✓	34.59%	✓	15%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	6.9%	✓	12.3%	✓	12.3%	✓	7.5%
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	78.3%	✓	90.5%	✓			80%
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	100%	✓	96.6%	✓	98.2%	✓	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	November 2019	December 2019	January 2020	2019/20 Target
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	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	3.5						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	68.73		68.84		66.82		
Staff Costs - % Spend to Date (FYB)	66.2%		74.5%		82.8%		100%

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

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

Road and Infrastructure Services

**1. Customer - Roads**

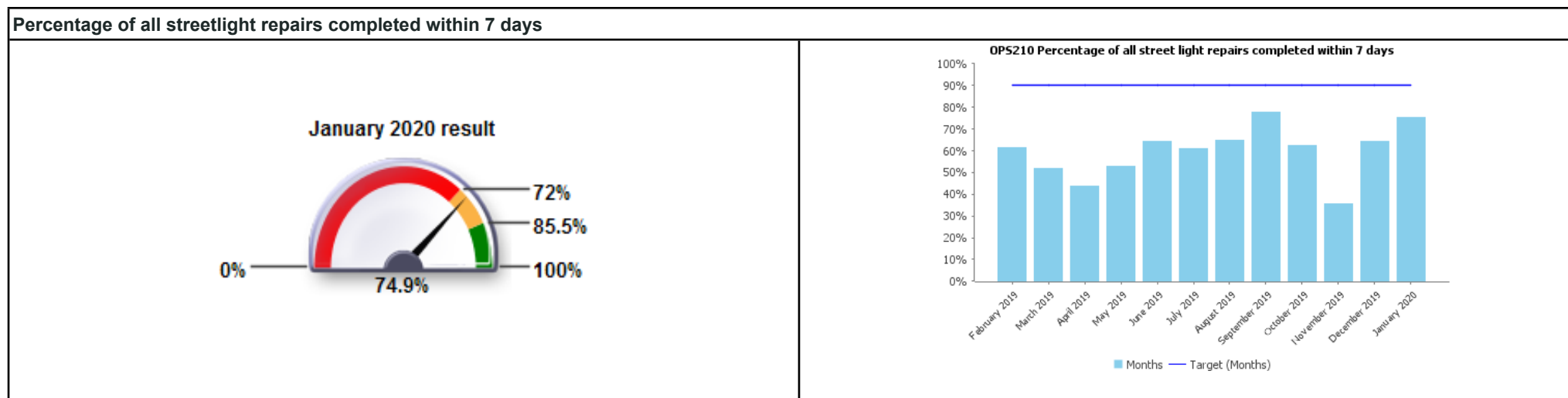
Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	19		23		51		
% of complaints resolved within timescale - Roads	36.8%		30.4%		70.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	52.6%		30.4%		35%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0		1		0		

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

**2. Processes - Roads**

Performance Indicator	November 2019	December 2019	January 2020	2019/20 Target

	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	35.3%		64.3%		74.9%		90%
Number of Street Light Repairs completed within 7 days	84		218		283		
Number of Street Light Repairs completed within the month taking over 28 days	35		1		2		
Potholes Category 1 and 2 - % defects repaired within timescale	96.8%		82.7%		91.8%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	431		302		657		



**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%.



**Target:**

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

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

Closer co-operation between the various departments involved in achieving these results combined with Improved management of the works tickets has shown a significant increase in performance over the previous 2-month period.

**This is the trend:**

Increased measurement of performance combined with in house integration of services continue to provide further improvements to performance levels. Historically however, the possibility of severe weather conditions at this time of year may affect the previous months upward trends.

**This is the impact:**

The LED replacement programme is continuing at pace and as expected is already reducing future repairs as the new more reliable and energy efficient technology is installed. Lighting repairs continue to be challenging due to difficulties locally in trying to attract and recruit qualified electricians. Again, however, the previously highlighted process improvements in streamlining of works order management and processing recently introduced are producing results and achieving improvements in performance levels which are predicted to continue as the full impact of these improvements is felt.

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

As above the changes introduced as part of the better management of the works order process are taking effect and it is predicted that further improvement over the coming months is achievable.














**Responsible officer:**

Neale Burrows

**Last Updated:**

January 2020

**3. Staff - Roads**

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	10.9						10
Accidents - Reportable - Employees (No in Month - Roads)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Roads)	0		0		0		
Establishment actual FTE	144.23		145.4		144.25		
Staff Costs - % Spend to Date (FYB)	59.6%		68.4%		75.6%		100%

**4. Finance & Controls - Roads**

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

## Waste Services














## 1. Customer - Waste

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	24		123		24		
% of complaints resolved within timescale - Waste	79.2%		91.9%		95.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	50%		56.1%		67%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	3		8		0		
Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Number of missed bin collection reports in month - residential	126		187		244		

## 5. Processes - Waste

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
% Waste diverted from Landfill	78.9%		80.6%		81%		85%
Percentage of Household Waste Recycled/Composted	45.4%		48.9%		47.2%		46%

## 6. Staff - Waste

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	22.4						10
Accidents - Reportable - Employees (No in Month - Waste)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Waste)	3		2		2		
Establishment actual FTE	184.43		178.53		177.44		
Staff Costs - % Spend to Date (FYB)	66%		76.3%		82.4%		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	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Number of visits to libraries - person	74,932		59,229		76,361		
Number of visits to libraries - virtual	67,354		62,929		80,820		

Community Safety and Justice

**1. Customer – Community Safety and Justice**

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Community Safety and Justice	17		15		9		
% of complaints resolved within timescale (stage 1 and 2) - Community Safety and Justice	41.2%		80%		77.8%		75%
% of complaints upheld against closed complaints (stage 1 and 2) - Community Safety and Justice	29.4%		13.3%		22%		
Total No. of lessons learnt identified (stage 1 and 2) - Community Safety and Justice	1		0		1		

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

Performance Indicator	November 2019	December 2019	January 2020	2019/20 Target
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	Value	Status	Value	Status	Value	Status	
YTD % of calls attended to by the ASBIT Team within 1 hour	98.4%		98.6%		98.4%		95%

**2. Processes – Community Safety and Justice**

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
YTD Percentage of anti-social behaviour cases reported which were resolved	98.4%		98%		97.7%		100%
Number of cases of anti-social behaviour reported - YTD	2,722		3,033		3,353		

**3. Staff – Community Safety and Justice**

Performance Indicator	November 2019		December 2019		January 2020		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	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Number of meals provided during holiday projects (YTD)	1,144		6,764		10,732		

## Housing

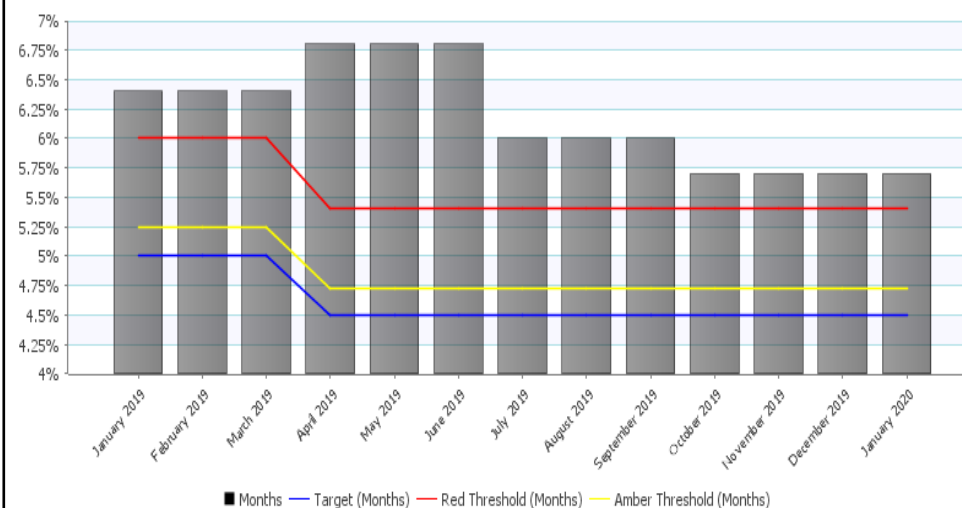
## 1. Customer - Housing

Performance Indicator	Q1 2019/20		Q2 2019/20		Q3 2019/20		2019/20 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Housing Services	46		62		51		
% complaints resolved within timescale (stage 1 and 2) - Housing Services	58.7%		75.8%		58.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Housing Services	37%		38.7%		29.4%		
Total No. of lessons learnt identified (stage 1 and 2) - Housing	2		7		3		

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

Performance Indicator	November 2019		December 2019		January 2020		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)	5.7%		5.7%		5.7%		4.5%
Percentage of tenants satisfied with the standard of their home when moving in YTD	58.9%		59.8%		60.9%		75%
Financial Inclusion - No of open cases and enquiries per month	192		131		203		

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:****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 – 31<sup>st</sup> Dec 2019 there were **936** applicants assessed as homeless or potentially homeless, **53** of whom had a previous homeless case closed in the last year (365 days) recording a **5.7%** level of repeat homelessness.

Of the **53** applicants that reapplied in the year **83% (44)** were previously assessed as unintentionally homeless with only **17** securing settled accommodation. Due to the continuing decline in intentionality rates there were only **9** 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% (17)** of applicants secured housing in either the private or social sector – **7** Council, **2** RSL, **8** Private Sector
- **30% (16)** lost contact prior to discharge of duty and might not have resolved their homelessness
- **19% (10)** of applicants made their own arrangements or returned to previous address
- **9% (5)** of applicants were imprisoned.
- **9% (5)** secured other known outcomes

A combined total of **172** 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 **261** council properties tenanted among the group - **205** temporary placements and **56** secure mainstream placements where the cumulative arrears due is **£138,953**

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.

Between 1<sup>st</sup> April 2019 – 31<sup>st</sup> December 2019 trend analysis indicates that repeat homelessness could fall slightly this year with performance levels currently **0.7%** lower than the **6.4%** recorded last year. When we compare current year to date performance with the equivalent period in 2018/19 the actual number of applicants experiencing repeat homelessness this year has fallen sharply from **65** – **53**, 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, decreasing by only **0.7%** where level of performance is still **1.7%** over target, yet does not meet the national average set last year.

During the past 3 years a pattern has emerged that indicates a strong correlation between the rise in repeat homelessness and fall in tenancy sustainment rates whereupon homeless sustainment rates have fallen 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 **0.7%** downturn in levels of repeat homelessness we have seen a **0.6%** 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 throughout 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:**

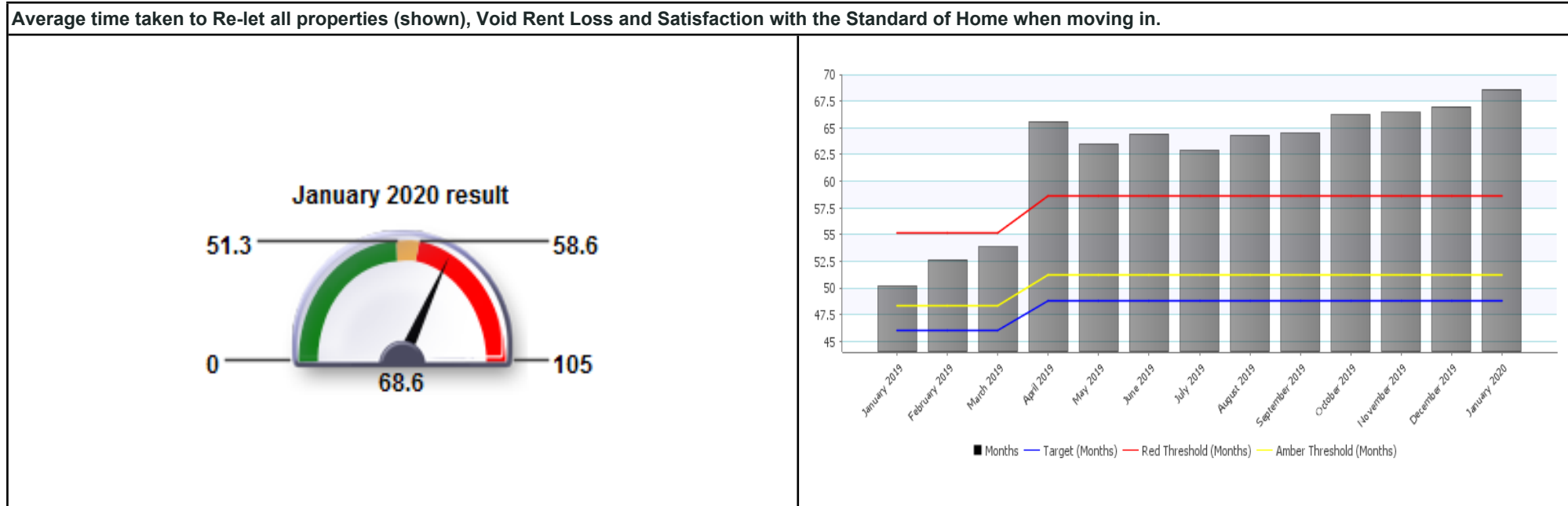
Kay Diack

**Last Updated:**

January 2020

## 3. Processes - Housing

Performance Indicator	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	99.6%		99.8%		100%		100%
Number of Households Residing in Temporary Accommodation at Month End	380		378		371		
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	21.2		21		20.7		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	33		37		41		
The YTD Average time taken to re-let all properties (Citywide - days)	66.4		67		68.6		48.8
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	90.8%		90.5%		90.4%		93.5%
Welfare Rights - % of Successful Appeals	83%		100%		70%		
HMO License Applications Pending	147		140		145		
HMO Licenses in force	1,254		1,259		1,248		



**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:

##### 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 **68.6** days, an increase on the **66.4** days last reported to committee and significantly higher than the **48.8** days target.
- The Void Rent Loss figure YTD for 2019/20 is **£1,341,041**. This equates to **1.80%** of the gross debit (rent due) for the financial year, an increase on the **1.73%** last reported to committee and higher than the **1.33%** target set.
- The YTD Satisfaction with the standard of home when moving is **60.9%** below the set target of **75%** but an increase on the **58.9%** last reported to committee.

#### This is the trend:

**Relet times** – The number of properties relet as at 31<sup>st</sup> January 2020 is **1662** with an average relet time of **68.6** days, an increase on the **66.4** days last reported to committee. The increase in relet time is partly due to the reletting of **37** longstanding voids (>= 200 days) which had an average overall duration of **281.1** days and on average properties spent **211.4** days getting repairs carried out, however the average days with repairs figure is not completely accurate due to poor data recording and missing void events by both Housing and Building Services. If we just look at the **37** longstanding void properties relet, **2** were new builds and **3** had missing events which had to be excluded from the days with repairs calculation.

Relet times of the **1662** properties broken down by area show:

- Marischal reporting an average relet time of **73.9** days with **8** of the **37** longstanding voids with a void duration of **273.4** days, **182.4** days getting repairs carried out.
- Mastrick has an average relet time of **42.6** 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 **81.9** days and had **26** of the **32** longstanding voids with a void duration of **286.4** days, **227.4** days getting repairs carried out.

- There has been an improvement on the number of offers being made against void properties since the last committee meeting. As at the end of January 2020 of the **411** voids available for relet **120 (29.20%)** did not have a current offer against them, a decrease from the **63.8%** not under offer reported at the last committee.
- Of the **1662** relets in 19/20 only **371 (22.3%)** were let in line with the Scottish Local Authority average for 18/19 of **33.75** days.

**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 **£1,609,249, (1.80%)**.

As at the 31<sup>st</sup> January 2020 the Void Rent Loss due broken down by area shows:

- Marischal- has a void rent loss of **£335,240**, this denotes to **1.88%** of the rent due for the Marischal management area.
- Mastrick- is showing a void rent loss of **£240,250**, this is **1.00%** of the rent due for the Mastrick management area.
- Tillydrone- has the highest void rent loss with **£765,551**, this represents **2.34%** of the rent due for the Tillydrone management 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 **60.9%**, which equates to **78** of the **128** tenants contacted, 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%**.

The Customer Satisfaction Surveys are collected through the Citizen Space Digital Survey Platform. Tenants are automatically invited via email to complete a satisfaction survey when a new tenancy commences. Tenants that do not have email are contacted by phone. YTD there has been **128 (11.6%)** completed surveys out of the **1108** 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:

Last Updated:










Neil Carnegie

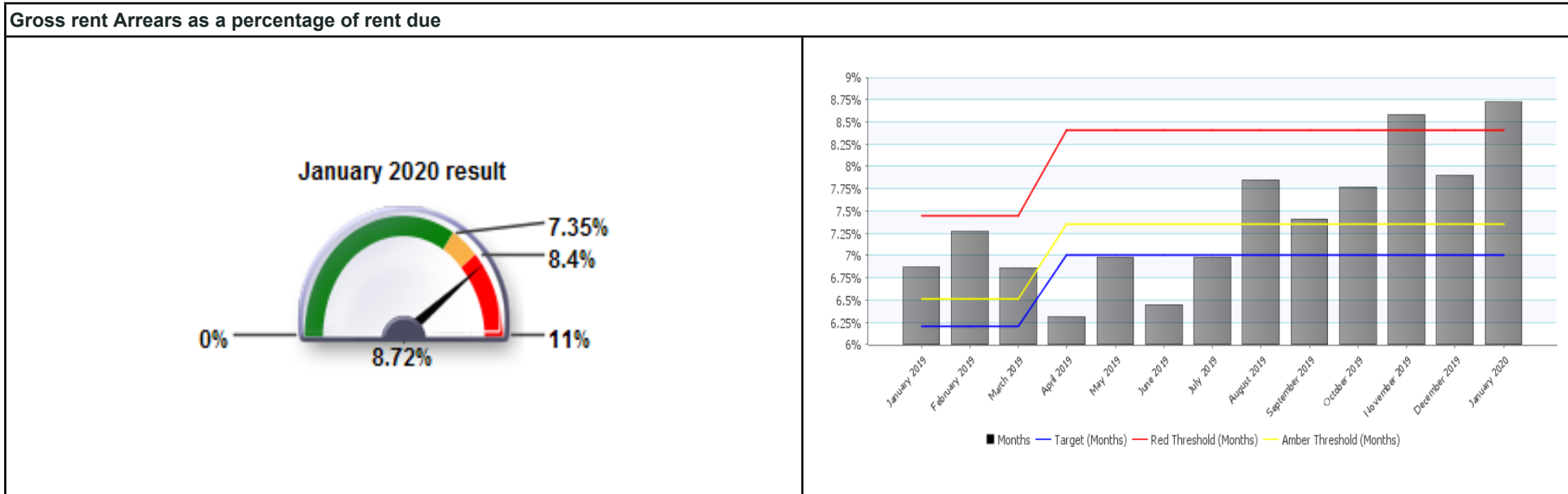
January 2020

#### 4. Staff - Housing

Performance Indicator	November 2019		December 2019		January 2020		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	November 2019		December 2019		January 2020		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Gross rent Arrears as a percentage of Rent due	8.58%		7.9%		8.72%		7%
Rent loss due to voids - Citywide - YTD average	1.73%		1.76%		1.8		1.33%
Financial Inclusion - Total Financial Gains Achieved per month	£254,196		£165,188		£321,009		



**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 **8.72%** in 2019/20 and has exceeded the current **7%** target. In monetary terms the value of Gross Rent Arrears is **£7,613,223**, this is calculated by adding the Current Rent arrears figure of **£5,946,013** to the Former Tenant Rent arrears figure of **£1,456,349**, plus the value of write off's of **£210,861**.
- The number of Notice of Proceedings for Rent Arrears issued by officers has increased since last reported to committee with **644** issued YTD compared to **425** issued in the same period in 2018/19. There has been an upward shift in the number of notices issued per month; between April - September 2019 **29** notices were issued on average per month compared to **116** notices issued on average per month between October 2019 - January 2020.
- The number of Repossessions for Rent Arrears carried out has decreased by **42%** with **41** Repossessions completed YTD in 2019/20 compared to **71** in the same period in 2018/19 - continuing the trend of decreasing Repossessions seen in the previous year.
- Universal Credit Direct Housing Cost payments are paid 4-weekly to Local Authorities rather than the recurring weekly payments received with Housing Benefit – this impact 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 of **£500K** in each of the previous 6 months.

**This is the trend:**

- There has been an upwards shift in Gross Rent Arrears in 2019/20 with the **8.58%** recorded in November 2019 increasing to **8.72%** as at January 2020. 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 **£1,869,332** 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:**

- An increase in the overall rent arrears could potentially result in an increase in the provision required for bad debt in the HRA.
- Tenancy Sustainment has improved slightly when compared to the same period last year with currently **91.4%** of new tenancies being sustained for more than one year compared to **90.43%** 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:**

- 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.
- We will continue proactive use of Direct Payments and Alternative Payment Arrangements to maximise income from Universal Credit cases.
- We have recently established a short-term team to focus on cases at risk of legal action and ensure that appropriate action is taken.





**Responsible officer:**

**Last Updated:**

Neil Carnegie

January 2020

**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

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	5 <sup>th</sup> March 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Signalisation of the A944/AWPR Roundabout
<b>REPORT NUMBER</b>	OPE/20/062
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Steve McGuire
<b>TERMS OF REFERENCE</b>	5

### 1. PURPOSE OF REPORT

- 1.1 This report serves to inform members of the high collision rate currently being experienced at the new A944/AWPR junction at South Kingswells and to present members with the proposal, and associated impact, of signalisation of the junction which will seek to reduce collisions.
- 1.2 The report will make members aware of a proposal made by Transport Scotland to fund the capital costs for the signalisation of this junction to a cap of £360,000.

### 2. RECOMMENDATIONS

That the Committee

- 2.1 Note that the introduction of full signalisation of the A944/Kingswells Junction would assist greatly in reducing Road Traffic Collisions but will affect journey times for commuters travelling to and from Aberdeen, especially during peak periods:
- 2.2. Instruct the Chief Officer -Operations & Protective Services to deliver the full implementation of the traffic signal installation.

### **3. BACKGROUND**

- 3.1 The Aberdeen Western Peripheral Route (AWPR) which fully opened in February 2019 has had a significant impact on improving connectivity and reducing congestion in and around the City of Aberdeen. A high proportion of the users of this junction are Aberdeenshire residents and businesses and since it's opening, it has generally been well received by road users, with most highlighting reductions in journey times and easier connectivity throughout the network.
- 3.2 One particular section of the new road however the A944/Kingswells junction (Appendix 1) has been the subject of numerous Road Traffic Collisions. Concerns have been raised on a regular basis by both Aberdeen and Aberdeenshire Council members on the operation of this junction both in terms of the number of collisions and the queues.
- 3.3 From its inception, this junction has operated as a grade-separated roundabout with no traffic-signal control other than for pedestrians and cyclists utilising the highly popular A944 Westhill to Aberdeen Cycle Route. It has become apparent, especially at peak times, that the strategy for allowing flows to dictate the priority of traffic movements has led to significant congestion and delays for commuters entering from both the North and South slip Roads of the AWPR. This is primarily due to the size and high-speed nature of the roundabout and additionally to the uneven flows being encountered.
- 3.4 Fast-moving traffic already on the roundabout requires drivers entering the junction to be able to match their speed almost immediately on deciding to proceed. Due to the imbalanced flows currently experienced at this junction and the resulting delays, numerous motorists are attempting to access the roundabout without taking sufficient time to correctly judge the suitability of gaps in the traffic required to allow them to enter the roundabout safely, resulting in the type of side impacts collisions currently being recorded.
- 3.5 Due to motorists being inhibited from entering the junction it is a regular occurrence for queues to develop on the AWPR slip roads during peak hour periods, which at times extend onto the mainline carriageway of the AWPR. Given the high-speed nature of the AWPR this is undesirable for Transport Scotland.
- 3.6 Road traffic collision data (RTC) obtained from Police Scotland show that since the roundabout's opening there has been on average 3 to 4 collisions happening every month, which predictably appears to have increased throughout the winter period and the extended intervals of darkness.

### **4. PROPOSALS FOR MITIGATION**

- 4.1 As highlighted in Local Transport Note (LTN 1/09) no two roundabouts are the same and therefore there is no 'standard' solution available for dealing with

these. With regard to the A944 roundabout there are presently two feasible options available for mitigating the current situation and these are.

- a) The full signalisation of the roundabout to include all arms
- b) The introduction of controlled signalisation for the off ramps of the AWPR

- 4.2 In recent years there has been a move in the UK towards full-time signal control at roundabouts and it is now widely accepted as the preferred control arrangement where there is a particularly high Collision rate and a poor safety record as is the case with the one at the AWPR/ A944. Traffic Signals are able to manage the speed of circulatory traffic flow and provide opportunities for slip road traffic to safely enter the roundabout, and hence balance and improve the roundabout capacity.
- 4.3 In light of the above concerns Transport Scotland approached Aberdeen City Council with a proposal to fund the introduction of full-time signal control traffic signals to both AWPR arms (north and south) and both A944 arms (west and east) in an attempt to address the situation. Similar to all other signalised junctions on the AWPR which revert to Aberdeen City Council on day of opening, this funding is for the capital costs associated with their implementation on our road network. It does not include the future maintenance costs of the signals.
- 4.4 Officers from the Intelligent Transportation Systems (ITS) team were instructed to carry out evaluation work on the proposals put forward by Transport Scotland. The junction was assessed for the AM and PM Peak periods using traffic flows from existing traffic modelling and survey information. An additional survey was also carried out during a three-day period in November during the AM and PM Peak periods. This survey was to establish the current base level of congestion for the current layout.
- 4.5 The result of these surveys highlighted that the current layout resulted in congestion on all arms of the roundabout however the North and South slip approaches were particularly affected with overcapacity during the AM and PM peak periods resulting in queues of approximately 70-80 vehicles forming on the North and South approaches. These queues were frequently longer than the available slip road inhibiting the free- flowing traffic movements of vehicles on the AWPR and increasing risk to motorists.
- 4.6 Queues were also being experienced during the AM Peak period by motorists travelling east along the A944 and subsequently during the PM Peak period by motorists travelling West along the A944.
- 4.7 On average, eastbound traffic is currently experiencing queues during the AM Peak of over 100 vehicles with westbound traffic experiencing the same level of queuing for the PM peak period. Extensive queuing is also being experienced on the on -off slips however the difficulties motorist encounter in attempting to use these on-off slips is considerably greater leading to driver frustration and higher than average collision rates.
- 4.8 Initial modelling of the proposed signalised layout of the AWPR / A944 roundabout indicated that there would be an increase in queuing on both legs of

the A944 during peak periods, with both predicted to have an increase of average queues than the current operation.

- 4.9 The introduction of signals would however significantly improve safety for traffic exiting the AWPR and improve driver confidence. Aberdeenshire Council have stated that they welcome the positive impact in reducing road traffic collisions which introducing signals should have and this view is also supported by both Transport Scotland and Police Scotland.
- 4.10 Aberdeenshire Council have also stated that their officers “would be happy to work with colleagues at Aberdeen City and Transport Scotland on the details of the proposals and in any ongoing reviews that are necessary on how the revised arrangements operate in the future. ”

## **5. COLLISION HISTORY**

- 5.1 Provisional road traffic collision (RTC) data has been made available by Police Scotland for the period since opening of the A944/AWPR junction in February 2019. This data is provided in Table 1 below. RTC data is verified annually by Transport Scotland with the data being made publicly available in the October of the following year therefore the level of information available for this assessment is limited. A total of 29 incidents have been recorded with 4 serious injury accidents being identified, however the volume of slight and damage only accidents cannot be determined.
- 5.2 It should be noted that due to changes to the recording system and the allocation of resources, Police Scotland do not attend or record damage only incidents on a routine basis. This means that the data collected below will include “over the counter” reports of incidents and will not include all incidents that may have occurred at the junction.
- 5.3 No trends can be identified from the information provided however the volume of incidents recorded raises concern in itself. Anecdotal reports point to side-on collisions at the slip roads and driver behaviour traversing the junction. Enquiries have highlighted difficulties in accessing the junction from the slip roads due to the speed of vehicles on the circulatory carriageway and drivers are having difficulty judging the gap acceptance. Queues extending from the slip roads onto the A90 could also result in rear end collisions if not managed efficiently.
- 5.4 To a certain extent, these types of incident may be expected on a new junction which is significantly different from existing provisions within Aberdeen’s road network however the volume of incidents and the continued incident rate does suggest other factors are at play.
- 5.5 Correspondence has been received by the Traffic Management Team regarding confusion caused by the existing set up whereby drivers new to the junction appear to believe that the junction is signalised due to the presence of the remote pedestrian crossing point on the southbound slip road. Reports have been received of drivers viewing the green light as a permission to access the roundabout and thereby not halting at the give way line.

- 5.6 The implementation of traffic signal controls at the junction would enable drivers to access the junction in a managed and timely manner, reducing the potential for conflict. The signals would integrate pedestrian/ cycle provisions with the potential to pull the crossings closer to the junction, minimising deflection from the desire line for the active travel route and providing additional controlled crossing facilities for users. These are points of concern that have been raised by members of the cycling community.

**Table 1: Provisional RTC data February – December 2019.**

<b>Date of Incident</b>	<b>Incident Description</b>	<b>Injury level</b>
14-Feb-2019	2 car RTC dog in carriageway	Unavailable
06-Mar-2019	Police Scotland not required to attend	Damage only
16-Mar-2019	1 car RTC with barrier -	Unavailable
29-Mar-2019	2 car RTC/obstruction	Unavailable
05-Apr-2019	2 vehicle RTC on roundabout	Unavailable
25-Apr-2019	Police Scotland not required to attend	Unavailable
28-Apr-2019	2 car RTC – ambulance required	Serious Injury
06-May-2019	1 car RTC on wrong side of carriageway	Unavailable
14-May-2019	HGV and 1 car RTC – Ambulance required	Serious Injury
23-May-2019	Police Scotland not required to attend	Damage only
10-Jun-2019	2 car RTC on roundabout	Unavailable
23-Jun-2019	Police Scotland not required to attend	Unavailable
28-Jun-2019	2 car RTC – Ambulance required	Serious Injury
29-Aug-2019	Single vehicle RTC – car left carriageway	Unavailable
4-Sept-2019	1 vehicle RTC – witnessed	Unavailable
10-Sept-2019	2 car RTC	Unavailable
10-Sept-2019	4 Vehicle RTC – Ambulance required	Serious Injury
13-Sept-2019	Police Scotland not required to attend	Unavailable

16-Sept-2019	2 car RTC	Unavailable
20-Sept-2019	2 car RTC	Unavailable
24-Oct-2019	Police Scotland not required to attend	Unavailable
09-Nov-2019	2 car RTC	Unavailable
16-Nov-2019	Police Scotland not required to attend	Damage only
21-Nov-2019	2car RTC	Unavailable
01-Dec-2019	RTC in central reservation	Unavailable
03-Dec-2019	1 car RTC	Unavailable
03-Dec-2019	Police Scotland not required to attend	Unavailable
29-Dec-2019	2 car RTC	Unavailable
31-Dec-2019	Police Scotland not required to attend	Damage only

## 1. IMPLEMENTATION

- 6.1 Implementation would require liaison with all stakeholders prior to commencement of the works. Once agreed, officers are looking to programme the initial works to commence in April 2020 with final completion estimated for June 2020

## 2. FINANCIAL IMPLICATIONS

- 7.1 Aberdeen City Council provided Transport Scotland with an estimated capital cost of £360,000 for installation of traffic signals at this junction. Transport Scotland subsequently proposed to Aberdeen City Council that it would meet the capital costs of installation up to a cap of £360,000. There will however be an ongoing financial obligation of approximately £15,000 per annum for the maintenance of the traffic signals, which will need to be funded from existing budgets.

## 8. LEGAL IMPLICATIONS

- 8.1 In accordance with the Roads (Scotland) Act 1984, as local roads authority, Aberdeen City Council shall manage and maintain all such roads in their area and have powers to reconstruct, alter, widen, improve or renew any such road or to determine the means by which the public right of passage over it, or over any part of it, may be exercised

## 9. MANAGEMENT OF RISK



## Negative Risks

- 9.1 Detrimental effect on traffic flows and an increase in journey times for traffic using the A944
- 9.2 Financial impact on Aberdeen City Council for the annual maintenance of the traffic signal equipment and infrastructure.

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	The increased demand on maintenance budget in the future from maintaining the signals.	M	
<b>Legal</b>	None	M	
<b>Employee</b>	Increase in current workload as staff would initially require reviewing and approve the signal design and additionally procure and project manage the installation of the signal equipment	M	
<b>Customer</b>	risk of accident or injury to commuters.	M	Implement the project and demonstrate Aberdeen City Councils commitment to actively manage and eliminate risk wherever possible.
<b>Environment</b>	N/A		
<b>Technology</b>	N/A		
<b>Reputational</b>	public safety and usability of this roundabout will continue to increase.	M	Progress with the proposals for the signalisation of the roundabout.

## 10. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	Reduction of impacts to individuals/business through damage to vehicles and property, loss of productivity, demands on the emergency services, as well as potential medical and insurance costs.
<b>Prosperous People</b>	The proposal links to protect people from harm through improved accessibility and the resulting road safety benefits.
<b>Prosperous Place</b>	Listening to what matters to our communities by using and developing partner-wide intelligence to address areas of concern.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	
<b>Organisational Design</b>	
<b>Governance</b>	
<b>Workforce</b>	
<b>Process Design</b>	
<b>Technology</b>	Introduction of a technological control
<b>Partnerships and Alliances</b>	Working with Transport Scotland, Aberdeenshire Council and Police Scotland to action road safety concerns

## 11. IMPACT ASSESSMENTS

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

## 12. BACKGROUND PAPERS

None.

## 13. APPENDICES (if applicable)

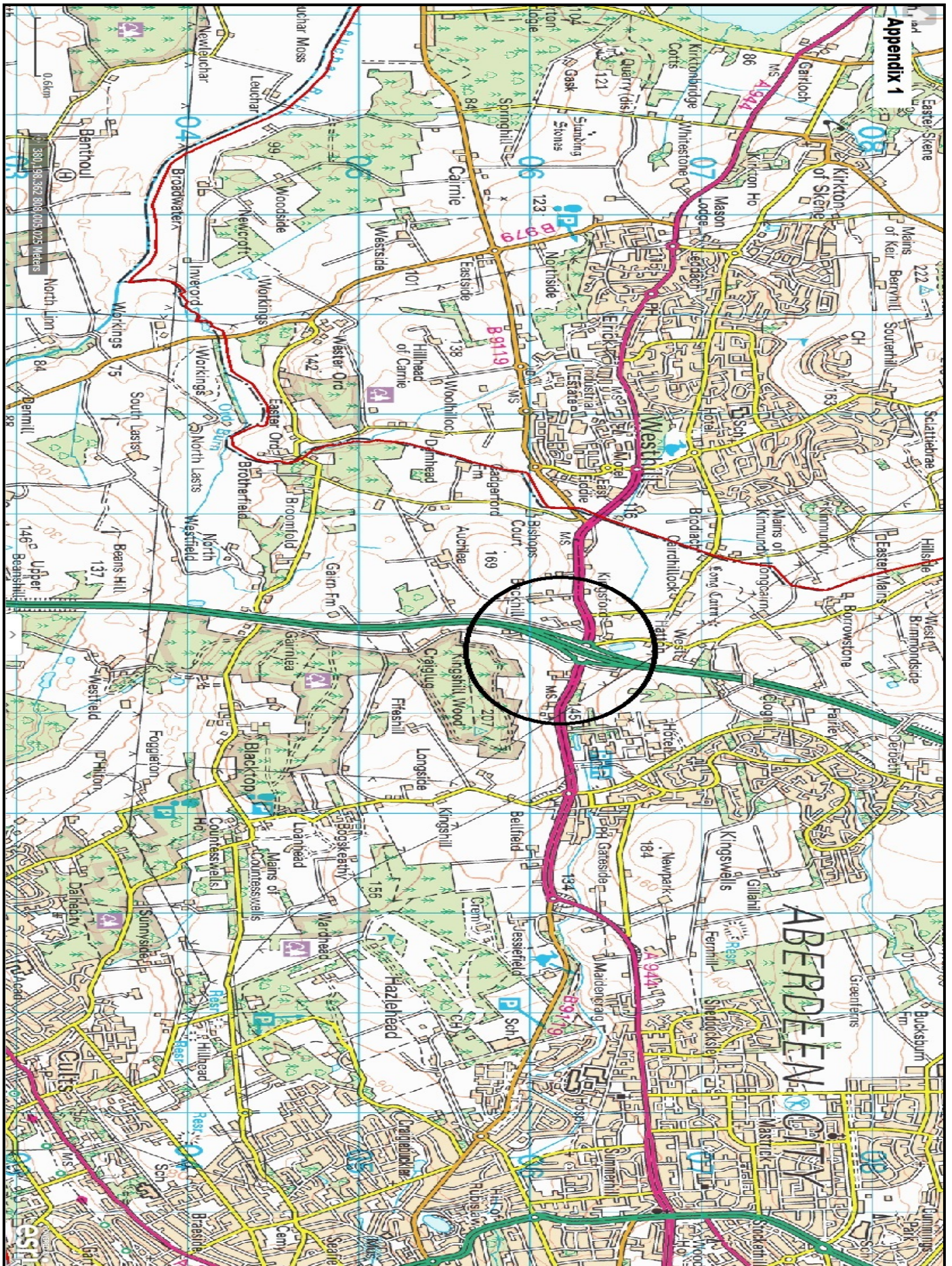
Appendix 1. Graphic of AWPR/A944 Roundabout location.

## 14. REPORT AUTHOR CONTACT DETAILS

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Appendix 1-Graphic Map of Location



APPENDIX 1



## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	5 <sup>th</sup> March 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	School Road/Park Road Corridor - Response to Petition
<b>REPORT NUMBER</b>	OPE/20/050
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Jack Penman
<b>TERMS OF REFERENCE</b>	5

### 1. PURPOSE OF REPORT

This report provides details on the options that have been appraised in response to the petition raised regarding the issue of high volumes of Heavy Goods Vehicles (HGV's) and vehicle speeds on the School Road / Park Road corridor.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the options that have been considered in response to the petitioner's concerns and agree the progression of option 2 – to install a width restriction on a section of Golf Road as an appropriate measure to reduce HGV traffic on the corridor;
- 2.2 Instruct the Chief Officer - Operations and Protective Services to proceed with the statutory process for progression of a Traffic Regulation Order, as per Delegated Powers; and
- 2.3 Instruct the Chief Officer - Operations and Protective Services to review the relevant sections of the road network post implementation to determine if there are any implications from the introduction of the measure and ensure that future aspirations for the relevant corridor are pursued through the Roads Hierarchy study.

### **3. BACKGROUND**

3.1 The Seaton Network raised a petition which was considered at this committee on the 12<sup>th</sup> November 2019. *"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."*

3.2 This Committee resolved: - 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. In this regard, the Committee agreed 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.

3.3 The Service Update was provided to this Committee on the 9<sup>th</sup> January 2020. This update provided further context to the petitioner's concerns, an update on actions taken to date, an overview of upcoming changes to the road network and a series of proposed options which could address the concerns raised in the petition. The Service Update undertook to report back to this Committee with recommendations on the proposed options.

#### **3.4 Current Situation**

3.4.1 As detailed in the service update, issues that have been raised in the area include, traffic volumes, the level of HGV use, and vehicle speeds through the mandatory 20mph speed limit on School Road. During officers' meetings with the Seaton Linksfield Community Network, HGV's in particular were cited as a major issue. Community concern has been heightened following the fatal collision on King Street at St Machar roundabout involving an HGV and pedestrian. Officers have observed the movements along this route and note that a significant number of these heavy vehicles are travelling the route shown in Appendix 1 (School Road – Golf Road- Park Road/Street). Discussions with the community group have covered the options discussed in this report.

3.4.2 Surveys indicate that between 7765 - 10147 vehicles use this route during a working day, 9.3%-12.1% of this is considered as Light or Heavy Goods Vehicles. The average vehicle speeds on School Road are around 21mph westbound and 24mph eastbound with 85<sup>th</sup>ile speeds of 28mph westbound and 29mph eastbound.

3.4.3 A review of collision data involving injuries since 2014 has shown there to be no recorded incidents on School Road. There are several reported incidents on other sections of the route but none of these involve an HGV or have speed cited as a likely causation factor. There have been three collisions at the Urquhart Road / Park Road junction, but these predate the installation of the traffic signals which were installed to improve road safety at the junction.

3.4.4 Additional traffic surveys for the surrounding network have been programmed which will help inform any scheme that is to be implemented moving forward

and allow for post implementation review.

- 3.4.5 The council is an active partner in North Safety Camera Unit which is responsible for the siting and management of speed safety cameras in this area. The Partnership has a set of strict criteria which must be met before a camera can be introduced. To qualify a route must be reviewed in terms of current speeds and have a verified history of personal injury collisions. School Road does not qualify under the criteria set out in the Safety Camera handbook and thus the installation of a fixed or temporary speed camera at this location would not be considered. This does not apply to speed enforcement activity undertaken by Police Scotland.
- 3.4.6 The Council's City Growth and Resources Committee in June 2019 approved the revised Roads Hierarchy. This will result in the formal reclassification of the road network. Various associated works will be introduced to reinforce the use of priority routes over less desirable routes by through traffic on the city road network to help lock in the benefits of the AWPR, providing more attractive routes for all modes of transport.
- 3.4.7 The A956 corridor will continue to be the priority route. This route, especially the King Street section, serves many different functions; residential/commercial premises, public transport corridor, commuter/freight traffic and high numbers of pedestrians/cyclists. Any action taken which will introduce more traffic onto this corridor will therefore have to consider the impacts on these often-competing demands.

### **3.5 Future Proposals**

- 3.5.1 In line with the Scottish Government's Programme for Government, options are currently being assessed for a Low Emission Zone (LEZ) to be introduced in Aberdeen. The first phase is likely to be in operation from late 2020 and may impact on the roads within or surrounding this corridor.
- 3.5.2 There is an existing programme of works for the revalidation of the traffic signals on King Street which will be undertaken this year. This will help improve the efficiency of traffic flow through timing adjustments and phasing of traffic lights along the route.
- 3.5.3 The Bridge of Don to City Centre Active Travel study, whereby consultants have been commissioned to identify potential opportunities for an active travel corridor from the Bridge of Don to the City Centre. This project is likely to identify measures which will have an impact on traffic flow, junction capacity and road space allocation in the area.

### **3.6 Option Review**

- 3.6.1 Whilst the above noted future proposals may have an impact on the King Street corridor and traffic patterns on the School Road corridor, officers are of the opinion that these would not fully address the concerns of local community. As such 4 options for interventions along the corridor have been considered. These are:

1. The introduction of traffic calming on the School Road section of route;
2. The introduction of a weight or width limit at point(s) on the route;
3. Prohibition of motor vehicles on part of the corridor; and,
4. The introduction of a bus gate on part of the route.

Further comments and indicative plans of each option are included in Appendix 2.

- 3.6.2 These options have been assessed against the main criteria from the petition; the reduction of HGV traffic and vehicle speeds on School Road and several of the outcomes in the adopted Local Transport Strategy 2016-2021. The results are displayed in Appendix 3. The following outcomes were used to assess each option:

- A. Limit or remove HGV through traffic from School Road;
- B. Reduce vehicle speeds on School Road;
- C. Increase modal share for public transport and active travel;
- D. Reduce the need to travel and reduce dependence on the private car;
- E. Improve journey time reliability for all modes;
- F. Improve road safety within the City;
- G. Improve air quality and the environment; and,
- H. Improve accessibility to transport for all.

### **3.7 Conclusion**

- 3.7.1 Having considered the options, a width restriction installed on Golf Road, between the junctions of Regent Walk and Linksfield Road, is the most practical solution to address the petitioners concerns at this time. This option would prevent all unnecessary through HGV traffic in Seaton whilst ensuring HGV's that have legitimate access to either side of the restriction can still do so. The option of a bus gate should be reviewed in the future, however due to the reasons outlined in appendix 2 there are additional considerations which must be investigated.
- 3.7.2 With the removal of HGV traffic along School Road it is possible there may be an increase in other vehicles routing along this corridor, potentially exacerbating concerns over vehicle speeds. Officers will survey the location post implementation, will consider the installation of temporary vehicle activated signs (VAS) as well as supporting continued enforcement work by Police Scotland.
- 3.7.3 This recommendation is in keeping with the approved Roads Hierarchy which encourages the use of King Street as the primary route to and from the north for strategic traffic and recommends measures be introduced on non-priority and secondary routes to protect communities from the impacts of undesirable traffic.

## **4. FINANCIAL IMPLICATIONS**



- 4.1 Progression of the Traffic Regulation Order, minor streetscape changes, lining and signing would cost approximately £10k and could be funded through the Cycling Walking and Safer Streets budget.

## 5. LEGAL IMPLICATIONS

- 5.1 A traffic regulation order would be required for many of the options listed in this report. There is a risk, if resources are insufficient to implement the proposals, that any approved traffic regulation order may have to re-enter the legislative process if the scheme was unable to be implemented within the statutory implementation time of 2 years from the start of the public consultation.

## 6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Financial</b>	There is no allocation in the 5-year non-housing capital plan for any proposed work should a more extensive scheme be proposed.	L	The recommendation can be funded through existing CWSS budget.
<b>Legal</b>	<p>Traffic Regulation Orders are only valid for a period of two years from the date of Public Advertisement of the proposals. If the proposals are not implemented or no budget is identified within this time, then the legal process for the TRO would need to be restarted.</p> <p>One of the options appraised (Option 3) would require a public hearing if a vehicle providing a public service is prevented from using the road.</p>	M	<p>Review the priority of the project in respect of funding in order to ensure that the consultation process does not need to be restarted.</p> <p>The proposed recommendation would unlikely require a public hearing as no vehicles providing a public service would be restricted using the road.</p>
<b>Employee</b>	None	-	-

<b>Customer</b>	No action being taken may result in the petitioners feeling they have been ignored by the council.	L	The report recommends action on the route to limit the amount of HGV's using the route and careful communication will ensure expectations are managed.
<b>Environment</b>	Increased HGVs on city centre road could lead to increased CO2 concentrations.	M	Other related projects such as the introduction of a LEZ in the city and the Roads Hierarchy will help ensure non-essential freight vehicles remain out with the city.
<b>Technology</b>	None	-	-
<b>Reputational</b>	Non-compliance with the Traffic Regulation Order could lead to reputational damage.	L	Measures proposed are proportionate and will be well signed within compliance of the TSRGD 2016 to help ensure compliance.

## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	Investment in road infrastructure.
<b>Prosperous People</b>	The proposals have links to protect people from harm by removing large vehicles from travelling through a residential community which has road safety benefits as well as local environmental benefits.
<b>Prosperous Place</b>	Making the local environment friendly for people to enjoy and encouraging active travel.

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	-
<b>Organisational Design</b>	-
<b>Governance</b>	

	-
<b>Workforce</b>	-
<b>Process Design</b>	-
<b>Technology</b>	-
<b>Partnerships and Alliances</b>	Working with the Freight Group, NESTRANS and local communities to action road safety concerns

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Full EHRIA not required
<b>Data Protection Impact Assessment</b>	Not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable

## 9. BACKGROUND PAPERS

<https://committees.aberdeency.gov.uk/ieDecisionDetails.aspx?Id=9493>

<https://committees.aberdeency.gov.uk/ieIssueDetails.aspx?Id=54773&PlanId=0&Otp=3#AI70592>

<http://councilcommittees.acc.gov.uk/documents/s106060/ServiceUpdateSchoolRoadpetitionJan2020.docx.pdf>

## 10. APPENDICES (if applicable)

Appendix 1 – HGV Route Map

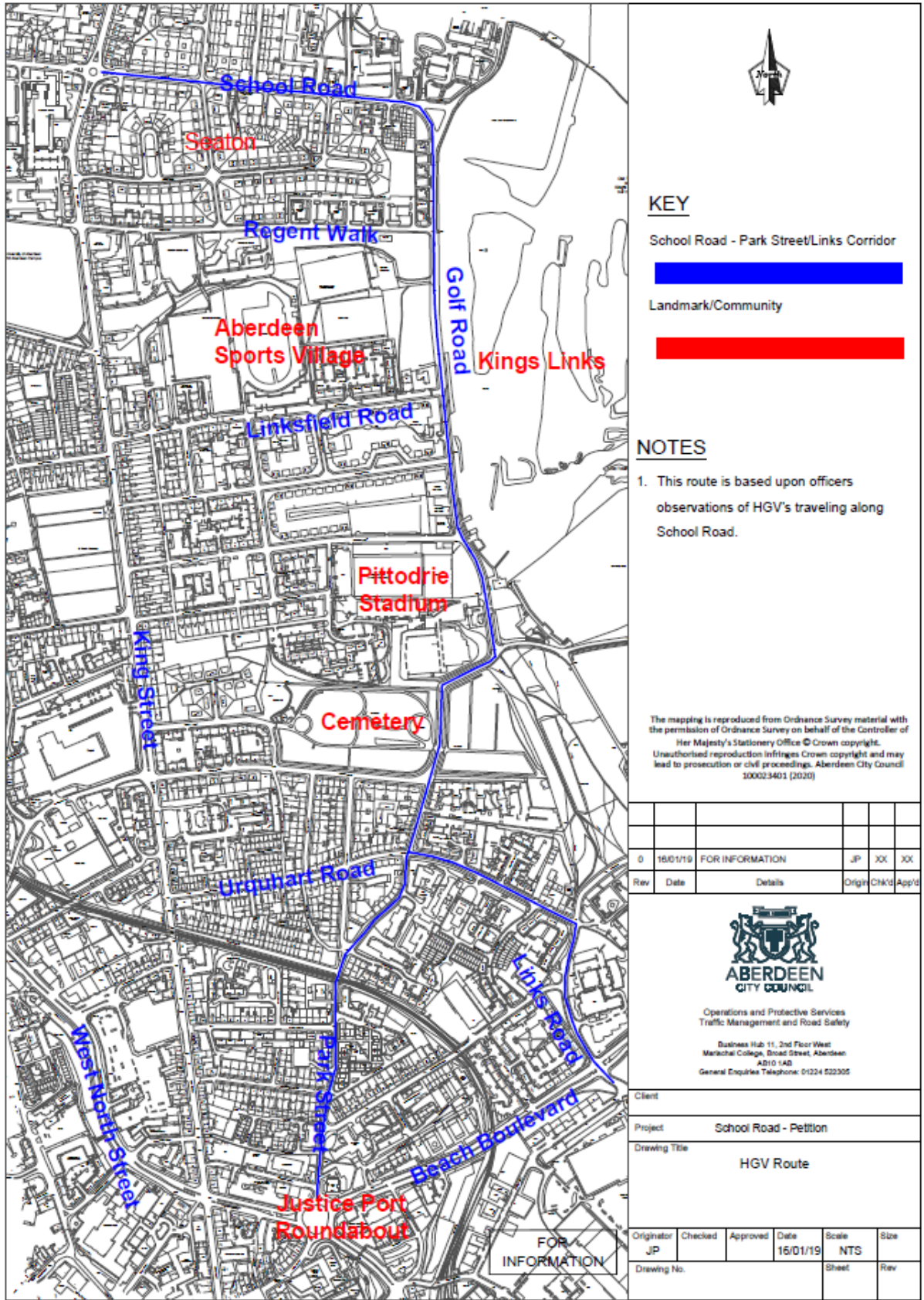
Appendix 2- Options

Appendix 3 – Appraisal Table

## 11. REPORT AUTHOR CONTACT DETAILS

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# Appendix 1 – HGV Route Map



### KEY

School Road - Park Street/Links Corridor



Landmark/Community



### NOTES

1. This route is based upon officers observations of HGV's traveling along School Road.

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Rev	Date	Details	Origin	Chk'd	App'd
0	16/01/19	FOR INFORMATION	JP	XX	XX



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Client					
Project	School Road - Pettion				
Drawing Title	HGV Route				
Originator	Checked	Approved	Date	Scale	Size
JP			16/01/19	NTS	
Drawing No.				Sheet	Rev

FOR INFORMATION

## **Appendix 2 – Options**

### **Option 1 – Traffic Calming**

The introduction of traffic calming on part of the route could help deter speeding vehicles but may not deter larger vehicles from using the route. Traffic calming measures are only normally considered on roads subject to a mandatory 20mph, thus only School Road would likely be considered for this type of intervention. However, officers have reservations about installing traffic calming on a bus route or local distributor road which are utilised by the emergency services to speedily access residential areas.

A possible traffic calming option would be the creation of greater build outs at junctions. These are currently used to reduce the width of the carriageway at junctions to minimise the crossing distance for pedestrians and to form parking laybys. This would create a chicane and would create a priority system for movement.

#### **Build outs**

##### **Pros:**

- Can lower traffic speeds as drivers need to exercise give and take / follow priority signs.
- Can deter non-essential traffic on routes.

##### **Cons:**

- Not guaranteed to reduce number of HGV's on route.
- May impact on a bus route and timings.
- Will reduce on street parking.
- Can increase emergency vehicle response time.
- Can result in increased vehicle speeds as drivers tend to speed up when on the other side of the road and to get through the restriction without having to stop.
- Expensive to install.
- May have drainage implications.

**Estimated Cost** – £60,000





**KEY**

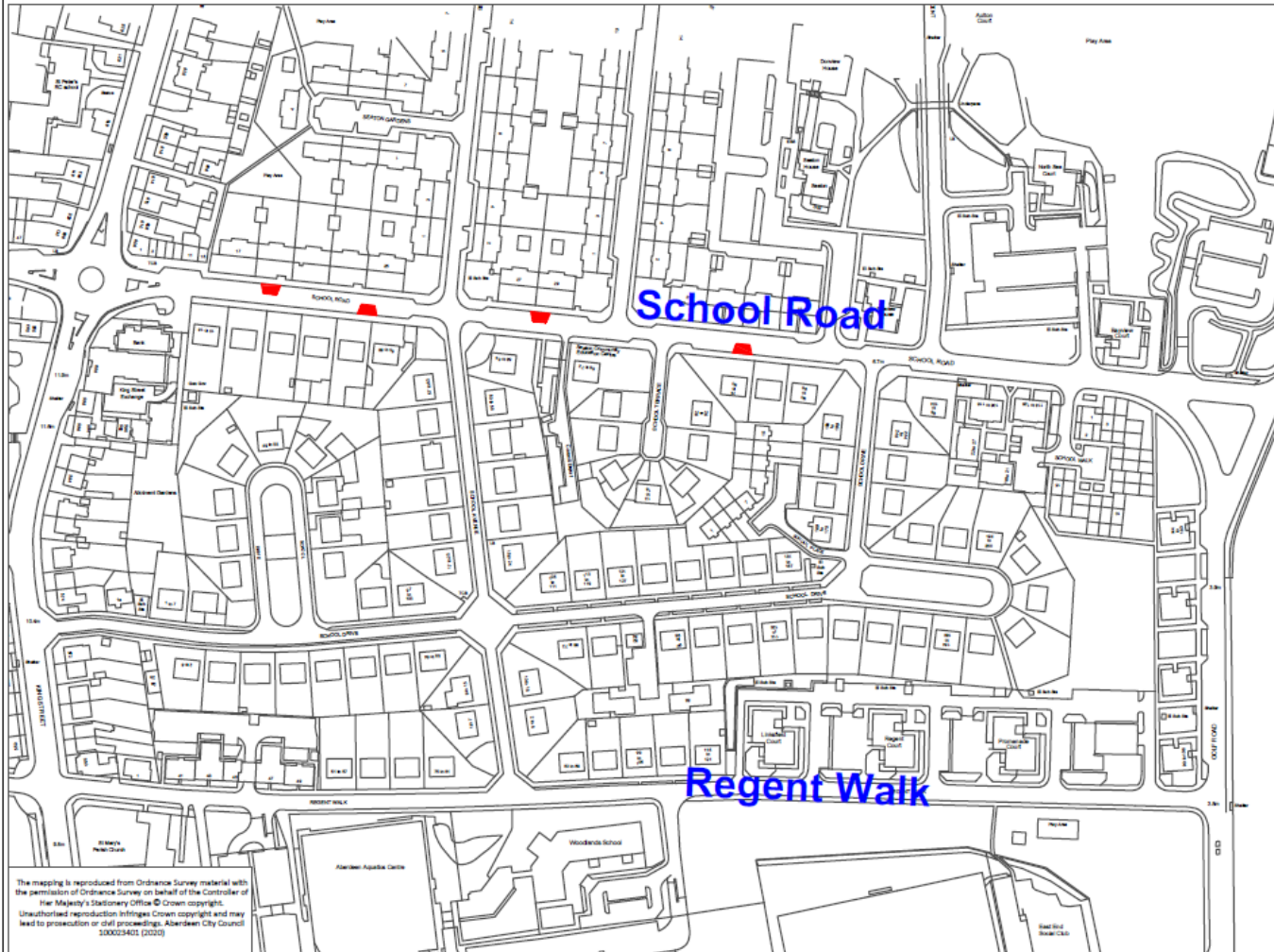
Proposed  
Traffic Calming



**GENERAL NOTES:**

1. Indicative drawing of traffic calming (Build outs) on School Road.
2. The locations, quantity and dimensions of the build outs in this drawing are for illustrative purposes only. Exact locations would be determined by a Traffic Engineer and following public consultation.
3. This scheme would not limit or prevent through traffic.
4. This scheme would result in the loss of on street parking.

FOR  
INFORMATION



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Client <b>ABERDEEN CITY COUNCIL</b>							
Project School Road - Petition							
Description Introduction of build outs on School Road for traffic calming purposes.							
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size	
JP			17/01/20	NTS		A4	

Drawing Title <b>School Road Traffic Calming - Build Outs</b>			
Drawing Number 001	Sheet No.	Revision 0	

## **Option 2 – Introduction of a Weight or Width Limit**

The introduction of a weight or width limit would have the effect of removing this corridor as a route choice for heavier, larger vehicles, whilst retaining access for all other modes of transport. An exemption could be put in place to ensure that buses could continue to utilise the route, however it should be noted that this removes the ability to make physically enforce the restriction for a width restriction.

Without a physical barrier this type of restriction can only be enforced by Police Scotland. For the ease of enforcement Police Scotland have indicated a width restriction would be the most practical option.

Owing to the route in question being a bus route a physical restriction could not be installed. The restriction would be like the restriction in place on Esplanade, in that it would be a signed restriction and rely on enforcement from Police Scotland.

There are three potential locations for the implementation of such a restriction:

1. **At either end of School Road.** This option would however have to include an except for access exemption as there would be a requirement to ensure that goods vehicles could service the local shops and for larger residential deliveries/home moving. The except for access exemption would make enforcement of the restriction more difficult. For an offence to be committed an offending vehicle would have to be witnessed entering the restriction and travelling the length of it without stopping before any action could be taken.
2. **Golf Road between the junctions of Linksfield Road and Regent Walk.** This location would provide an alternative route back to the A956 King Street should any vehicle either inadvertently, or by requiring access, travel down part of the route. Having the restriction over a shorter distance would allow for easier enforcement.
3. **Park Street at railway bridge.** This location would require an “except for access” exemption as there is no suitable exit route for vehicles either inadvertently, or by requiring access, traveling down part of the route.

Both weight and width restrictions require a traffic regulation order which can take up to 9 months to promote.

This restriction would not limit any other traffic using this route and would not deter vehicle speeds.

### **Pros:**

- Would remove all unnecessary heavy vehicles from School Road.
- An exemption can be put in place to avoid impacting buses services.
- No impact on other traffic.
- Easy and relatively inexpensive to implement.

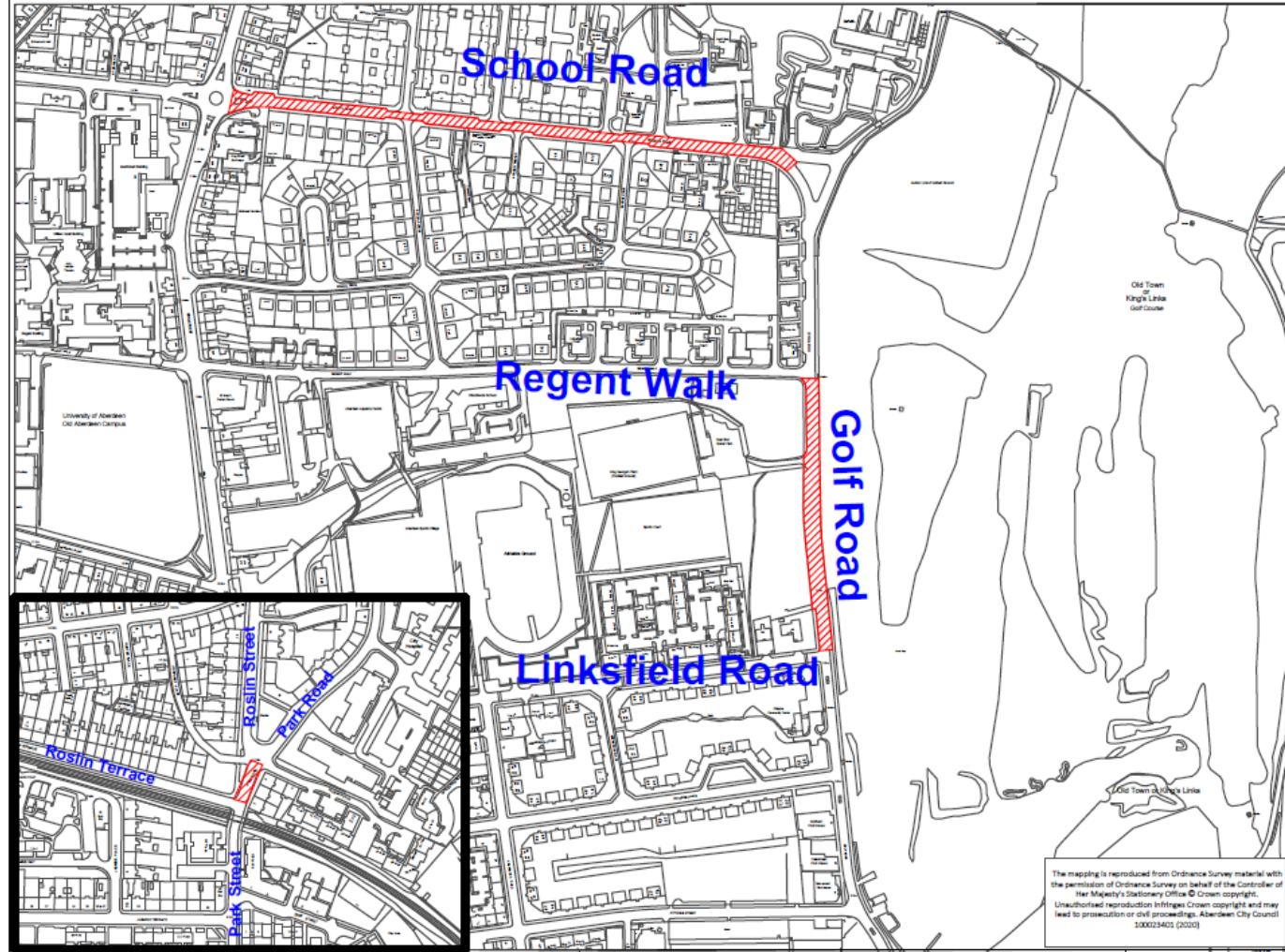
### **Cons:**

- Would not tackle issue of speed.

- Would increase the number of HGV's on other routes on the road network.
- Physical barrier not possible without impacting on buses.
- Can be resource intensive for Police Scotland to enforce.
- May increase route attractiveness for other traffic as currently HGV's can cause delays on the corridor.
- If a restriction is introduced with "except for access" it would be more likely to be abused.

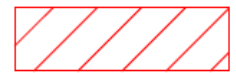
**Estimated Cost** – £10,000 - £60,000





**KEY**

Proposed Locations for Weight/Width Limit



**GENERAL NOTES:**

1. Indicative drawing of locations for a weight/width limit. - School Road, Golf Road or Park Street.
2. The locations in this drawing are for illustrative purposes only. Exact locations would be determined by a Traffic Engineer and following public consultation.
3. This scheme would limit unnecessary HGV through traffic.
4. Can only be enforced by Police Scotland.
5. Restriction on Park Street or School Road would require except for access exemption. All locations would exempt buses.

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Client <b>ABERDEEN CITY COUNCIL</b>						
Project School Road - Petition						
Description Introduction of weight/width restriction to limit unnecessary HGV traffic.						
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size
JP			22/01/20	NTS		A4

Drawing Title <b>School Road/Golf Road/Park Street Width/Weight Restriction Locations</b>		
Drawing Number <b>001</b>	Sheet No.	Revision <b>0</b>

### **Option 3 – Prohibition of Motor Vehicles**

This option would prevent all traffic from being able to use the section of the corridor which is subject to the restriction. This would significantly decrease the attractiveness of using the School Road – Park Street corridor as a cross city route. The most straight forward location for the restriction to be implemented would be on Golf Road between the junctions of Regent Walk and Linksfield Road as this would negate the requirement for a turning area. However, if this was not possible suitable turning areas would have to be created.

The closure would likely have to include some form of physical barrier or it would likely be open to abuse. This type of restriction would require a roads order. This can take up to 9 months to promote and is open to consultation and objections.

In the absence of a physical measure this type of moving restriction can only be enforced by Police Scotland and would be dependent on their resource availability.

This restriction would likely result in an increase in traffic volumes on King Street and the Esplanade.

Residents accessing or egressing from Seaton would be required to utilise the St Machar junction as the main route, whilst Regent Walk (which has a signal-controlled junction with King Street) would offer a secondary access/egress route.

Events at Pittodrie would require vehicles to access via the Park Road side.

#### **Pros:**

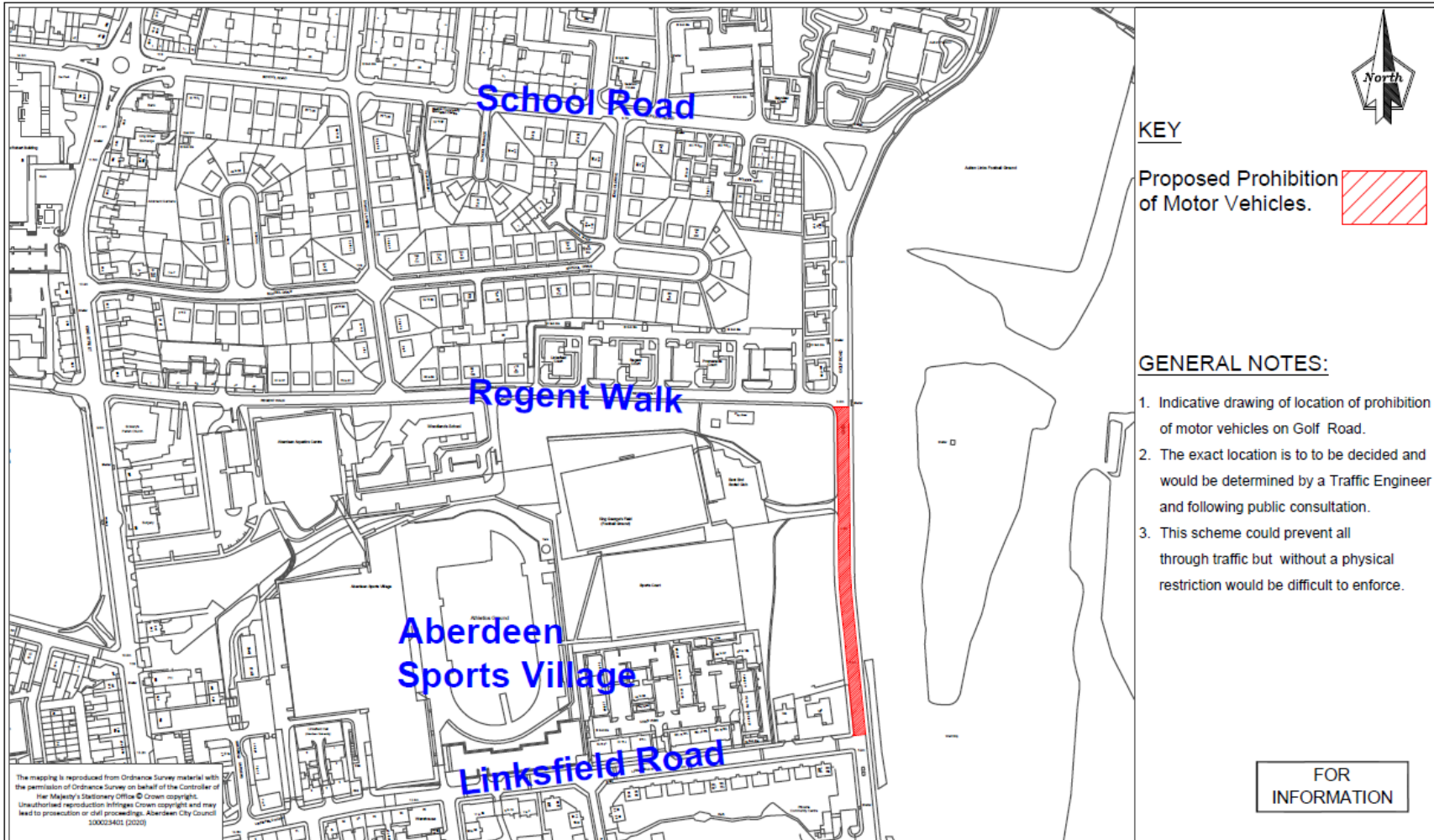
- Would stop being a through route from north/south or vice versa. This would therefore decrease the amount of HGV's on School Road as only those requiring direct access would have a reason to use the route.
- Potential to have the corridor become an active travel route, by exempting cyclists from the closure or through design.
- With no through traffic, speeds on School Road are likely to reduce as only residents who stay in the area will likely use this road.

#### **Cons:**


- Would sever a public transport route which would require re-routing unless an exemption was included.
- Potential to displace traffic onto other side streets, although given their geometry, parking patterns and that some are already traffic calmed this is unlikely to be the case for larger vehicles.
- There are some private accesses along Golf Road which would have to be considered/allowed access. Having an exemption for access would dilute the restriction and open it up to abuse.
- Unless physically restricted (E.G. gate/bollards) it would rely on Police Scotland to enforce the restriction. Any contravention must be witnessed by an officer before for enforcement action could be taken.
- May not reduce traffic speed on School Road.

- If road the road is physically restricted it may impact on emergency services response times.

Estimated Cost - £5,000 - £40,000.



**KEY**

Proposed Prohibition of Motor Vehicles. 

**GENERAL NOTES:**

1. Indicative drawing of location of prohibition of motor vehicles on Golf Road.
2. The exact location is to be decided and would be determined by a Traffic Engineer and following public consultation.
3. This scheme could prevent all through traffic but without a physical restriction would be difficult to enforce.

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Client <b>ABERDEEN CITY COUNCIL</b>							
Project School Road - Petition							
Description Introduction of Prohibition of Motor Vehicles to Prevent Through Rotue.							
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size	
JP			17/01/20	NTS		A4	

Drawing Title <b>Golf Road Prohibition of Motor Vehicles</b>	
Drawing Number <b>001</b>	Sheet No. Revision <b>0</b>

## **Option 4 – Bus Gate**

The introduction of a bus gate on part of the route would effectively sever the route in half for all traffic except local buses (cyclists, taxis and private hire vehicles would be exempt).

This restriction would require to be placed on the bus route and would likely be on Golf Road.

This type of restriction would require the promotion of a Traffic Regulation Order which can take up to 9 months.

This restriction can be enforced by a camera and a penalty charge notice.

By preventing traffic being able to use the whole corridor as a through route it may reduce vehicular speeds as the only traffic will be local. However, it may encourage displacement of vehicles on to other unsuitable side streets.

This restriction would likely result in an increase in traffic volumes on King Street and the Esplanade.

Residents accessing or egressing from Seaton would be required to utilise the St Machar junction as their main route, whilst Regent Walk (which has a signal-controlled junction with King Street) would offer a secondary access/egress route.

This would have significant impact on resident's route choice and as such Officers would not recommend this measure without first conducting detailed traffic modelling of the potential impacts. The traffic model is currently being updated and will then require validation. Testing of this scenario would therefore be unlikely be conducted until the later part of this year.

Events at Pittodrie would require vehicles to access via the Park Road side.

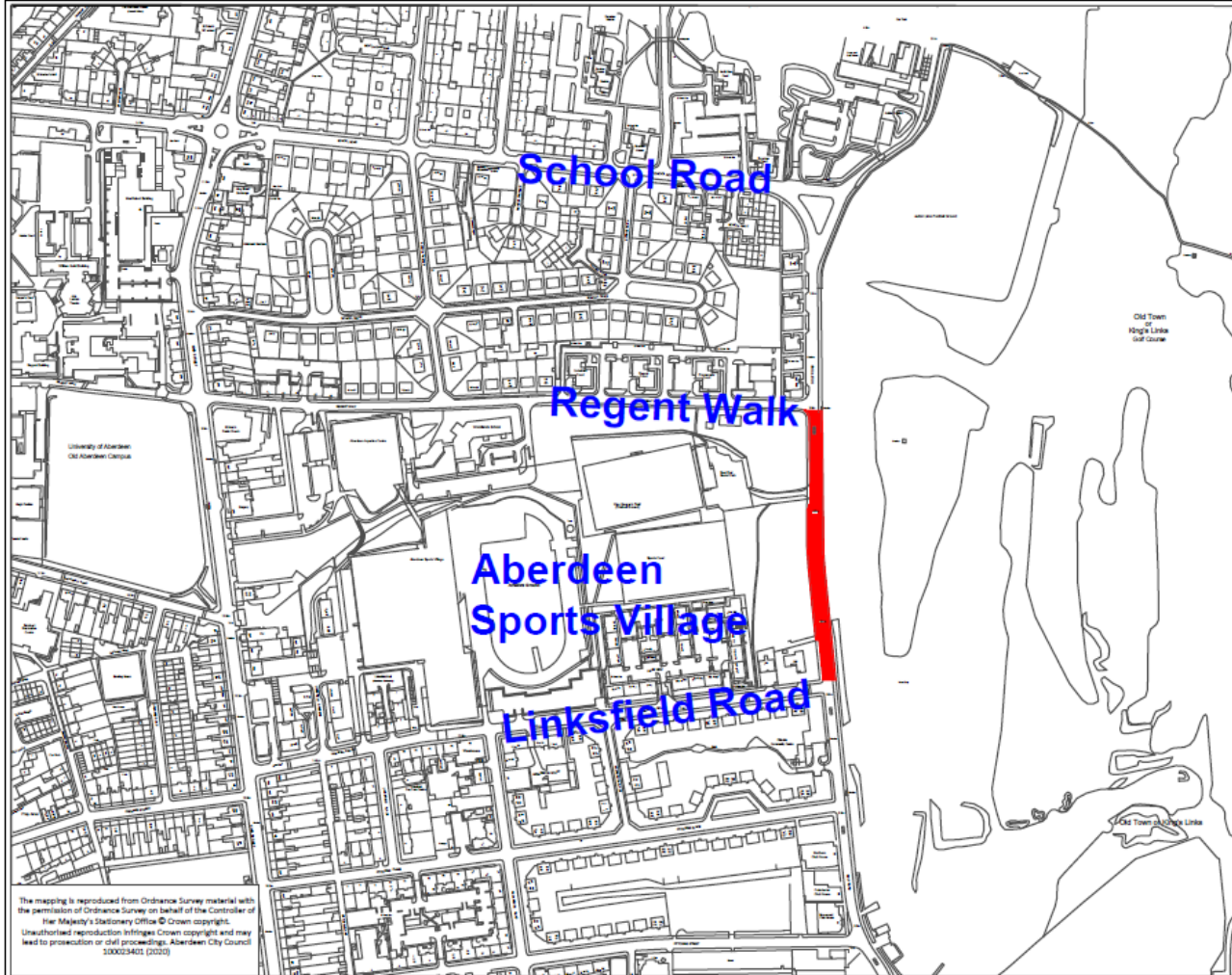
### **Pros:**

- Would remove all unnecessary vehicles from School Road.
- By preventing traffic being able to use the whole corridor as a through route it may reduce vehicular speeds as the only traffic will be local.
- Easily enforced with camera by Aberdeen City Council.
- With reduced traffic this would create a better corridor for sustainable transport.
- Exemption for emergency services.

### **Cons:**

- Require detailed modelling before delivery.
- May require supporting infrastructure changes.
- Detrimental impact on resident route choice.
- Would increase the number of HGV's on other routes on the road network.





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**KEY**

Bus Gate



**NOTES**

1. Indicative drawing of point based bus gate restriction on Golf Road.
2. This scheme would prevent all through traffic on the route except buses and cyclists.
3. Exact location to be determined by Traffic Engineer

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Client <b>ABERDEEN CITY COUNCIL</b>						
Project School Road - Petition						
Description Introduction of Bus Gate to Prevent Through Traffic						
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size
JP			17/01/20	NTS		A4

Drawing Title <b>Golf Road Bus Gate</b>		
Drawing Number 001	Sheet No.	Revision 0

### Appendix 3 – Appraisal Table

- A. Limit or remove HGV through traffic from School Road;
- B. Reduce vehicle Speeds on School Road;
- C. Increase modal share for public transport and active travel;
- D. Reduce the need to travel and reduce dependence on the private car;
- E. Improve journey time reliability for all modes;
- F. Improve road safety within the City;
- G. Improve air quality and the environment; and,
- H. Improve accessibility to transport for all.

	A	B	C	D	E	F	G	H	Estimated Cost	Summary
<b>Do Nothing</b>	0	0	0	0	0	0	0	0	£2,000	Further monitoring to occur after the implementation of the LEZ and Roads Hierarchy measures.
<b>Option 1</b> Traffic Calming	+1	+2	0	0	0	+2	0	0	£20,000 - £60,000	May not deter HGVS but would reduce vehicle speed on School Road.
<b>Option 2</b> Weight/Width Limit	+2	-1	+1	0	+1	+1	+1	0	£10,000 - £60,000	Would prevent through route by large vehicles, with buses being exempt. No impact on other traffic.
<b>Option 3</b> Prohibition of Motor Vehicles	+2	+1	+1	0	0	+1	+1	-1	£5,000 - £40,000	Severs route for all traffic including buses. Cyclists could be exempt.
<b>Option 4</b> Bus Gate	+2	+1	+2	+1	+1	+1	+2	0	£10,000 - £45,000 (Bus gate only and with camera)	Severs route for all traffic except buses, taxis, private hire vehicles & cyclists.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	5 March 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Aberdeen City Autism Strategy Action Plan 2019-22 - progress update
<b>REPORT NUMBER</b>	HSCP 19.104
<b>DIRECTOR</b>	Rob Polkinghorne Chief Operating Officer
<b>CHIEF OFFICER</b>	Graeme Simpson Chief Officer Integrated Children's and Family Service
<b>REPORT AUTHOR</b>	Jenny Rae Strategic Development Officer Aberdeen City Health and Social Care Partnership
<b>TERMS OF REFERENCE</b>	GD 7.1

### 1. PURPOSE OF REPORT

- 1.1 This report provides an update on the implementation of the Aberdeen City Autism Strategy and Action Plan 2019-22.

### 2. RECOMMENDATION(S)

That Committee:-

- 2.1 Note the progress report.

### 3. BACKGROUND

- 3.1 The Aberdeen City Autism Strategy and Action Plan 2019-22 (Appendix a) was approved by the Integration Joint Board in December 2018 and by Operational Delivery Committee in January 2019 and commenced implementation from April 2019.
- 3.2 An Autism Strategy Development Group was established in 2017 and converted to an Autism Strategy Implementation Group in January 2019 and meets six weekly. This group leads on the actions within the strategy and

provides a progress update to the Integration Joint Board and the Clinical Care Governance Committee including a yearly update to the Operational Delivery Committee (Appendix b).

#### 4. FINANCIAL IMPLICATIONS

4.1 The Action Plan associated with the Aberdeen City Autism Strategy identifies where and how resources are to be aligned. Funding has been allocated and received from Scottish Government for the development of an autism assessment and diagnostic pathway for adults. All other actions within the Strategy are being undertaken within current budget availability.

#### 5. LEGAL IMPLICATIONS

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

#### 6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Financial			
Legal			
Employee			
Customer			
Environment			
Technology			
Reputational	Failure to implement the strategy and action plan has the potential likelihood to end in complaints and challenge, with a risk of reputational damage.	Medium	Autism Strategy Implementation Group has been established and reports to relevant operational and governance structures.

#### 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report

<b>Prosperous Economy</b>	The proposals in this report have no impact on the LOIP
<b>Prosperous People</b>	The delivery of the Strategic Actions within this report support the delivery of LOIP stretch outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026. Strategic Actions include engagement with employers to deliver the LOIP Improvement Project Aim 'to Increase the number of autistic people aged 16 to 25 who are supported into employment by 2021
<b>Prosperous Place</b>	The proposals in this report have no impact on the LOIP

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The proposals in this report have no impact on the TOM
<b>Organisational Design</b>	The proposals in this report have no impact on the TOM
<b>Governance</b>	This report provides information pertaining to the governance of the Autism strategy and action plan
<b>Workforce</b>	The proposals in this report have no impact on the TOM
<b>Process Design</b>	The proposals in this report have no impact on the TOM
<b>Technology</b>	The proposals in this report have no impact on the TOM
<b>Partnerships and Alliances</b>	This report reflects the value of partnership working in the delivery of improved outcomes and wellbeing for Autistic people in Aberdeen City.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Full Equality and Human Rights Impact Assessment completed (2019) which found the impact to be positive

<b>Data Protection Impact Assessment</b>	Not Required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not Applicable

**9. BACKGROUND PAPERS**

HSCP.18.105 Autism Strategy Report – reported to Operational Delivery Committee on 17 January 2019

**10. APPENDICES (if applicable)**

Appendix a – Aberdeen City Autism Strategy and Action Plan 2019-22

Appendix b – Action plan progress update

**11. REPORT AUTHOR CONTACT DETAILS**

Name Jenny Rae  
Title Strategic Development Officer  
Email Address JenRae@aberdeencity.gov.uk  
Tel 01224 523994



# Aberdeen City Autism Strategy and Action Plan

2019-2022



Aberdeen City  
Health & Social Care  
Partnership

*A caring partnership*



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- 1** Introduction
- 2** Our Wider Context
- 3** Revising Our strategy and action plan
- 4** Action plan
- 5** Governance and Next Steps



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# 1. Introduction

## 1.1 Our Autism Strategy

Aberdeen City's Autism Strategy is a whole life strategy, which has been co-produced by Aberdeen City Council (ACC), NHS Grampian, Aberdeen City Health and Social Care Partnership (ACHSCP) and other partners.

The current strategy and action plan is being revised following updated outcomes and priorities detailed by the Scottish Government in addition to the requirement to ensure our local strategy and action plan for autism delivers change and improved outcomes for the autistic population.

The autistic population face a number of challenges, many of which are based on societal views of what constitutes accepted social norms and behaviours. These social conventions can be exceptionally difficult for an autistic person to navigate, let alone challenge. Autistic people can therefore find it difficult to meet the expectations that are often set for others, finding relationship building and social situations challenging, at times, and often taking more time to find their place in the world because people's knowledge and understanding of autism remains limited. There are many ways in which we can all, collectively, make changes to the way we operate systems, processes and services, which can better take account of the needs of autistic people, and help to improve their outcomes.

This strategy and action plan will not seek to duplicate activity aligned to other strategic or operational plans either locally or nationally. There are other documents and plans which autistic people and their families may benefit from, such as The Carers (Scotland) Act 2016 and Aberdeen City's Carers, Learning Disability and Mental Health Strategies (*currently under review*).

The spectrum nature of autism means that some autistic people may require the support of multiple service areas due to the complex nature of their needs. This strategy and action plan is aimed at improving the lives of all autistic people in Aberdeen, however detailed actions on how this will be achieved may more appropriately sit within other service area plans (*such as Learning Disability or Mental Health where people have a dual diagnosis*).

## 1.2 Our Language

Throughout this document we will use language which is commonly used within Aberdeen.

Autism or Autism Spectrum Condition (ASC) will be used when discussing the overall condition. Autistic people will be used when discussing people with a diagnosis of autism, including children and adults. Where there is information specific to the autistic child or adult population this will be stated. The term carers will be used to describe people undertaking an informal caring role and families may also be used where appropriate.

## 1.3 What is autism?

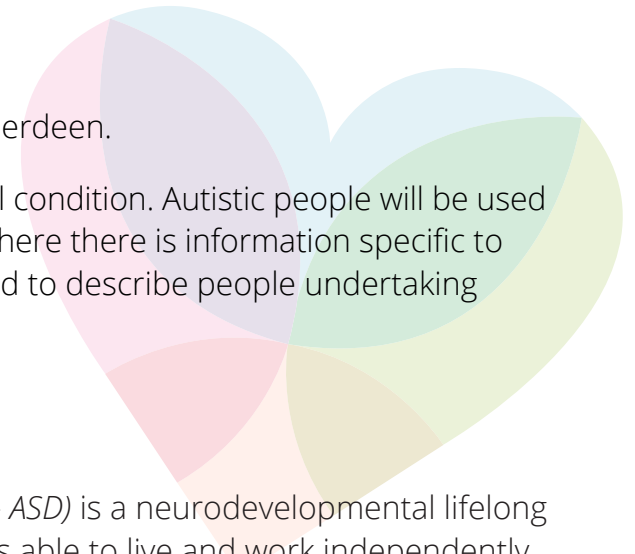
Autism (*also known as Autism Spectrum Condition - ASC, or Autism Spectrum Disorder - ASD*) is a neurodevelopmental lifelong condition. It affects different autistic people in different ways, with some individuals able to live and work independently, and some requiring specialist support. Autistic people develop differently from non-autistic people (*neurotypicals*), sometimes faster than their peers, sometimes slower.

What everyone on the autism spectrum will have is sensory and social difficulties. These are not always obvious, as they can be masked, and people can develop coping strategies. Most have also held the assumption that others experience the world the same way, so it can make it difficult to recognise these differences.

Autistic people have issues with communication, both verbal and non-verbal, e.g. difficulties with interpretation, tone of voice, facial expressions.

Autistic people may engage in repetitive behaviours. While these may, at times, be restricting for their families (*e.g. only eating a limited range of food*), many autistic people love to engage in areas of special interest repeatedly. The ability many autistic people have to focus intently, spot small details and notice patterns can be of great value to businesses and society generally. While some autistic people may, at times, be frustrated with their need to obsess over a certain topic, they generally derive much pleasure from doing so.

Autistic people can experience sensory input in a different way from non-autistic people. Being autistic means that they are more likely to have issues filtering out sensory information which can lead to being overwhelmed and/or under sensitive. Some of the repetitive behaviours referred to above, may also be a coping strategy to manage and control this feeling of being either overwhelmed or under sensitive



This document does not seek to replace or redefine clinical perspectives on autism. Clinical guidance on autism is generally taken from SIGN (*Scottish Intercollegiate Guidance Network*) publication 145, which references both current versions of ICD-10 (*International Classification of Diseases – 10 [World Health Organisation]*) and DSM-5 (*Diagnostic and Statistical Manual of Mental Disorders - fifth edition [American Psychiatric Association]*) as source references for diagnosis.

## 1.4 Our Vision

ACHSCP current Strategic Plan outlines the vision for health and social care within Aberdeen as:

“ *We are a caring partnership working together with our communities to enable people to achieve fulfilling, healthier lives and wellbeing* ”

This vision, the associated values and priorities guide the development of all strategic documents produced by the Partnership (*appendix 1*).

The vision, as outlined in the Scottish Strategy for Autism, continues to underpin our local autism strategy:

“ *Our vision is that individuals on the autism spectrum are respected, accepted and valued by their communities and have confidence in services to treat them fairly so that they are able to have meaningful and satisfying lives.* ”

*The Scottish Strategy for Autism Scottish Government 2011*

Through engagement activity local people told us that understanding, and acceptance, of autism is of key importance. This will lay the building blocks to ensure that services are relevant and appropriate for autistic people. Where needed there should be support offered to educate, inform and, if required, challenge practice to ensure this vision is fully promoted and embedded in practice.

It is recognised that the process of genuine and meaningful engagement, with any group including autistic people, takes time, commitment and a willingness to adapt communication styles. Whilst attempts have been made to meaningfully engage the entirety autistic population in the development of the revised strategy it has not been possible to reach all aspects of this population or to always reach consensus on centre viewpoints, in part this is due to the formal nature of the process and the lack of diagnostic services available (*which empower autistic people to contribute to such processes*). This is a learning point and an area for improvement which will be taken forward into the implementation phase of the strategy and action plan.

## 2. Our Wider Context

### 2.1 Developing our autism strategy

In 2011, The Scottish Government launched a Scottish Strategy for Autism, with the recommendation that each local area produce a strategy and action plan. In 2014 Aberdeen City produced its local 10-year autism strategy and action plan.

The Scottish Strategy for Autism was written to consolidate a number of initiatives for autism into a strategic document which aimed to address the entire autism spectrum and the whole lifespan of autistic people in Scotland. The strategy produced 26 recommendations. Subsequent documentation was also published to further define the outcomes and priorities for the strategy.

In early 2018 the Scottish Government consulted on and launched a revised set of outcomes and priorities for autism. Our Aberdeen City strategy and action plan is now also being revised. The local revised strategy and action plan considers changes nationally and locally, as well as acknowledging the challenges faced in implementing the original strategy and action plan. It is intended that by ensuring the revised documents are meaningful to and reflective of local people's views, that we can collectively produce a realistic, achievable and sustainable strategy and action plan for autism within Aberdeen City.

The national strategy runs until 2021. The Aberdeen strategy will be in operation for 3 years, from 2019-2022. This allows for a period to review our local strategy and action plan in line with any national changes, which may include a new national strategy for Scotland in 2021.

Within this document we will summarise the engagement work undertaken to re-develop the strategy and action plan and how we will seek to ensure autistic people and their families are at the centre of how the strategy and action plan will be implemented and monitored.

### 2.2 Why do we need a strategy?

A local strategy is a best practice indicator, as highlighted by Scottish Government within the national strategy for autism. There are other important factors which lend themselves to having a local strategy and action plan.

A report launched in 2018 titled 'The Microsegmentation of the Autism Spectrum' (*as recommended by the national Strategy for Scotland*), identified a new national prevalence rate of autism of 1.035%. Additionally, research also suggests that prevalence of autism with an intellectual disability is noted as 32.7%, which is less than previously evidenced.

According to this research in Aberdeen there is a population of autistic people equalling 2379 and of this number 778 have presence of an intellectual disability and 1601 do not.

Currently assessment and diagnostic services are provided to adults only where a co-morbidity exists, typically an associated mental health issue or an intellectual disability. Using the prevalence rates, we can see that one third of the autistic population in Aberdeen will have a co-morbidity of an intellectual disability. There is no equivalent research conducted to provide prevalence figures for any co-morbid Mental Health condition. Those autistic people without such a co-morbidity (*up to two thirds of the autistic population*) will unlikely have received an assessment or subsequent diagnosis of autism. This is echoed by anecdotal information regarding the lack of adult diagnosis within Aberdeen.

A sole diagnosis of autism does not necessitate the provision of formal services by the local authority or Partnership, unless the individual meets the eligibility criteria for funded services. Many autistic people do not have a formal diagnosis and are often prevented from accessing relevant health and social care supports, formal or unpaid. As such, there is limited information available as to the general health and wellbeing of this population. Formal commissioned social care services are provided where autistic people also have a co-morbid condition and meet the eligibility criteria. This population can be seen to have more complex or multi-faceted forms of need. Further information on complex needs can be found within the local Learning Disability Strategy: *A'thegither* in Aberdeen.

The Pupil Census carried out in 2017 details that in Aberdeen City there are 536 children and young people in education who have autism or ASC recorded. This data comprises of children with diagnosed and reported conditions, therefore the actual numbers of children in Aberdeen City with autism are likely to be significantly higher.

The Microsegmentation report also provides a Scotland wide context to the previous estimates of the cost of autism, suggesting a cost of £2.2 billion a year. The recently revised prevalence rates, including the presence of intellectual disability, also enable a lifetime cost per person to be identified of between £900,000 and £1.6 million. Many of these costs are related to the loss of productivity, i.e. employment of autistic people or their carers, but are also related to the high cost of services for people with an associated intellectual disability including accommodation costs. Information from the local perspective can be seen to echo this, with formal social care services for autistic people with an intellectual disability being amongst the most complex due to the requirement for enhanced care provision.

Generally, there is greater knowledge and understanding of autism, with higher media focus on 'autism friendly' or 'relaxed' activities. It can be noted that whilst these may provide awareness or support for some autistic people they do not lend themselves to a greater understanding or acceptance of autism as a spectrum, additionally such activities can, at times, be seen as ways that organisations may avoid a wider consideration of providing welcoming atmospheres more generally.

There is still a requirement to ensure that awareness equates to knowledge, understanding and a welcoming of autistic people and their varied skills and abilities into all communities and walks of life. As autism is a spectrum condition it is important to recognise and celebrate the diversity of autism. The recent launch of 'autistic pride' as a celebratory event of the gifts and skills of autistic people provides an example of such work. The presence of autistic people in employment is still low, whilst there are high numbers of autistic people known to the Criminal Justice System. There is still a noted disadvantage which autistic people face when accessing universal services.

A local strategy and action plan for autism will enable challenges and potential solutions to be identified and acted upon, such as the lack of assessment and diagnostic services; the availability of formal commissioned services; and the need to enhance knowledge, understanding and acceptance of autism.

In 2018 the Scottish Government published a revised set of outcomes and priorities for autism. These have been considered when development the revised local action plan.

The outcomes are:

- ▶ **A Healthy Life**
- ▶ **Independence**
- ▶ **Choice and Control**
- ▶ **Active Citizenship**

The priorities identified nationally reflect the key issues raised by autistic people, carers/families and other professionals. Priorities are aligned with each of the outcomes identified and incorporate actions such as:

- ▶ **development of a Post-Diagnostic Support Toolbox**
- ▶ **improve awareness of autism within Criminal Justice Systems**
- ▶ **extension of the Blue Badge Scheme**
- ▶ **enhanced support for autistic people in Modern Apprenticeships**



*Further detail on all priorities identified can be found within the outcomes and priorities document.*

## 2.3 Aberdeen Context

There are a range of local policy and practice documents which are connected to, or should be considered alongside, this revised strategy. These are developed by Aberdeen City Council, Aberdeen City Health and Social Care Partnership and NHS Grampian

Recognising that the autistic population have been overlooked in previous strategic developments it should be noted that local and national health and wellbeing outcomes apply to the whole population, including autistic people. It is important in meeting these collective outcomes that the personal experiences and outcomes of autistic people within Aberdeen are also promoted. This strategy seeks to provide a platform by which these experiences and outcomes can be highlighted and used to inform and influence practice. One method of achieving this is by actively engaging with organisations who aim to provide valuable advice and guidance for autistic people and their families.

Such organisations are often trusted sources which will be crucial in collating experiences and reaching out to the widest possible audience of autistic people.

The recent development of the local Learning Disability strategy and the revision of the Mental Health strategy are of particular note given the prevalence of co-morbidities for autistic people. Greater details around the strategic outcomes and associated actions for these strategies, and the application of these to the autistic population will be considered through the implementation of these strategies, all of which are being facilitated by the Partnership. Joint working will be of key importance to ensure the Partnership vision of improved health and wellbeing for local people, including autistic people, is promoted.

Community Planning Aberdeen, which brings together Public Sector agencies, aims to deliver improved outcomes for the people of Aberdeen. The Local Outcome Improvement Plan (LOIP) seeks to ensure that Aberdeen is a 'place where all people can prosper', it is important to note this includes all autistic people.

The current LOIP sets out 2 key drivers in relation to 'people are resilient, included and supported when in need':

► **People and communities are protected from harm – individuals and communities are made aware of the risk of harm and supported appropriately to reduce this risk.**

► **People are supported to live as independently as possible – people are able to sustain an independent quality of life for as long as possible and are enabled to take responsibility for their own health and wellbeing.**

The current 2014-2024 autism strategy sits under this outcome as a supporting strategy. This revised strategy will replace any previous version and will ensure consistency between the LOIP as a strategic document and other local plans/policies.

Overarching strategic documents such as the LOIP and the HSCP Strategic Plan are being refreshed with new versions expected in 2019. Any significant changes in vision or approach of these guiding documents will be reflected in this autism strategy in due course.

### 3. Revising our strategy and action plan

#### 3.1 Good Practice Indicators

The national strategy sets out ten Good Practice Indicators. These indicators are mapped out in appendix 2.

It is acknowledged that local progress in relation to these indicators is not as clear as would be expected. It is recognised that further work will be undertaken through implementation of the strategy and action plan to address and map local progress in relation to the indicators.

#### 3.2 Strategy Development

The decision to review our local strategy and action plan was linked to the revised set of outcomes and priorities for autism release by the Scottish Government in 2018 (*as detailed above*).

To ensure the revision of the local strategy and action plan was meaningful to people we held 4 initial conversational events alongside Autism Network Scotland which sought to gather the views of people on the following national outcomes from an Aberdeen perspective:

- ▶ **A Healthy life**
- ▶ **Independence**
- ▶ **Choice and Control**
- ▶ **Active Citizenship**

It became clear from this engagement that although these outcomes are understood to be relevant they are not as meaningful locally. Feedback from the engagement produced 13 distinguishable focus areas:

- ▶ **Assessment and Diagnosis**
- ▶ **Transitions**
- ▶ **Housing**
- ▶ **Information**
- ▶ **Health**
- ▶ **Services**
- ▶ **Employment**
- ▶ **Education**
- ▶ **Support for Carers**
- ▶ **Training**
- ▶ **Criminal Justice**
- ▶ **Leisure and Activities**
- ▶ **Knowledge and Understanding**



Following this a further series of 3 development sessions were arranged, at which people were invited to comment on the 13 areas identified and to formulate actions which would address the issues identified. People were also asked to consider how they would prioritise the areas that were identified. This has assisted in the production of the action plan.

A draft strategy and action plan was produced, and a 6-week formal consultation period took place. Comments and views from the consultation were used to further refine and develop the strategy and action plan. An engagement and consultation overview report was produced to further capture the detailed activity which took place and played a key role in the development of the strategy and action plan (*see appendix 3*).

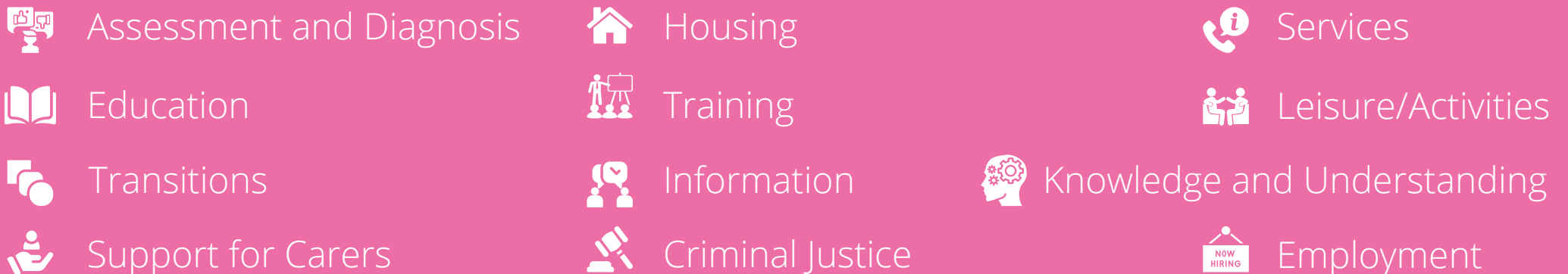
A Strategic Steering Group has been established to lead on the development and implementation of the strategy (*comprised of Public and Third Sector representatives*). From the initial engagement conversations and the developmental sessions, it is clear that this strategy and action plan, and the ongoing implementation, is of interest to autistic people and their families (*as well as professionals and organisations*). It is hoped that both autistic people and family representatives can join or contribute to the Strategic Steering Group as it enters an implementation focus.

### 3.3 Focus Areas

From the engagement activities with autistic people, families, carers, professionals and organisations the 13 focus areas were identified.

For each area an overview has been developed and associated action points to deliver change are defined within the action plan section of this document.

*This document will now consider each of the 13 focus areas identified.*



## Assessment and Diagnosis



Assessment processes for adults and children differ in Aberdeen City. For adults, assessment and diagnostic services in Aberdeen may be provided where a co-morbidity exists, such as Mental Health or Learning Disability in conjunction with autism but are not necessarily common place.

Assessment and subsequent diagnosis for autism only in adults is not provided at this time by NHS Grampian, and there appears to be a lack of supports in place to provide information/advice in lieu of a formal diagnosis. There is the need to understand the barriers to assessment, which in part are attributed to resource constraint and current/historic practice. A full assessment pathway delivered by trained and competent staff, with details around diagnosis and post diagnostic supports, is desired as this can provide adults within a sense of context and understanding of their neurodiversity. In turn this supports autistic people to develop coping strategies and understand sensory information better. This is identified as a key action to be delivered within the action plan.

Assessment and diagnostic services for children are provided, however the waiting times can be long and there is a lack of post-diagnostic support for families. This can be in part attributed to the lack of resources available for assessment and diagnosis but is also reflective of the challenging nature of a spectrum condition to fully assess. Support is crucial for children, parents and staff (*such as within schools*) to fully understand autism and the relevant support strategies that can be used effectively.

Sometimes Educational supports can be in place with no formal clinical diagnosis, such as support through Educational Psychology and other Additional Support for Learning Services, including the provision of training to staff, but it is recognised that resource constraints may be a limiting factor in the application of such supports. Some specialist services exist, such as Autism Outreach which operates specific access criteria and procedures.

For both children and adults consideration should be made as to the availability of post-diagnostic support and relevant signposting and guidance services.

There are organisations in Aberdeen who aspire to provide valuable and trusted information, guidance and signposting on autism to autistic people, families and other organisations or professionals. These organisations are an asset and can have a wide reach into the autistic population of Aberdeen. It is important that such organisations are valued and are empowered to play their role in the implementation of the local strategy and action plan. This may include provision of formal signposting services or the availability of autism appropriate environments and activities.

## Education



The move to mainstream schooling has resulted in specialist training, knowledge and understanding being required across all schools. Some children struggle with the class environment (size, sensory aspects) and/or the curriculum, more flexible approaches are required to ensure support is child-centred, including the consideration of changes in current practice to promote the educational potential of the child. This should include the consideration of flexible spaces within the school environment which support the provision of education to autistic children, for instance the use of sensory friendly spaces where individual and groups can experience the curriculum.

It is also important to recognise that school also provides valuable opportunities for autistic children to socialise with other autistic children and non-autistic children, promoting social understanding. This enhances a sense of peer support for autistic children but will also support the greater acceptance of autism and neuro-diversity within society.

Tools such as communication logs and play based learning are positive examples to highlight within Schools but these are not universally in use. Resources and supports at Orchard Brae/Mile End/Bucksburn and Autism Outreach are having a positive impact, but these are limited resources. There is a gap in education for the school population about autism more generally.

## Transitions

Transitions often refer to the process of someone leaving education and entering adulthood, which may include the provision of formal services. Some autistic children will be receiving formal commissioned services which cease upon entering adulthood, in part due to their availability to support adults and the eligibility of the young adult to receive social care services on an ongoing basis (linkage to Assessment and Diagnosis). It is important that supports for children approaching transition are being used effectively to smooth the transition from education and explore the options available to each person (*such as further education, community activities or employment*).

Within the current Learning Disability service there is a small transitions team, but not every young adult will experience this resource/support due to their level of need and eligibility. Many families find the process of transition challenging and it can prove difficult to gain clear information about the next steps for the young adult. This is in part because of the way services are operated spanning Aberdeen City Council and the Partnership, more could be done to ensure any barriers between the services are removed. Transitions should be focused on the needs of the young person rather than applied because they reach a set age – meaning they should start as and when required (including earlier for some). More information and advice around transitions are required, even if the young person will receive no formal services when they leave education (*post 16/18*).





Transitions are a crucial time, not just from childhood to adulthood. Across the lifespan transitions also refer to small changes in relation to environment or people and can also refer to general life transitions such as moving home, finding work and building relationships. It is important to remember transitions beyond education and ensure autistic people are supported to develop their own relevant and effective coping strategies when faced with change. This aspect can be overlooked and there is an identified lack of support to address needs arising from these types of transition.

## Support for Carers



Families (including parents and siblings) require more support to understand autism and its impact for their family member, including tools and techniques for supporting and communicating with their loved one. Families often have to source information themselves rather than being able to build their resilience through readily accessible information.

Better communication about local supports and services is required (through signposting and guidance services), particularly regarding support when individual's behaviour may be difficult or disruptive and support for siblings.

Where a family is taking on a caring role they can struggle to access suitable forms of respite which would enable them to continue in their caring role. Many families have strong concerns about future needs/services, particularly if they are no longer able to support/care for the person. Carers of autistic adults and children will be able to benefit from the recently launched Carers Act and local Carers Strategy, including the provision of assessment through a Carers Support Plan, and where eligible, formal services which support their caring role.

## Housing



Autistic people may need support to live independently. It is important that the specific housing needs of autistic people and families with autistic children are considered and supported, including types of accommodation and location and communication methods. Consideration as to the appropriateness of shared accommodation for autistic people should be given, particularly where the level of need is such that the shared aspects of living can be seen to pose communication and sensory difficulties.

The availability of training on autism for housing staff would increase understanding which would then enable them to provide support which promotes a person's independence. Some people may require more intensive forms of supported accommodation, however currently this is only provided where a co-morbidity exists and where a person has eligible needs for such services. Specific housing supports for autistic people with more complex need and a co-morbidity of an intellectual disability are referenced further within the Learning Disability Strategy.

## Training



Training for professional/organisations is required to ensure staff can offer appropriate and personalised support for people which takes into consideration the individual's needs e.g. sensory needs. Autistic-led training should be better supported and promoted. There are many people and organisations keen to offer this in Aberdeen. These offers of support must be better utilised by the Public, Third and Independent sectors. Training for autistic people is lacking – such as being able to understand your own autism, coping strategies and key life skills, including independent travel, social media awareness and building relationships.

## Information



Navigating resources to find appropriate and relevant information is hard for people as there is so much information available but it can be difficult to know where to find this and what to trust. Having a centralised source of information or place to go would help. Information on dealing with practical everyday scenarios is often what people are looking for. There are organisations or projects currently providing information, signposting and guidance services, as well as some who provide elements of direct support at times. Organisations should be better connected enabling support and guidance to reach all autistic people who seek this. People are also looking for better ways to connect with peers and build support networks. There is a commitment to produce the strategy and action plan in a variety of formats to ensure that the information contained is accessible and understandable. Autistic people will play a key role in this.

## Criminal Justice



Some autistic people may be more susceptible to becoming a victim or perpetrator of crime due to a lack of understanding around social cues, communication or the Criminal Justice System itself. Support and training around this would be useful for autistic people, communities and staff within the Criminal Justice System.

## Health



Autistic people are entitled to equal access to all forms of health services. Some autistic people have negative experiences within health services relating to their autism, but these can also affect their health more broadly (such as not understanding protocols, feeling distrusted, not identifying illness or ill health). There is good practice in some health provision, for example in the explanation of procedures or flexibility in scheduling of procedures/appointments.



Sometimes there is a lack of understanding of autism by some health professionals, and there is the need to have greater consistency across the City. This includes the consideration of alternative settings when the clinical environment is not suitable.

There is a lack of counselling support which is provided within the context of autism and given the prevalence of issues such as anxiety, self-harm and suicidal ideation more suitable counselling support could act as a preventative measure or provide coping strategies. Support at an earlier stage, such as with communication difficulties through Speech and Language Teams, can have a positive effect for children regardless of the presence of a formal diagnosis. Peer support is valuable in understanding and supporting good health outcomes, with particular reference to mental health and wellbeing.



## Leisure/Activities

Having access to relevant groups and activities is important, as well as being able to access groups that are comprised of autistic people. There are many community activities taking place, offering a range of activities including more specialist support. There is better awareness of what is available. Generally, within community activities there is better knowledge and understanding of autism, although there are still improvements which could be made. Being part of groups, perhaps with support, does help autistic people by breaking down barriers and feeling more socially included. Some activities which are well suited to children can be expensive to access or can be difficult for families to attend (due to location or timing). It is important to recognise that social interactions/skills can take place in a variety of environments through things such as play (board games for example). Support for older autistic people is an identified gap, therefore supporting and promoting the development of peer support for this group would be beneficial.



## Services

It is acknowledged that financial resources are limited in the public sector and there is a lack of services available. Offering early intervention supports is crucial and may result in minimal resources or services being required in the future.

Supports should be available on the basis of need, however at times this does not always appear to be the case.

There are clear priorities and ambitions within documents such as the Partnership Strategic Plan and Strategic Commissioning Implementation Plan which services/supports for autism require to be reflective of.



Knowledge and understanding of autism should be considered by decision making groups, such as including autistic people in such groups. Systems and processes such as social care eligibility criteria are challenging. Whilst it is acknowledged that it is the system driving decision making rather than individual staff this remains an area of tension for all concerned.

The quality of support services is instrumental and there are organisations whose remit is to support autism however, at present, not all of those organisations provide services within Aberdeen. It is the aim of this strategy to redress this by considering supports required by the autistic population, identify where the current deficits are in relation to commissioned services within Aberdeen and propose to address this. It is envisaged this will have a resource implication however changes are required to ensure better outcomes for autistic people are achieved. An example of this related to the availability of trusted sources of information and signposting for autistic people and their families.

## Knowledge and Understanding

Knowledge and true understanding of autism is a theme which is core to many other aspects discussed throughout this strategy. More knowledge does exist within communities, in part because of localised awareness raising but also national media coverage (*e.g. TV programmes*), however these often do not show the diversity or spectrum of autism. Greater knowledge and understanding can still be promoted by focusing on some of the myths or misunderstanding around autism. We are always learning more about autistic people's life experiences and the diversity of the spectrum. Everyone is different, so it is important to look at the capabilities and skills not just the stereotype, which at times can include clinical definitions of what it means to be autistic. Peer support groups or groups of autistic people play a key role in helping to explore and value the different outlook that autism can bring to the world.

## Employment

Many autistic people want to work. They possess valuable skills which may enhance team delivery and effectiveness however they often face barriers into employment which prevents them from being able to demonstrate their skills. Employability skills should be more readily taught or explored during education or within other formal supports.

Supportive aspects such as work trials, getting the right support at the Job Centre, reasonable adjustments or the Project SEARCH programme can be positive for autistic people, but these are not always available or utilised options. Often the key is finding the right work environment or one member of staff who can offer support. Providing support to increase knowledge and understanding of autism in the context of employment may lead to further positive opportunities.









## 4. Action Plan

13 focus areas were identified through engagement activity. Following this a series of actions were attributed to most of these areas.

Each action has also been aligned to the national outcomes which supports the linkage of our local strategy and action plan to work taking place nationally.

Some of the actions identified will require extensive planning, consultation and assessment of resources required, this is recognised within the timescales identified.

There is the acknowledgement that resources must be aligned to each action and focus area in order to effect real change. It is important that actions are prioritised to ensure best use of any resources made available.

The evaluation of the strategy and action plan will also be an area of key importance, ensuring that the delivery of actions is being undertaken but also that they are having the expected or desired impact for autistic people in Aberdeen. The Strategic Steering Group will define evaluation measures and reporting procedures.

It should also be noted that many action points are interlinked or cut across themes, for example, training. For ease of planning, where an action can be linked to another theme this will be highlighted.

The Strategic Steering Group will ensure regular and robust reporting procedures to document progress.

The Aberdeen City Health and Social Care Partnership have facilitated the revision of the strategy and action plan and therefore will be accountable for its progress and implementation. A Strategic Development Officer is assigned to this area of work and alongside the Lead Strategy Manager will be accountable to the Partnership's governance structures.

Lead Officers or services within individual services or organisations will be responsible for the delivery of action points within this plan and will be required to regularly report on progress, this includes Integrated Children's and Family Services; NHS Grampian and Third Sector organisations.

Autistic people, families and other interested parties involvement in the development, delivery and evaluation of the identified outcomes will be promoted, and opportunities to increase this involvement will be identified where possible.



# Assessment and Diagnosis

What will we do?

1. Creation of 'autism appropriate' integrated assessment pathway for Adults

2. Provide enhanced clarity on the assessment pathway for Children and Young People (as informed by national development work)

3. Provision (and revision where necessary) of support at pre-assessment and post-diagnosis stages, including review of supports such as the Cygnet (parent support) programme

When will we have it done by?

Year 3

Year 2

Year 3

How will we know it is working?

Assessment data will be recorded and analysed

Information on the Pathway will be readily available; reduction in complaints; linkage to children's plan; assessment and diagnosis trends will be measurable

Working group will review supports and analyse gaps and put necessary commissioning arrangements in place for support which promotes knowledge of autism and coping strategies etc.

Who will be involved?  
Page 118

Aberdeen City Health and Social Care Partnership – Mental Health and Learning Disability Services / NHS Grampian

Integrated Children's and Family Services/NHS Grampian

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/Third Sector/ Autistic people

Associated Focus Areas & Resources

Training

Information

Existing resources will provide support to review

Funding from Scottish Government requested

Existing resources will provide support

Link to national outcomes

A Healthy Life

A Healthy Life

A Healthy Life

Independence



# Education

**What will we do?**

**When will we have it done by?**

**How will we know it is working?**

Page 19

**Who will be involved?**

**Associated Focus Areas & Resources**

**Link to national outcomes**

4. Request that Education Services Map Autism knowledge and understanding in Schools and where gaps exist put in place plans to address such gaps

Year 1

Plans in place to address gap/ needs including will be reportable to the implementation group

Integrated Children's and Family Services/ Autistic People

Training Information

Existing resources will provide support to develop process

Choice and Control

5. Provision of flexible & appropriate learning pathways & environments which meet the needs of autistic children

Year 2

Analysis of local and national statistics detailing attendance, exclusion & positive educational and wellbeing outcomes; anecdotal evidence of improvements from children and families

Integrated Children's and Family Services/ Autistic People

Existing resources will be utilised in a flexible manner

Choice and Control

6. Increased use of Individual Plans (IEPs/Child's Plans) to monitor progress

Years 1-3 – continued activity

Analysis of plans to be undertaken and progress tracked

Integrated Children's and Family Services

Existing resources will track progress

Choice and Control

Independence

7. Work with Universities and Colleges to explore learning opportunities to increase knowledge and understanding of Autism for a range of stakeholders

Year 2

Learning opportunities will be mapped & attendance statistics will be used to create baselines for improvement

Aberdeen City Health and Social Care Partnership/ Integrated Children's and Family Services/ Autistic People/Further and Higher Education establishments

Training Knowledge and Understanding Services

Existing resources will be utilised to explore opportunities

Choice and Control



# Transitions



# Support for Carers

**What will we do?**

8. Development and implementation of a Transitions Pathway (children to adults)

9. Promotion of 'Transitions across the Lifespan' national toolkit

10. Promote the rights of Carers within the Carers Act and local Carers Strategy, including the rights to receive a Carers Support Plan and availability of local support

**When will we have it done by?**

Year 3

Years 1-3 – continued activity

Years 1-3 – continued activity

**How will we know it is working?**

Pathway will be developed and in operation; Transitions Planning Documents will be recorded and baselines created to measure improvement; relevant data will be analysed to monitor and evaluate; anecdotal evidence of improvements from young people & families

Awareness and use of toolkit will be raised; reduction in unsuccessful transitions; anecdotal evidence of improvements in relation to life transitions

Increased awareness of rights will exist; data of carers support plans completed

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**Who will be involved?**

Transitions Sub Group – Learning Disability Strategy (multi-agency group)

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services

Aberdeen City Health and Social Care Partnership - Carers Strategy Implementation Group/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector

**Associated Focus Areas & Resources**

Information  
Education Services  
Health  
Existing resources will be utilised to develop the pathway

Promotional activity which will require no dedicated resource

Information  
Resources are aligned under the Carers Strategy Implementation Group

**Link to national outcomes**

Choice and Control  
Active Citizenship  
Independence

Choice and Control  
Active Citizenship

Independence



## Housing



## Training



## Information

**What will we do?**

11. Facilitate an event with the housing sector to promote the housing needs of Autistic people and their families

12. Application of the principles of the NHS Education for Scotland (NES) training framework for Autism, which will be applied in a way which promotes where possible the genuine involvement of autistic people in the development, delivery and evaluation

13. Develop and launch good practice checklists for 'autism appropriate' environments

**When will we have it done by?**

Years 1 -2

Years 1-3 - continued activity

Year 2

**How will we know it is working?**

Event will have taken place; baseline of knowledge will be measured, and improvement methods identified

Training Framework will be in place; attendance and evaluation data will be available

Checklist will be developed and launched; evaluation of its use; anecdotal evidence of improvements

**Who will be involved?**

Aberdeen City Health and Social Care Partnership/Aberdeen City Council – Strategic Place Planning/Housing Sector

Aberdeen City Health and Social Care Partnership/NHS Grampian/ Integrated Children's and Family Services / other national organisation/interested parties

Aberdeen City Health and Social Care Partnership/NHS Grampian/Integrated Children's and Family Services/ Third Sector/ Autistic People

**Associated Focus Areas & Resources**

Training

All areas

Education

Low level expenditure to host event – collaborative approaches will be used to share any costs

To be funded from existing training budgets

Health

Services

Leisure/ Activities

Criminal Justice

Existing resources will provide support to develop checklist

**Link to national outcomes**

Independence

Choice and Control

Choice and Control



## Information



## Criminal Justice

**What will we do?**

14. Presentation of Strategy in alternative formats – in co-production with autistic people and families

15. Raise awareness of the Appropriate Adult (AA) Scheme

16. Develop links to Supporting Offenders with Learning Disabilities network (relevant to autism) and local Criminal Justice Board

**When will we have it done by?**

Year 1

Year 2

Year 1

**How will we know it is working?**

Alternative formats will exist

Analysis of data regarding requests and usage of AAs

Links will be made and any project specific work identified

**Who will be involved?**

Strategic Steering Group/  
Communities of Interest

Aberdeen City Health and Social Care Partnership/  
Criminal Justice Services /  
Police Scotland/  
other national organisations

Aberdeen City Health and Social Care Partnership/  
Criminal Justice Services/  
other national organisations

**Associated Focus Areas & Resources**

Collaborative approach will be used to share any costs

Promotional activity which will require no dedicated resource, links will be made with relevant national groups

Existing resource will be utilised to make links

**Link to national outcomes**

Active Citizenship

Choice and Control

Choice and Control

Choice and Control



## Health



## Leisure/Activities

**What will we do?**

17. Increased use of Care Opinion by Autistic People and their families

18. Provide information on suitable counselling type supports with knowledge of Autism interlinked to Mental Health

19. Facilitate an event with interested Leisure / Activity providers and groups to discuss and promote the autism & establish mechanisms to increase widening access

**When will we have it done by?**

Years 1-3 – continued

Year 2

Years 1-2

**How will we know it is working?**

Increased usage evidence through available data

Information will be available; services will be listed on relevant databases

Event will have taken place; baseline of knowledge will be measured, and improvement methods identified

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**Who will be involved?**

Aberdeen City Health and Social Care Partnership/ NHS Grampian

Aberdeen City Health and Social Care Partnership/ NHS Grampian

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People/ Leisure/ Activity Services

**Associated Focus Areas & Resources**

Promotional activity which will require no dedicated resource

Existing resource will be utilised

Training  
Information  
Knowledge and Under-standing  
Low level expenditure to host event – collaborative approaches will be used to share any costs

**Link to national outcomes**

A Healthy Life

A Healthy Life

Active Citizen-ship



## Services



## Knowledge & Understanding

**What will we do?**

20. Develop mechanisms to track unmet need and analyse gaps in provision (from signposting to direct support), to inform future development

21. Develop and launch promotional work to raise community knowledge and understanding of the strengths of autistic people

22. Scope roll out of Autism Aware/ Alert Card

**When will we have it done by?**

Year 2-3

Years 1-3 – continued activity

Year 1

**How will we know it is working?**

Tracking mechanisms will be identified and in operation; gaps will be mapped; areas for service developments will be identified; reduction in unmet need and complaints

Increased knowledge, understanding and acceptance; promotional events or materials will be launched

Working group will conduct scoping and recommendations made/progressed

**Who will be involved?**

Aberdeen City Health and Social Care Partnership/ Integrated Children's & Family Services

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Community Resources/ Autistic People

**Associated Focus Areas & Resources**

All

All

Existing resource will be utilised to develop and maintain processes

Promotional activity which will be carried out in collaboration, requiring no dedicated resource

Leisure and Activities  
Criminal Justice  
Health  
Education  
Existing resource will be utilised to conduct scoping

**Link to national outcomes**

Choice and Control

Independence

Independence

Independence





# Employment

23. Facilitate an event with the business community/ Chamber of Commerce to promote the strengths of Autistic people in employment and establish mechanisms to increase employability

Year 2

Event will have taken place; baseline of knowledge will be measured, and improvement methods identified; increase in employment of autistic people

Aberdeen City Health and Social Care Partnership/ NHS Grampian/ Integrated Children's and Family Services/ Third Sector/ Autistic People/ Employment Services

Training  
Information  
Knowledge and Understanding  
Low level expenditure to host event – collaborative approaches will be used to share any costs

Active Citizenship

What will we do?

When will we have it done by?

How will we know it is working?

Who will be involved?

Associated Focus Areas & Resources

Link to national outcomes



## 5. Governance and Next Steps

The revised Strategy and Action Plan is a formal document which is approved by the Health and Social Care Partnership's Integration Joint Board and the Aberdeen City Council's Operational Delivery Committee. The Strategic Steering Group which is already established will take a focus on the implementation of the Strategy through the delivery of the content of the Action Plan and will be renamed the Autism Strategy Implementation Group.

A revised governance structure will be launched to implement the action plan. Each service area identified as holding responsibility for any actions will be required to align a Lead Officer to progress such work and report back to the Autism Strategy Implementation Group.

Regular reporting structures will be in place to ensure that progress is being made in a timely and satisfactory manner, and where issues or blockages arise, these are raised to relevant services, boards or committee for advice or resolution.

The Autism Strategy Implementation Group will hold itself to account, due to its varied membership, which will include representation from autistic people and Parents/Carers. Feedback from these representatives, members of the public and other organisations will be vital in ensuring the Strategy is being delivered in a meaningful way.

Implementation reports, where possible, will be shared publicly and the Autism Strategy Implementation Group will continue to work with Autism Network Scotland and Scottish Government colleagues to support the benchmarking of progress and ensure better links regionally and nationally.



Autism Strategy Implementation Plan		24/02/2020			
Actions	Due (Month/Year)	Date Completed	Progress	Next Steps	Responsible
Schedule Implementation Group Meetings	Apr-19	01/04/2019	Complete		Jenny Rae
Interim reporting to Clinical Care Governance Committee (6 monthly)	April 2019 onwards		August 2019 Clinical Care Governance update report presented/update report due to be presented March 2020 meeting	Report to be drafted and submitted	Jenny Rae/Kevin Dawson
Reporting to Operational Delivery Committee (Annually)	March 2020 onwards		Update report due to be presented March 2020 meeting	Report to be drafted and following consultation requirements	Jenny Rae
Reporting to Integration Joint Board (Annually)	March 2020 onwards		Update report due to be presented March 2020 meeting	Report to be drafted and submitted	Jenny Rae/Kevin Dawson
Webpage Set Up	Apr-19	01/04/2019	Complete		Jenny Rae
Webpage updated with relevant information	April 2019 onwards		Webpage articles from groups required	Information for Website to be collated from groups	Jenny Rae/Group Leads
<b>Assessment and Diagnosis</b>					
1. Creation of 'autism appropriate' integrated pathway for Adults	Apr-22		Working group established and pathway under development. National Autism Implementation Team (NAIT) supporting this work. Funding received Dec 2019	Recruit project support and progress testing	Kevin Dawson
2. Provide enhanced clarity on the assessment pathway for Children and Young People	Apr-21		Child Adolescent Mental Health - Plan Do Study Act cycle commenced to test pathway and evaluate success; referral pathway agreement with Community Child Health	Preparatory for event (NAIT) - pre-assessment/post-diagnostic offer? Lynn Burnin and Anne Brockman to progress planning (Child and Adolescent Mental Health)	Kevin Dawson
3. Provision (and revision where necessary) of support at pre-assessment and post-diagnosis	Apr-22		Being developed as part of pathway (as per no.1)	Project Support role will lead on	Kevin Dawson
<b>Education</b>					
4. Request Education services map Autism knowledge and understanding in Schools and address gaps	Apr-20		Sub-Group established, mapping ongoing, using support of Autism Outreach Team	Mapping timeline to be extended; propose revision of timeline to September 2020 at next Implementation Group meeting (5.3.2020)	Bill O'Hara
5. Provision of flexible and appropriate learning pathways and environments which meet the needs of autistic	Apr-21		Linked to action 6 - Plan would include adjustments, Autism Outreach Team doing training across Associated School Groups on pathways/environment	Training to be progressed	Bill O'Hara
6. Increased use of Individual Plans	Apr-22		Still bedding in and to a targeted approach	Baseline information required to measure improvement	Bill O'Hara
7. Work with Universities and Colleges to explore learning and increase knowledge	Apr-21		Presentation to Masters in Autism Teachers (January 2020)	Across opportunities to engage further with Higher and Further Education	Bill O'Hara
<b>Transitions</b>					
8. Development and implementation of a Transitions Pathway (children to adults)	Apr-22		Working Group established, workshop on 24/2/2020	Options appraisal to be progressed, update on event once completed	Jenny Rae
9. Promotions of Transitions across the Hoopla toolkit	Apr-22		Workshop held October 2019 with NHS Education for Scotland and Autism Network Scotland	Information and links to be placed on website	Jenny Rae
<b>Support for Carers</b>					
10. Promote the rights of Carers	Apr-22		Update on further carers activity required from Carer's Lead Officer	Strategy Lead (Jenny Rae) to speak to Carer's Lead Officer (Alicia Macleod)	Alicia Macleod
<b>Housing</b>					
11. Facilitate an event with Housing sector	Apr-21		Initial discussion held with Housing Strategy (Dorothy Askew) as they will support this programme of work	Further planning needed re scope and focus of event - Housing Strategy to support this work (Dorothy Askew)	Dorothy Askew
<b>Training</b>					
12. Application of NES training framework principles	Apr-22		Sub-groups are mapping training/skill levels and requirements		
<b>Information</b>					
13. Develop and Launch good practice 'autism appropriate environment' checklists	Apr-21		Education environment checklist compiled, employability checklist underway	TURAS NHS e-learning system) and NHS Education for Scotland information to be circulated (neurodevelopment and trauma trainings) - Strategy Lead (Jenny Rae) to circulate	Kevin Dawson/Bill O'Hara
14. Strategy in alternative formats	Apr-20	01/12/2019	no additional formats requested	Information to be placed on website and collate any new build guidance	Jenny Rae
<b>Criminal Justice</b>					
15. Raise awareness of Appropriate Adult Scheme	Apr-21		Update Required on progress from Criminal Justice Lead (Hazel Flett)	Ongoing inspection of Criminal Justice Social Work reducing capacity; propose revision of timeline to September 2020 at next Implementation Group meeting (5.3.2020)	Hazel Flett
16. Develop links to SLD network and Criminal Justice Board	Apr-20		Update Required on progress from Criminal Justice Lead (Hazel Flett)	Ongoing inspection of Criminal Justice Social Work reducing capacity; propose revision of timeline to September 2020 at next Implementation Group meeting (5.3.2020)	Hazel Flett
<b>Health</b>					
17. Increased use of Care Opinion	Apr-22		Good experiences have been shared within group	Care Opinion Lead (Alicia Macleod) to be contacted regarding evaluation of this platform by Strategy Lead (Jenny Rae). Case study/audience to be developed for autistic people	Alicia Macleod
18. Provide information on counselling type supports with knowledge of Autism Interlinked to Mental Health	Apr-21		Part of pathway/post-diagnostic support	Project Support Officer will Research/link to existing workstreams and conduct focus group	Kevin Dawson
<b>Leisure/Activities</b>					
19. Facilitate an event with Leisure sector	Apr-21		Some engaged organisations already (eg Sport Aberdeen, Jump In, Cinema')	Discuss directly with engaged organisation and link into planned activity around leisure.	Jenny Rae
<b>Services</b>					
20. Develop tracker for unmet needs and analyse gaps in provision	Apr-22		Part of Pathway/post-diagnostic support	Project Support Officer remit	Kevin Dawson
<b>Knowledge and Understanding</b>					
21. Develop and launch promotional work to raise community knowledge and understanding	Apr-22		National campaign is being launched, our group is represented. Awareness/Appreciation days give good opportunity to capture attention	Update from Third Sector/Autistic Representative (Marion McLaughlin) on National Campaign. Education Lead (Bill O'Hara) to liaise with council group - awareness month. Strategy Lead (Jenny Rae) to establish if Marischal College is to be lit up for awareness raising	Implementation Group
22. Scope role out of Autism Aware/Alert Card	Apr-20	24/02/2020	Information received on cards and passed to ICT colleagues to place on Partnership Website	Information on the cards to be placed on web/link into pre-assessment and post-diagnostic pathway - Completed 24/2/2020	Jenny Rae
<b>Employment</b>					
23. Facilitate an event with Business sector	Apr-21		Action sitting with LOIP project Charter. Focus group being held on 26/2/2020	Updates from Focus Group and Project Group as required	Jenny Rae - LOIP Project
			On Track/Completed		
			Monitor progress to ensure timeline adhered to		
			Work required to ensure timeline adhered to		
			Urgent Attention		

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	5 March 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Proposed Overnight Prohibition of Motor Vehicles on Justice Mill Lane/ Langstane Place/ Windmill Brae etc
<b>REPORT NUMBER</b>	OPE/20/051
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Ross Stevenson
<b>TERMS OF REFERENCE</b>	5

### 1. PURPOSE OF REPORT

- 1.1 Following completion of the statutory consultation process, this report considers objections that have been lodged with respect to the proposed Traffic Regulation Order titled “The Aberdeen City Council (Justice Mill Lane, Langstane Place, Windmill Brae Area, Aberdeen)(Traffic Management) Order 202(X)”

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the objections received as a result of the statutory consultation in relation to “The Aberdeen City Council (Justice Mill Lane, Langstane Place, Windmill Brae Area, Aberdeen)(Traffic Management) Order 202(X)”
- 2.2 Instruct the Chief Officer of Operations and Protective Services to implement the proposals as part of an Experimental Traffic Regulation Order (ETRO), for a duration of 18 months; and
- 2.3 Instruct the Chief Officer of Operations and Protective Services to continue dialogue with Police Scotland and the Bon Accord Residents Association with

a view to establishing baseline data following which the ETRO can be reviewed on completion of an initial 12month period.

### **3. BACKGROUND**

- 3.1 Proposals for the overnight prohibition of motor vehicles were originally identified as a safety measure during the assessment process for the Purple Flag accreditation scheme via the Weekend Planning Partnership Group. The aim of the Purple Flag scheme is to achieve accreditation from the Association of Town and City Management for excellence in the management of town and city centres at night.
- 3.2 The scheme has subsequently evolved and has been incorporated as an initial stage of the City Centre Masterplan CCMP *“EN03 Langstane Place / Windmill Brae: This key area for evening economy activities will be enhanced as a pedestrian priority area with new cycle routes, improved streetscape and lighting.”*

### **Consultation**

- 3.4 An informal consultation on the outline traffic management proposals for the first phase of this project was carried out by way of leaflet drop in 2017/18 and a report titled *“Windmill Brae, Langstane Place, Justice Mill Lane – Night time Pedestrianisation – Informal Consultation”* was considered by the Operational Delivery Committee of 19 April 2018. The Committee approved the proposals in principle and instructed officers to proceed with the first phase Statutory Consultation process, and report the findings back to the Operational Delivery Committee of 6 September 2018. In addition, the committee instructed officers to provide further survey information and consult with Police Scotland on the feasibility of using Automatic Number Plate Recognition ANPR technology for enforcement.
- 3.5 In September 2018 a Service Update was submitted to the Operational Delivery Committee advising that the Statutory Consultation process was undertaken in accordance with regulation 4 of the *“Local Authorities’ Traffic Orders (Procedure) (Scotland) Regulations 1999”* (the Regulations) and during this process 20 responses were received. Of these only 4 responses were provided by consultees, with a further 16 responses being received from individuals who are constituent members of the consultee group or association. 7 responses received were supporting the proposals, 10 of the responses received were objections, with the remainder querying details of the proposals.
- 3.6 Due to the complexity of some of the objections received at that time, it was considered necessary to delay the Public Advertisement of the Order until further discussions and dialogue had been progressed with some of the objectors. Objections received from statutory consultation have been carried forward to the current Public Advertisement stage of the statutory process.
- 3.7 Details of the proposals and the associated traffic order are shown in the plan within Appendix 1 and the Public Notice in Appendix 2.

## Enforcement

- 3.7 With regard to the potential use of Automatic Number Plate Recognition (ANPR) for the enforcement of the proposed prohibition of motor vehicles, this is not a feasible option as the exemption for vehicles displaying a blue badge (which can be transferred between any vehicle) and vehicles accessing off-street car parks would undermine this form of enforcement. Officers have met with Police Scotland to discuss this issue and have provided the following response *“Police Scotland augmented by City Wardens will appropriately enforce any statutory traffic restrictions in the affected area. A period of grace (3 months) would be appropriate in order to gauge level of offending while appeasing and educating the public regarding the new restrictions. Thereafter, Police have the power to use discretion when dealing with isolated cases of offending and will Police the area and enforce proportionately.”*

## Traffic Data

- 3.8 The report to the Operational Delivery Committee on 19 April 2018 outlined that video surveys were carried out along the corridor in 2015. These survey results suggested that the pedestrian activity along the corridor increases steadily from 9pm, generally peaking between midnight and 1am, where 1361 pedestrian movements were recorded along the corridor. On the Saturday evening 6034 pedestrian movements were recorded between 2100 and 0500 at the junction of Langstane Place / Bon Accord Street. The timings for the proposed prohibition were developed as a result of these surveys.
- 3.9 The Committee expressed its regret that the traffic data was based on outdated pedestrian and traffic figures and instructed officers to commence dialogue with Aberdeen Inspired to obtain updated pedestrian footfall figures from the area.
- 3.10 Whilst the pedestrian and traffic figures were provided to give the Committee a sense of the magnitude of the issue highlighted, the proposals predominantly impact the night time period whereby the road network operates within capacity. The traffic figures are predominantly provided to give an impression of the number of interactions and the likely number of vehicle trips that may be diverted by the proposals.
- 3.11 Aberdeen Inspired have provided footfall data for their pedestrian counters, these indicate a 4.15% increase in footfall figures for Langstane Place between 10pm and 5am, and a reduction in footfall of 13.1% on Bridge Street over a similar time period. Survey equipment has also been installed in the proposed corridor to establish vehicular trends, the vehicular data suggests similar varying differing trends along the corridor, the traffic volumes shown in Appendix 3 have been factored based on the corresponding survey data.
- 3.11 The 24hour prohibition of motor vehicles on Langstane Place between Dee Street and Crown Street is the main element which impacts general traffic, the right turn from Union Street onto Crown Street is prohibited and as a result a number of drivers, including taxi drivers, utilise this route to access Crown Street and areas south. The proposals requires a localised diversion either to Market Street, Bon Accord Street, Holburn Street or the Denburn depending on



origin or destination of the journey. For the majority of journeys, this is unlikely to have a notable difference to journey length or time, however as identified by objections, this may result in a relatively large diversion for taxis between the Chapel Street taxi rank and the train station.

## Objections

- 3.11 21 objections have been received to the proposals, and 4 letters of support during the Public Advertisement of the proposals. During the previous statutory consultation a further 10 objections and 7 letters of support were received. Each objection has been split into specific categories, summarised and an officer's response has been provided within the table as part of Appendix 4. Redacted copies of each objections are provided in Appendix 5.

## 4. FINANCIAL IMPLICATIONS

- 4.1 An application for funds was made to the Bus Lane Enforcement (BLE) surplus fund in 2017/18 and £20k was allocated during that financial year but the funds were not released. The funding for the scheme has subsequently been carried forward to the current financial year.

## 5. LEGAL IMPLICATIONS

- 5.1 The proposals include a 24 hour prohibition of motor vehicles on a section of Langstane Place between Dee Street and Crown Street. If an objection is received for this element of the proposals there is a possibility that this may result in a requirement to hold a Public Hearing. This would delay the implementation of this element of the scheme.

## 6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Financial</b>	There is a risk that the costs associated with the installation of traffic signs will be lost if the scheme is implemented then withdrawn.	M	Non illuminated retroreflective signage will be implemented reducing establishment costs and lowering any future costs associated with any removal of the scheme.
<b>Legal</b>	Objections received relating to the Statutory Process.	L	Officers will follow the procedures set out in The Local Authorities' Traffic Orders (Procedure)



			(Scotland) Regulations 1999.  Additionally there is an opportunity to remove elements from the proposals or implement the Traffic Regulation Order in part.
<b>Employee</b>	None		
<b>Customer</b>	Objectors living in the area have raised concerns that these proposals will have a detrimental impact on residents in the area as a result of increased levels of anti-social behaviour  These proposals may also have a detrimental impact on short city centre taxi journeys due to the proposed restrictions between Dee Street and Crown Street.	M	Officers have met with the local resident's association and Police Scotland to establish baseline measures against which any future review will be measured against. It should be noted that as well as this project having an effect on behaviours, further external influences, outwith the control of the Council, may also come into play.
<b>Environment</b>	None		
<b>Technology</b>	None		
<b>Reputational</b>	Some objectors have suggested that Aberdeen City Council are supporting drinking.	M	This is not the case, the proposals are intended to address safety concerns in the area due to the volume and dynamic of groups in the area

## 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report

<b>Prosperous Place</b>	People friendly City - The proposals will enhance the night-time environment, and create safer streets for people.
-------------------------	--

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	- None
<b>Organisational Design</b>	- None
<b>Governance</b>	- None
<b>Workforce</b>	- None
<b>Process Design</b>	- None
<b>Technology</b>	- None
<b>Partnerships and Alliances</b>	Officers have been working with various organisations including Police Scotland, Aberdeen Inspired, DEP, and a local residents group to develop these proposals and improve the area.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	EHRIA has been completed
<b>Data Protection Impact Assessment</b>	Not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable

## 9. BACKGROUND PAPERS

OPE/18/007 - Windmill Brae, Langstane Place, Justice Mill Lane – Night time Pedestrianisation - Informal Consultation

**10. APPENDICES (if applicable)**

- Appendix 1 – Site Plan
- Appendix 2 – Public Notice
- Appendix 3 – Traffic Flow data
- Appendix 4 – Summary of Objections
- Appendix 5 – Redacted Objections

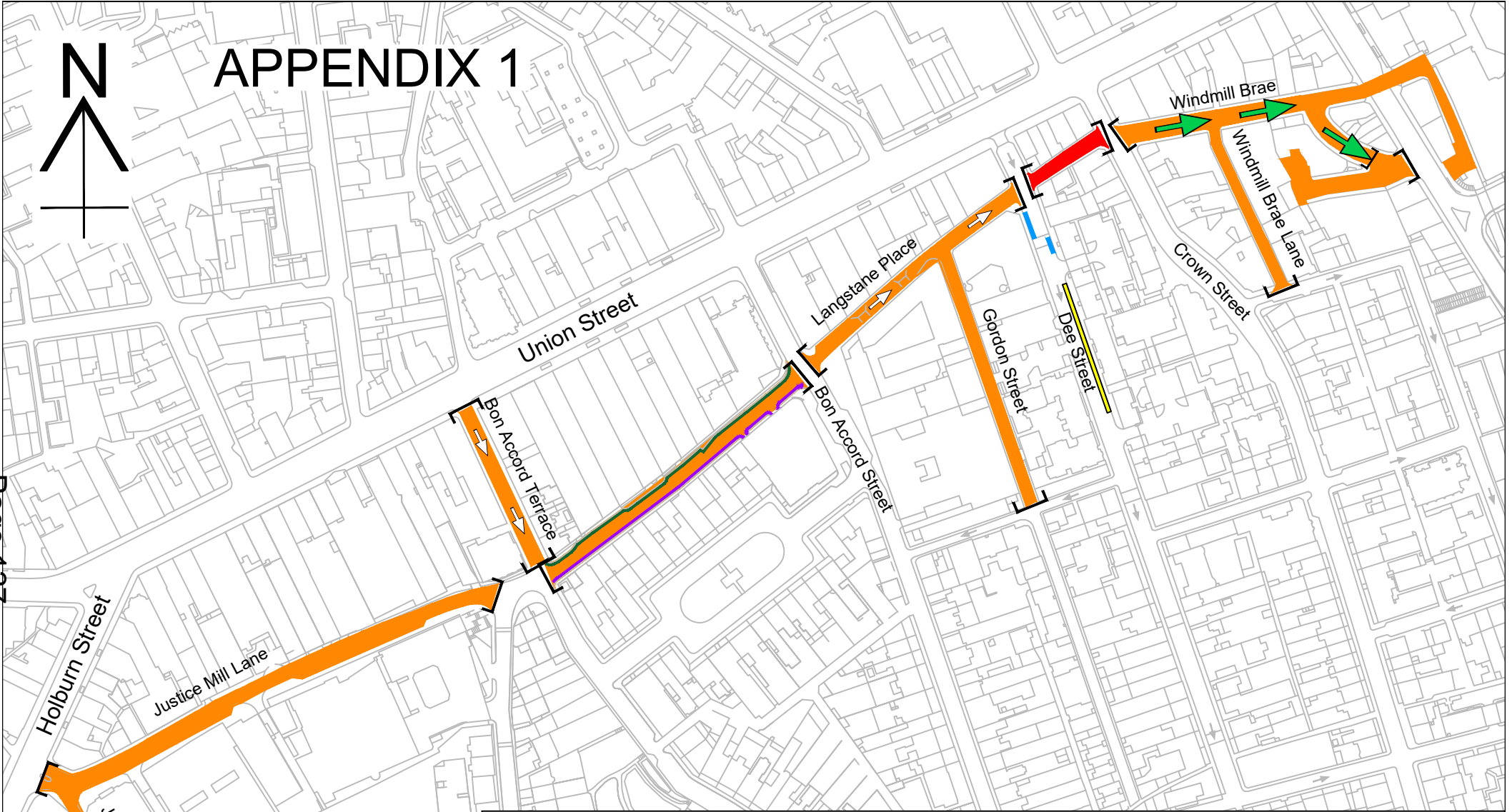
**11. REPORT AUTHOR CONTACT DETAILS**





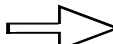


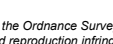
Ross Stevenson  
Engineer  
rstevenson@aberdeencity.gov.uk  
01224 522678

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N

# APPENDIX 1



-  Extent of proposed overnight prohibition of motor vehicles (10pm - 5am)
-  Extent of proposed 24hr prohibition of motor vehicles
-  Proposed one-way (Crown Street to Bridge Place)
-  Extent of proposed pay and display (8am - 8pm, Mon - Sun)
-  Existing one-way within proposed scheme
-  Proposed blue badge bays
-  Proposed "At Any Time" waiting restrictions
-  Proposed "8pm - 8am" waiting restrictions

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**ABERDEEN CITY COUNCIL**

**ROAD TRAFFIC REGULATION ACT 1984**

**THE ABERDEEN CITY COUNCIL (JUSTICE MILL LANE, LANGSTANE PLACE,  
WINDMILL BRAE AREA, ABERDEEN) (TRAFFIC MANAGEMENT) ORDER 202(X)**

Aberdeen City Council proposes to make "The Aberdeen City Council (Justice Mill Lane, Langstane Place, Windmill Brae area (Traffic Management) Order 202(X)" in terms of its powers under the Road Traffic Regulation Act 1984. The principle effect of the order will be to impose a prohibition of motor vehicles overnight between the hours of 10pm and 5am the following day, seven days a week, on certain lengths of Justice Mill Lane, Bon Accord Terrace (part of), Langstane Place (part of), Gordon Street (part of), Windmill Brae, Windmill Lane, Bath Street and Bridge Street (part of). Exemptions will apply to cyclists, emergency service vehicles, vehicles displaying a blue badge and also any vehicle taking access to an off-street car parking area directly adjacent to a road affected by this order.

In addition to the above prohibition of motor vehicles between 10pm and 5am, the effect of this order also includes:

A permanent 24 hour, 7 days a week, prohibition of motor vehicles, except for loading and unloading by goods vehicles between 6am and 11am Monday to Saturday on Langstane Place between its junctions with Dee Street and Crown Street.

The introduction of one-way restrictions in an easterly direction on Windmill Brae (between its junctions with Crown Street and Bath Street), and a southerly direction on Bath Street (between its junctions with Windmill Brae and Bridge Place).

The revocation of certain lengths of existing prohibition of waiting "At any time" restrictions and 'pay and display' parking on Dee Street; these being replaced with dedicated sections of blue badge parking spaces and pay and display parking spaces.

The introduction of prohibition of waiting "At any time" waiting restrictions on the north side of Langstane Place between its junctions with Bon Accord Street and Dee Street.

The introduction of a certain length of prohibition of waiting restriction on any day, between 8pm to 8am, on the south side of Langstane Place between its junctions with Bon Accord Street and Dee Street.

**Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined during normal office hours on weekdays between 20<sup>th</sup> January and 10<sup>th</sup> February 2020 in the offices of the roads officials in the Traffic Management and Road Safety department, at Marischal College, Broad Street, Aberdeen. It is recommended that anyone visiting Marischal College to view any of the documents should make an appointment to do so, in order that a member of staff can be present to offer an explanation if necessary. Anyone unable to visit Marischal College can telephone 01224 522305 to speak to one of the officials.**

**Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the undersigned or to [trafficmanagement@aberdeencity.gov.uk](mailto:trafficmanagement@aberdeencity.gov.uk) during the statutory objection period which also runs from 20<sup>th</sup> January and 10<sup>th</sup> February 2020, inclusively.**

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

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

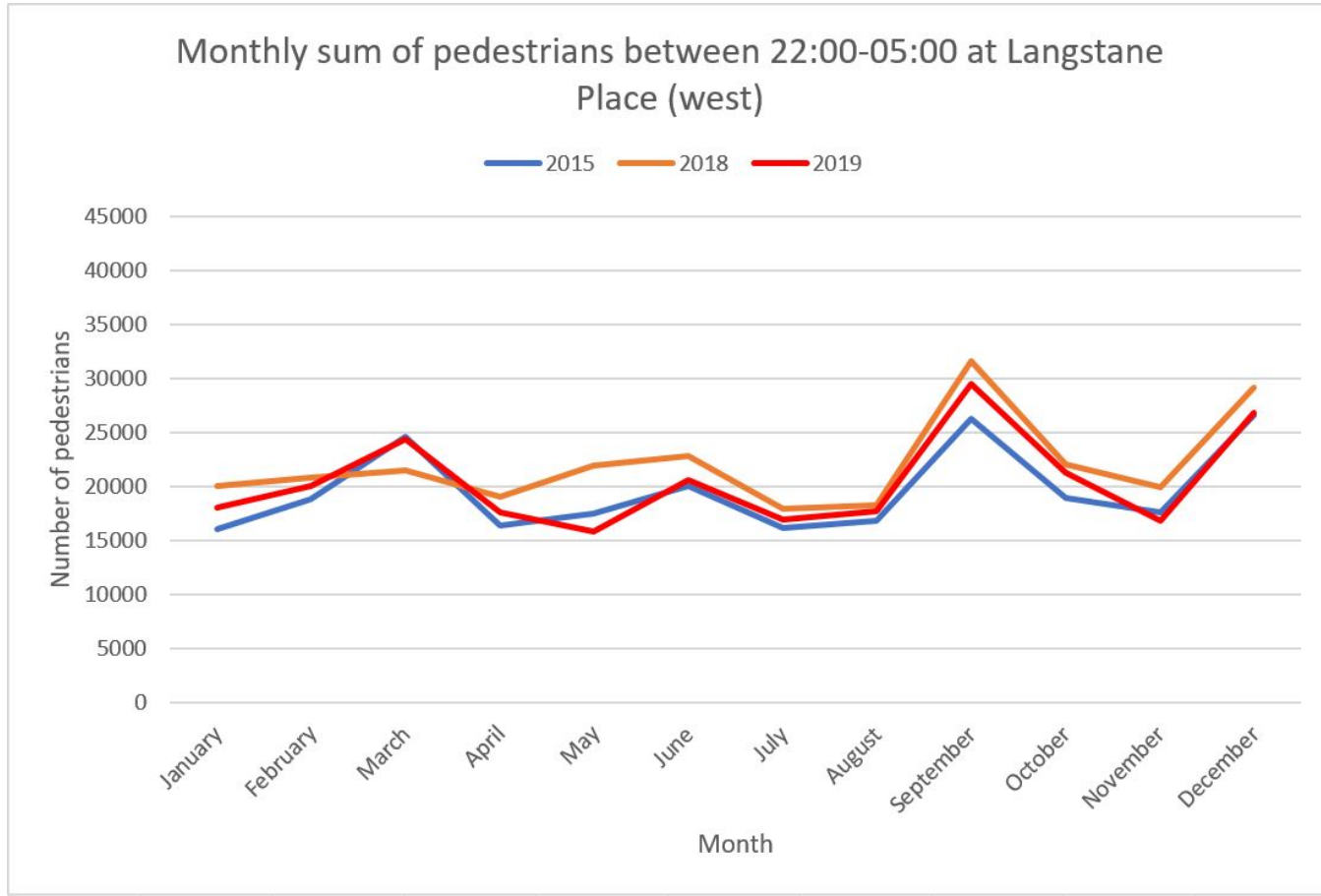
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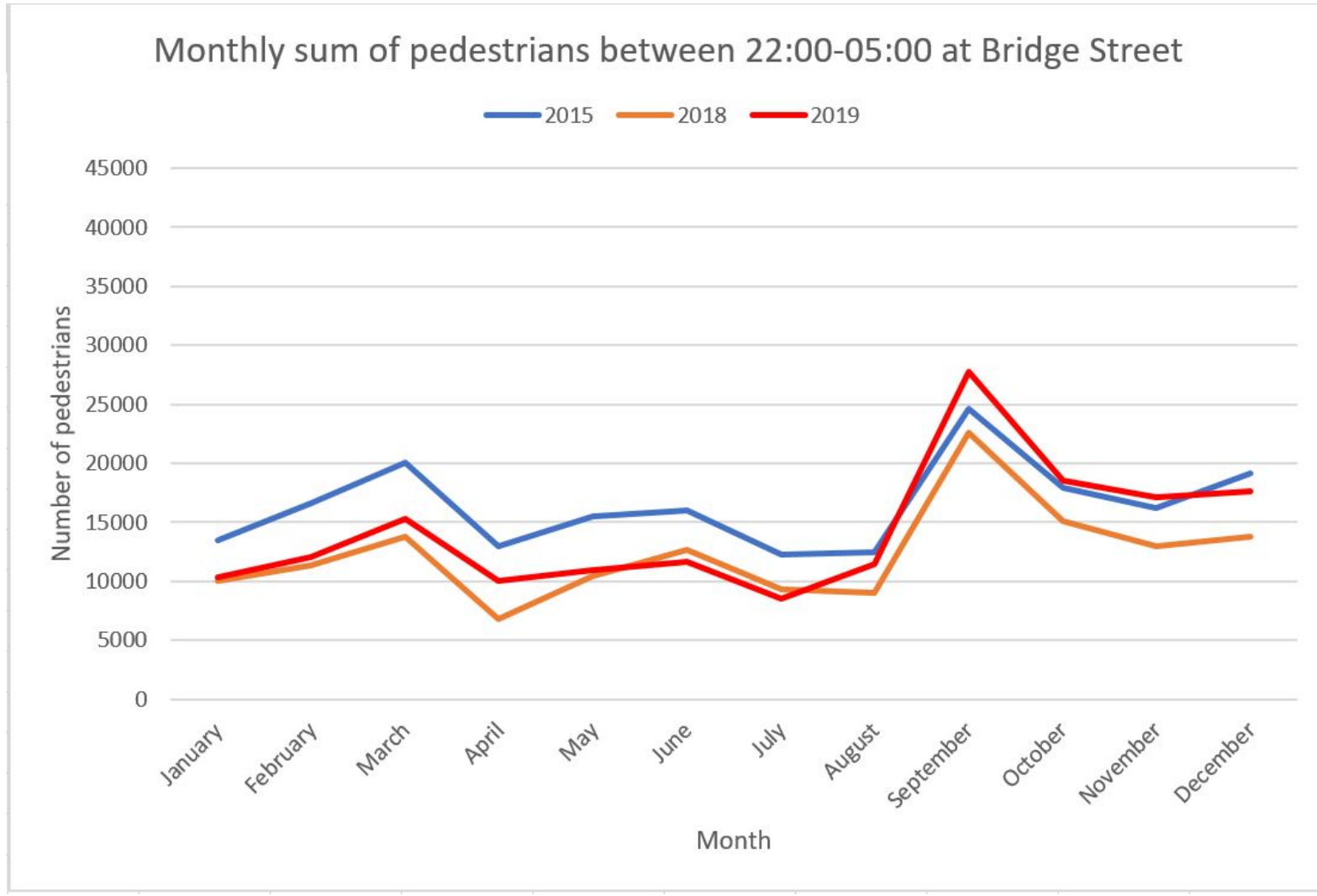
APPENDIX 3: PEDESTRIAN AND MOTOR VEHICLE VOLUMES

[1] TRENDS IN PEDESTRIAN NUMBERS

[1.1]

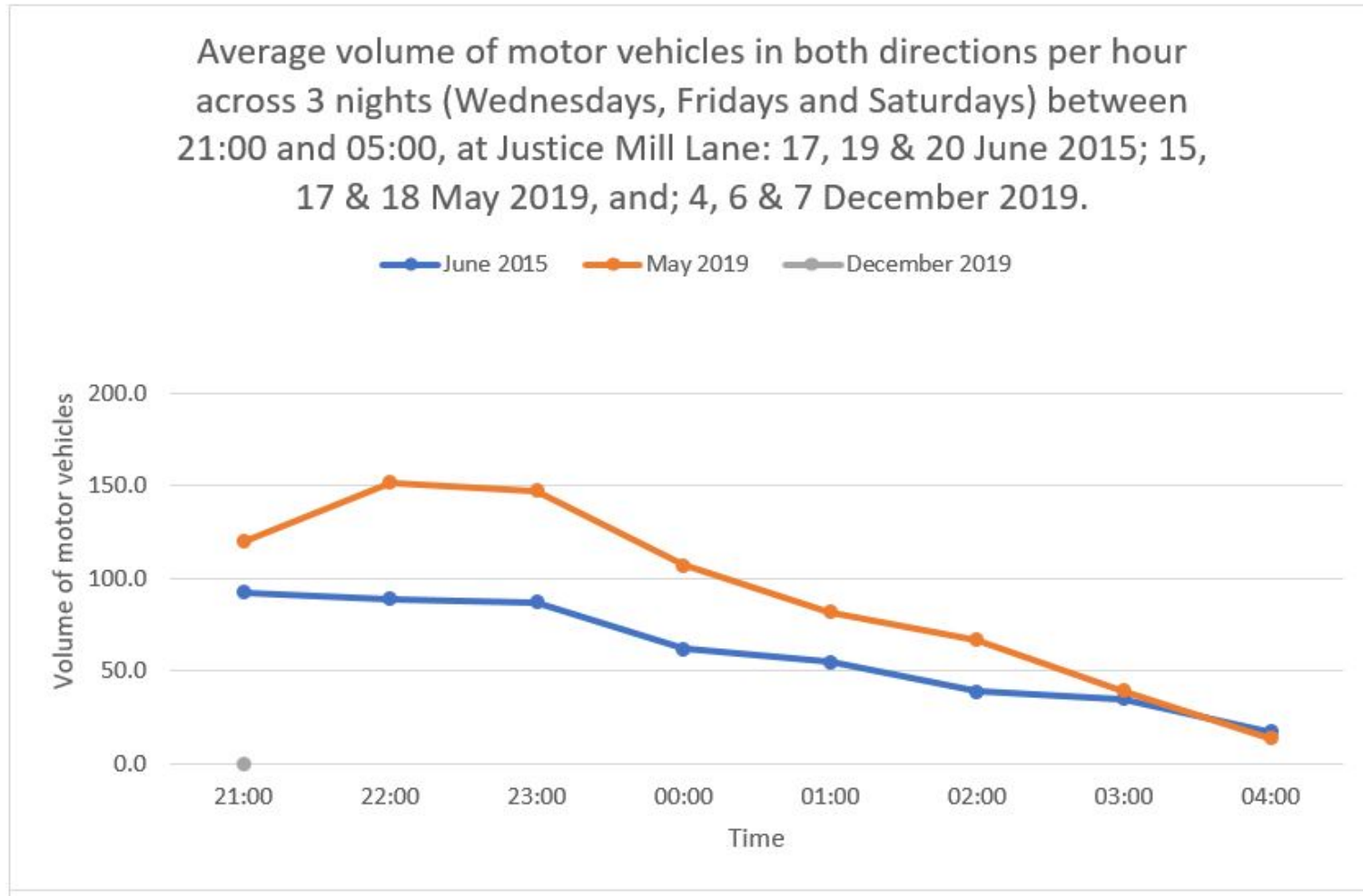


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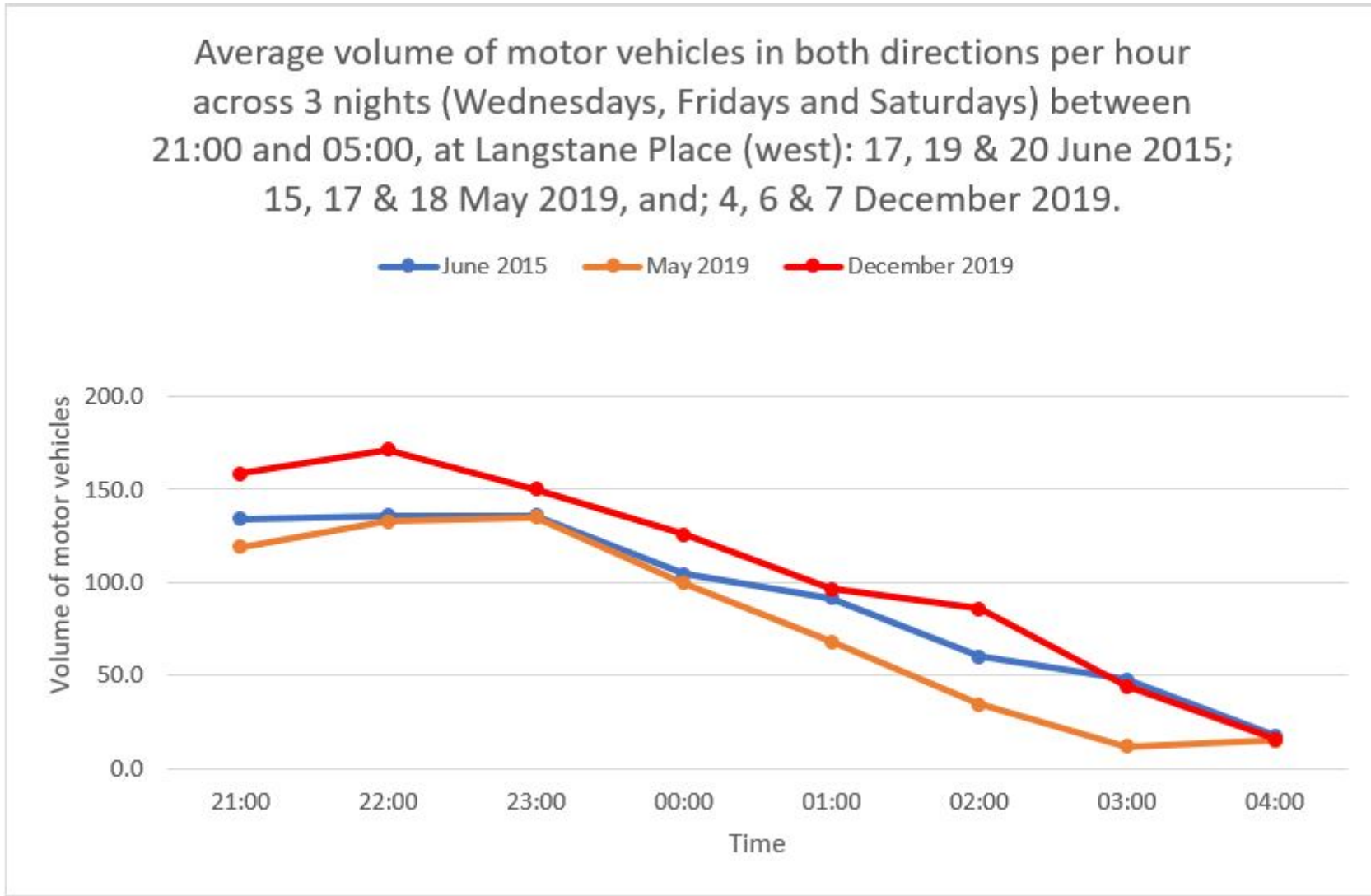


## [2] TRENDS IN VEHICLE NUMBERS

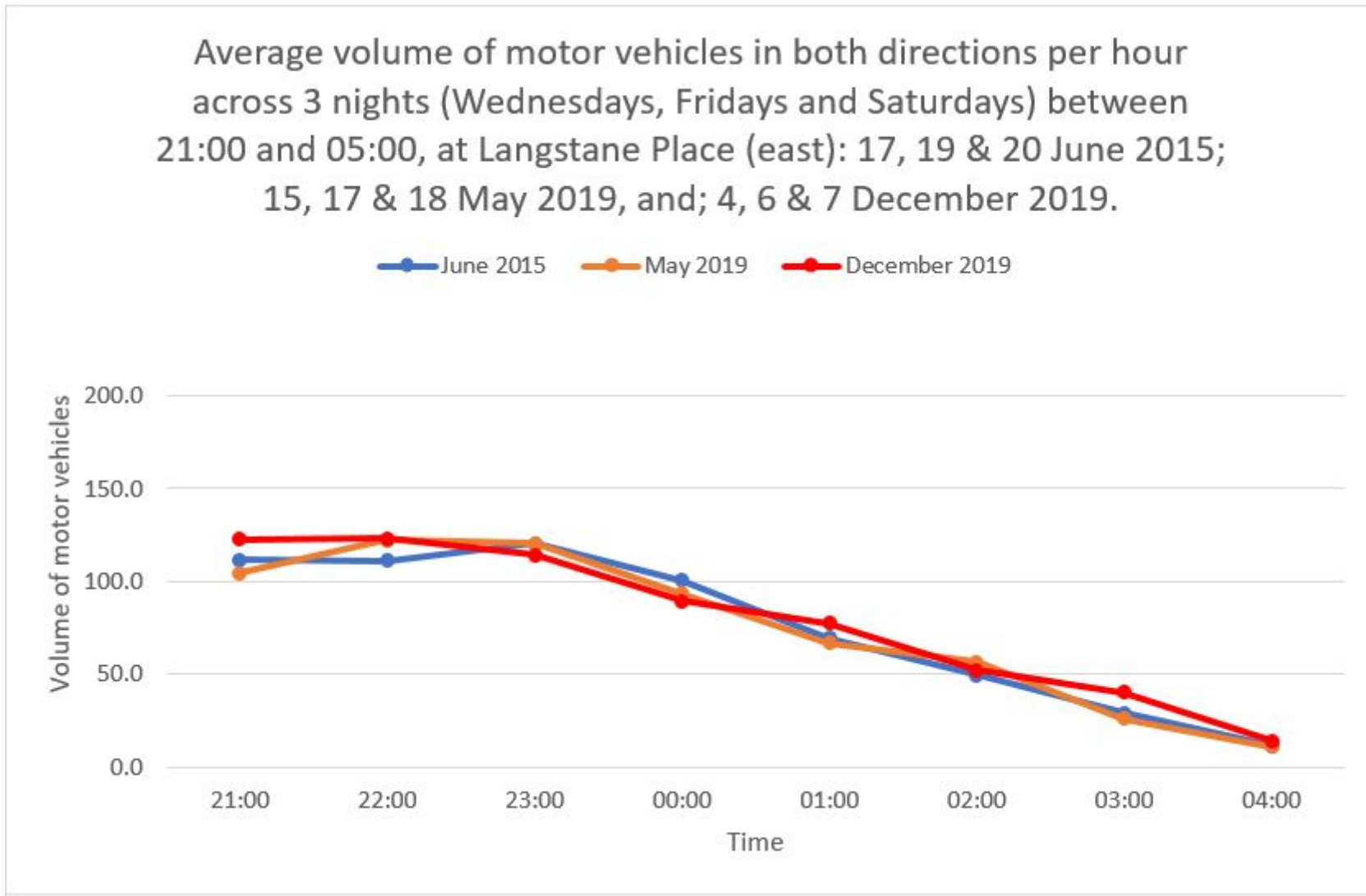
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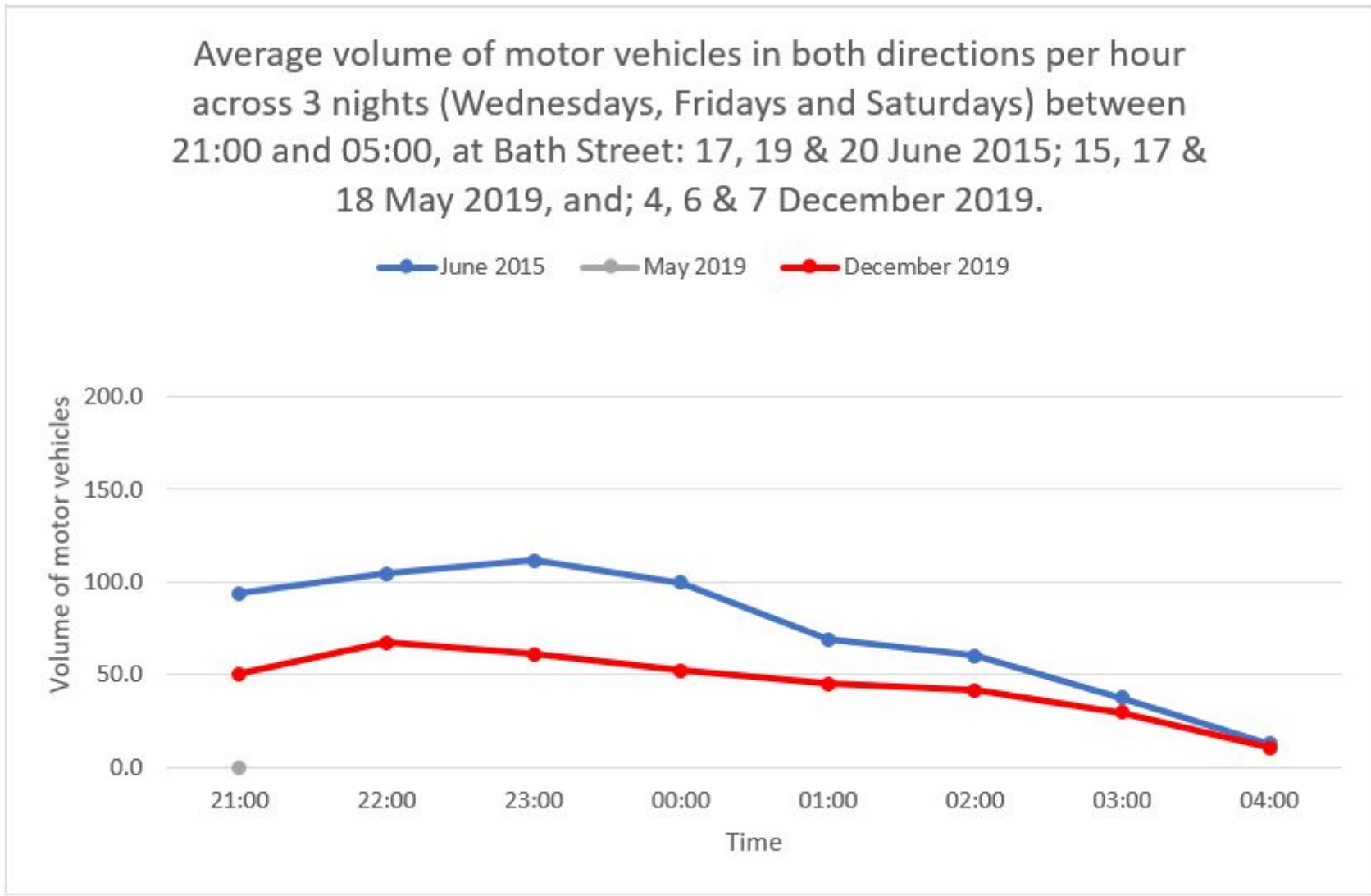
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[2.3]

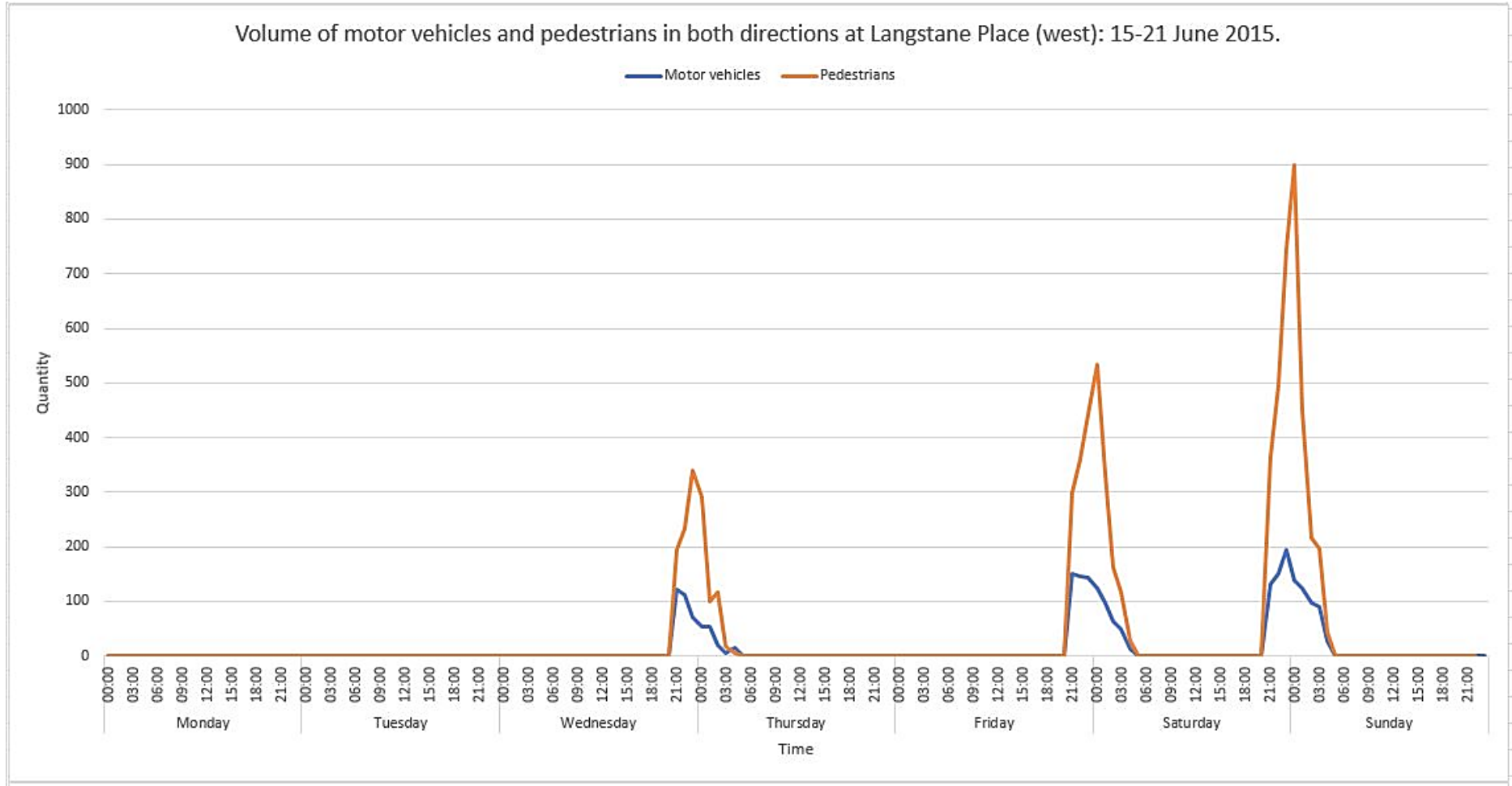


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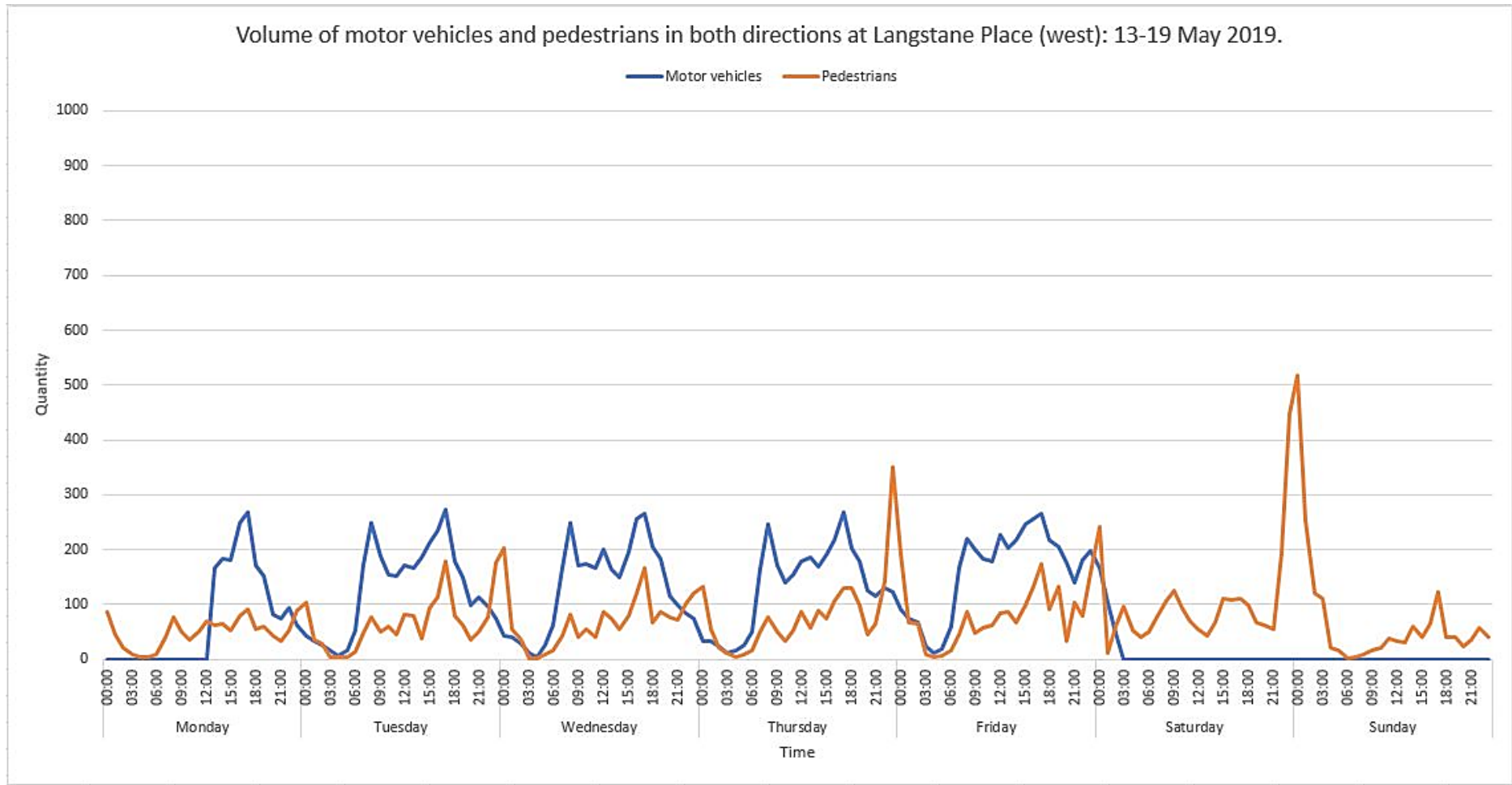


### [3] PEDESTRIAN AND VEHICLE LEVELS COMPARED

[3.1]

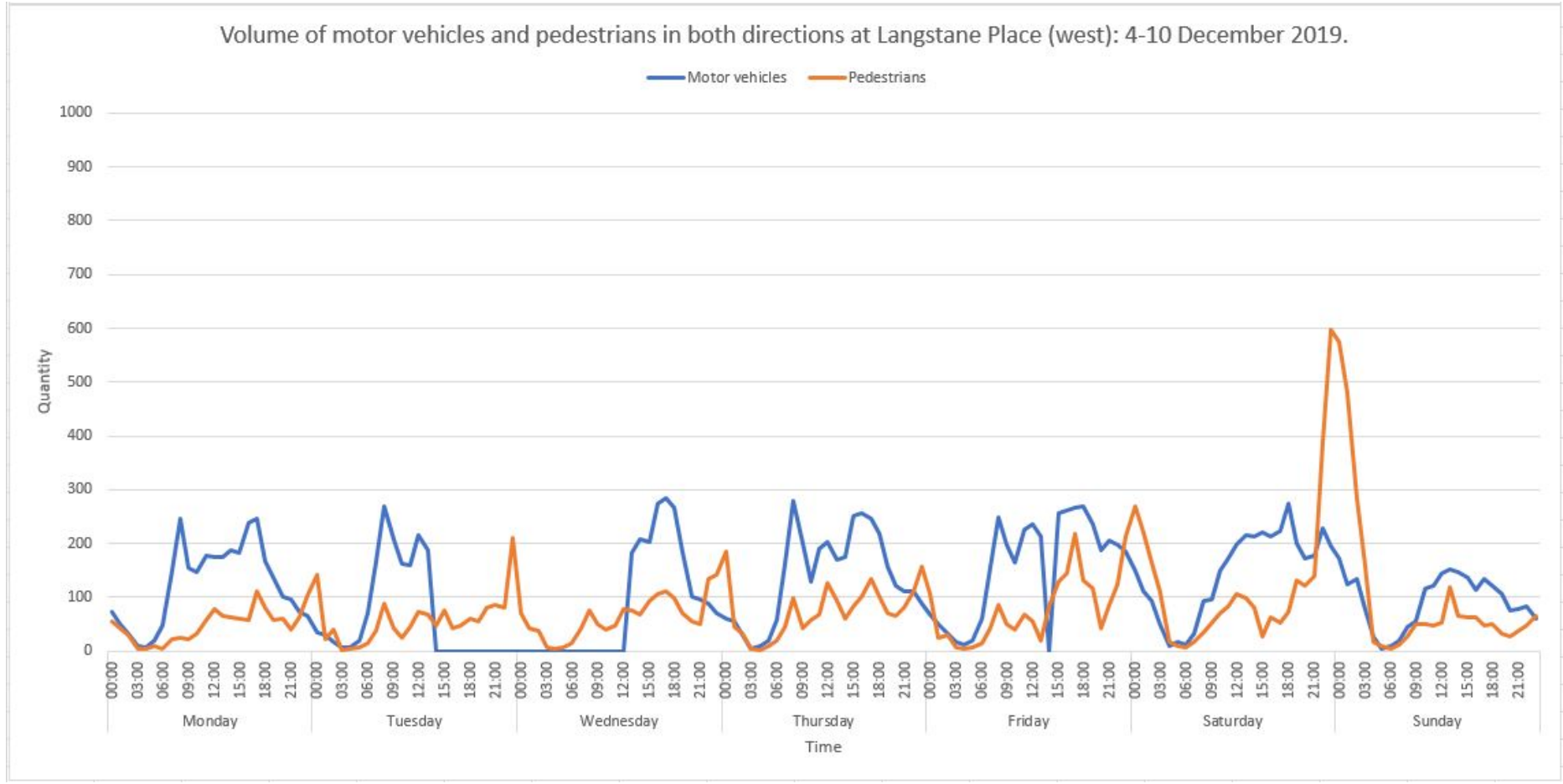


[3.2]





[3.3]



**[4] COMPARISON OF JUNCTION MOVEMENTS IN 2015 AND 2019: SUM OF PEDESTRIANS AND MOTOR VEHICLES ON FRIDAYS & SATURDAYS BETWEEN 22:00-05:00**



Sum of pedestrians on Friday 19th & Saturday 20th June 2015,  
between 22:00-05:00



Sum of motor vehicles on Friday 19th & Saturday 20th June 2015,  
between 22:00-05:00

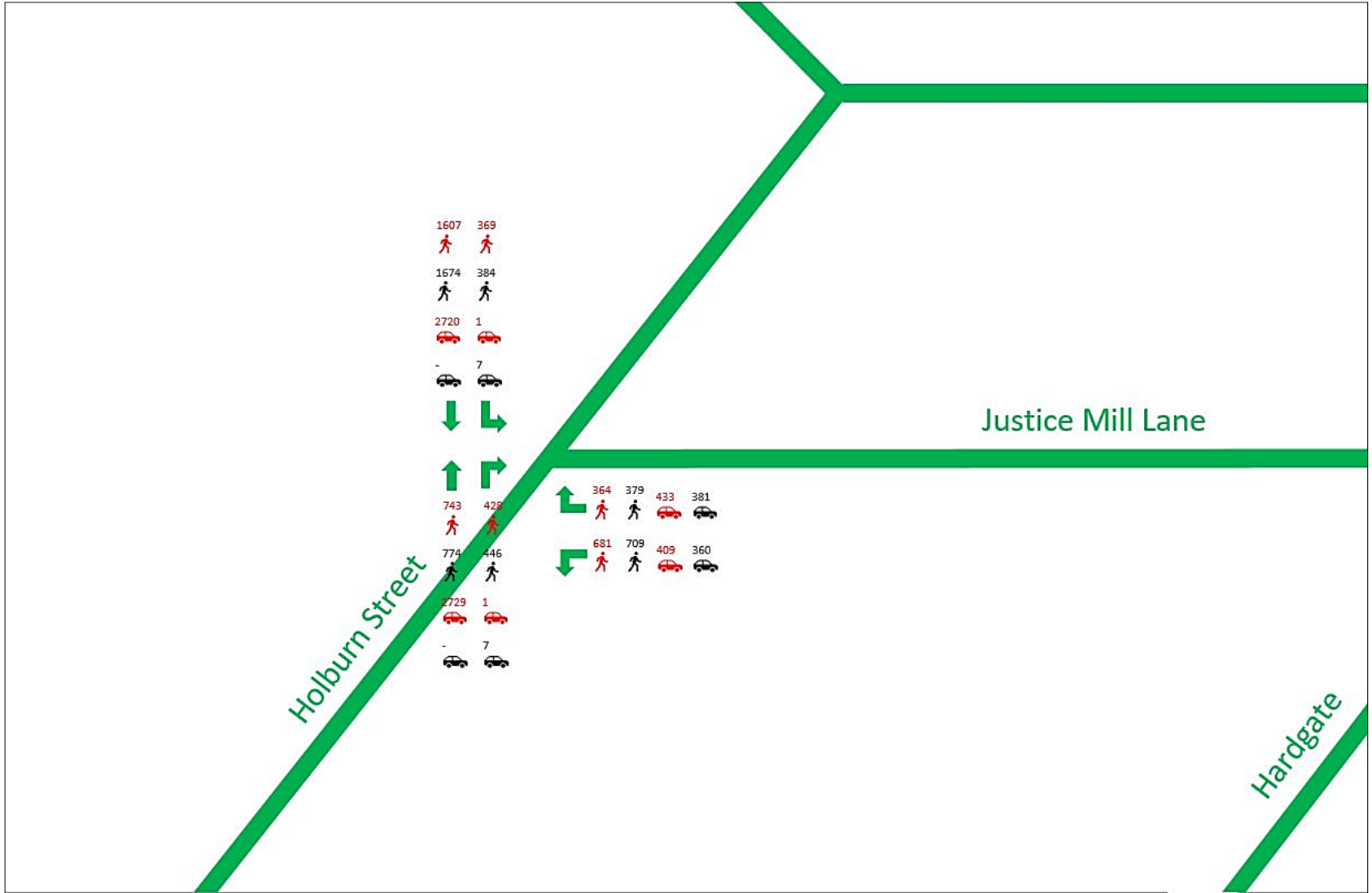


Estimated sum of pedestrians on Friday 20th & Saturday 21st June 2019,  
between 22:00-05:00

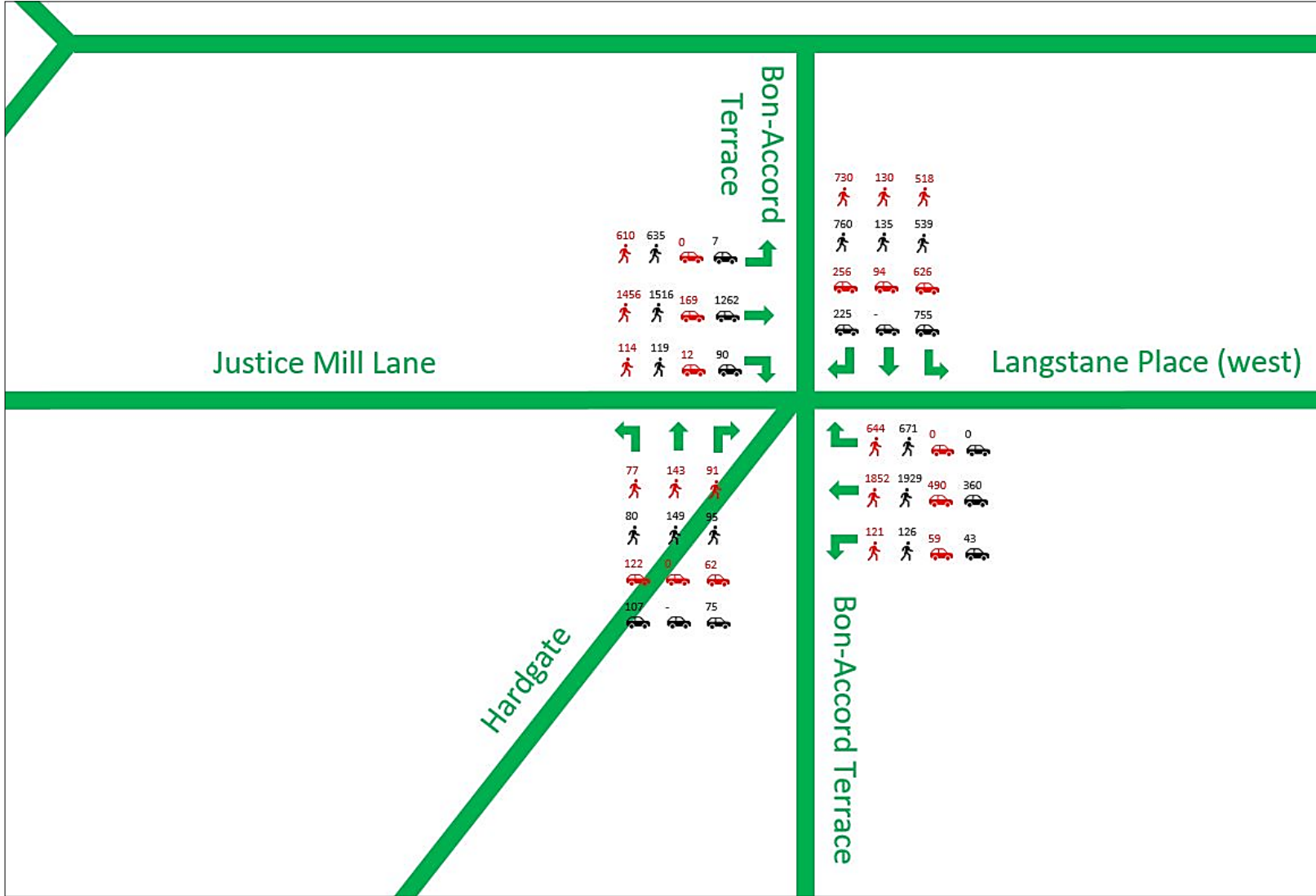


Estimated sum of motor vehicles on Friday 20th & Saturday 21st June 2019,  
between 22:00-05:00

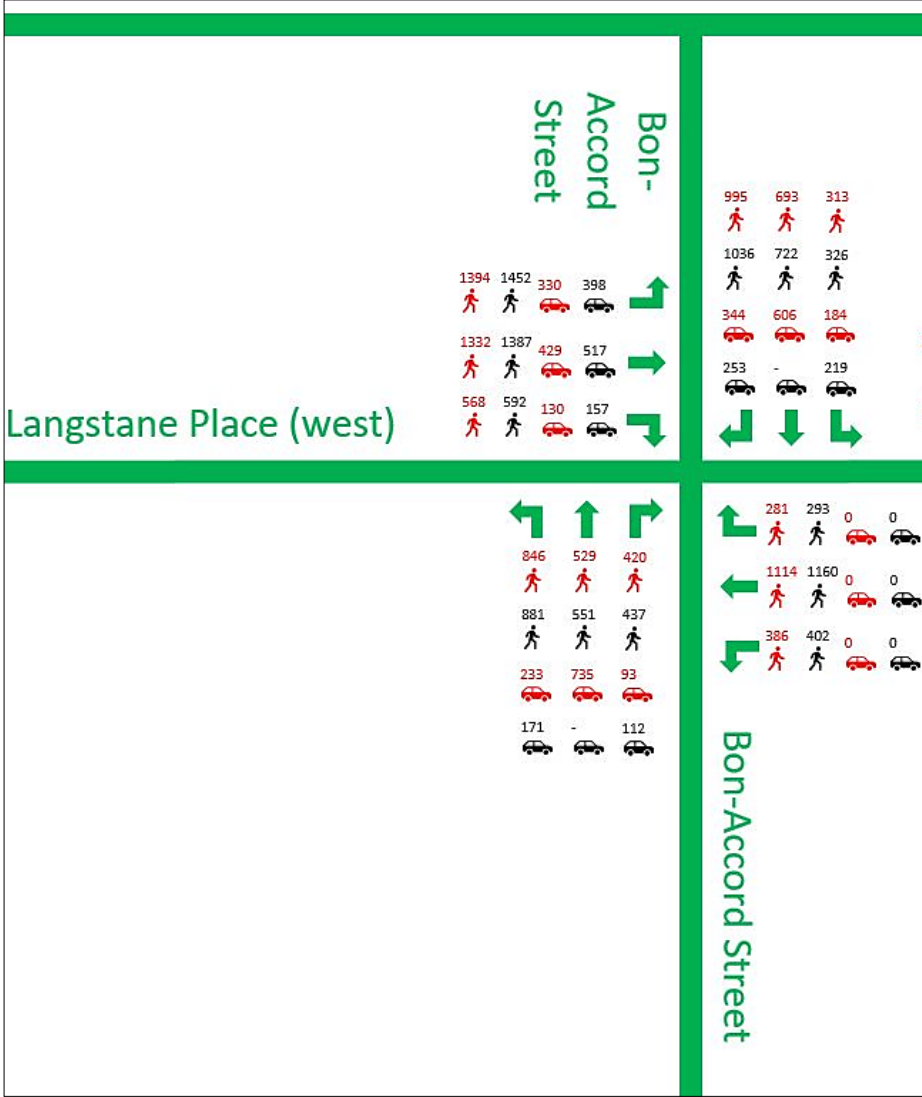
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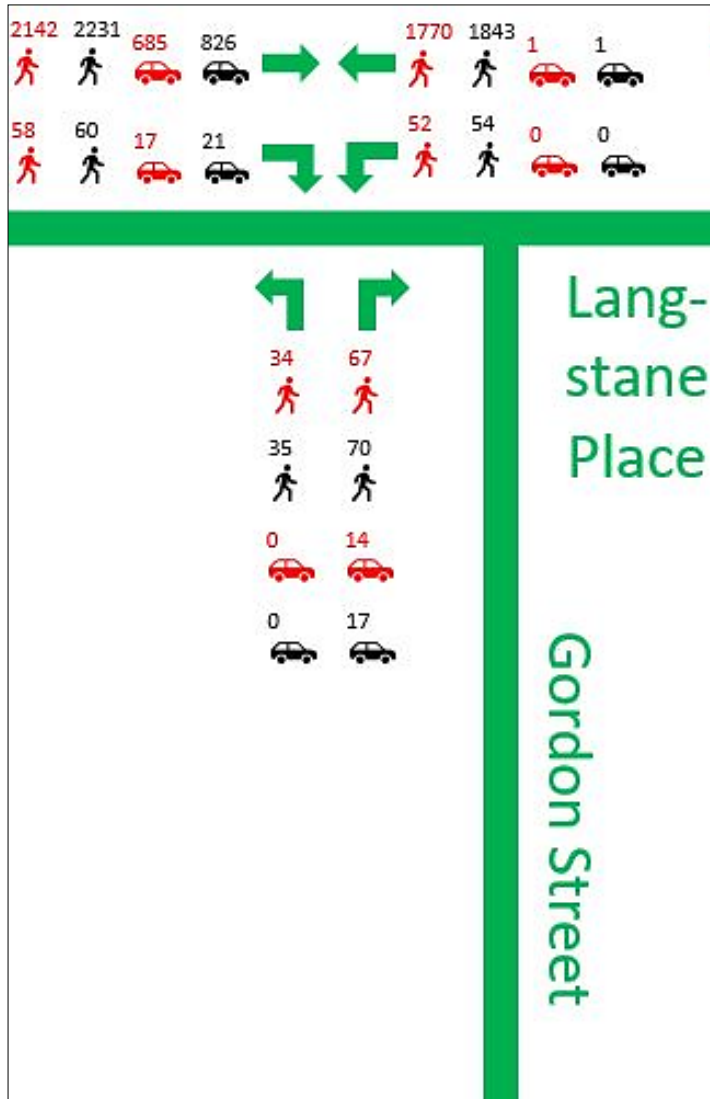
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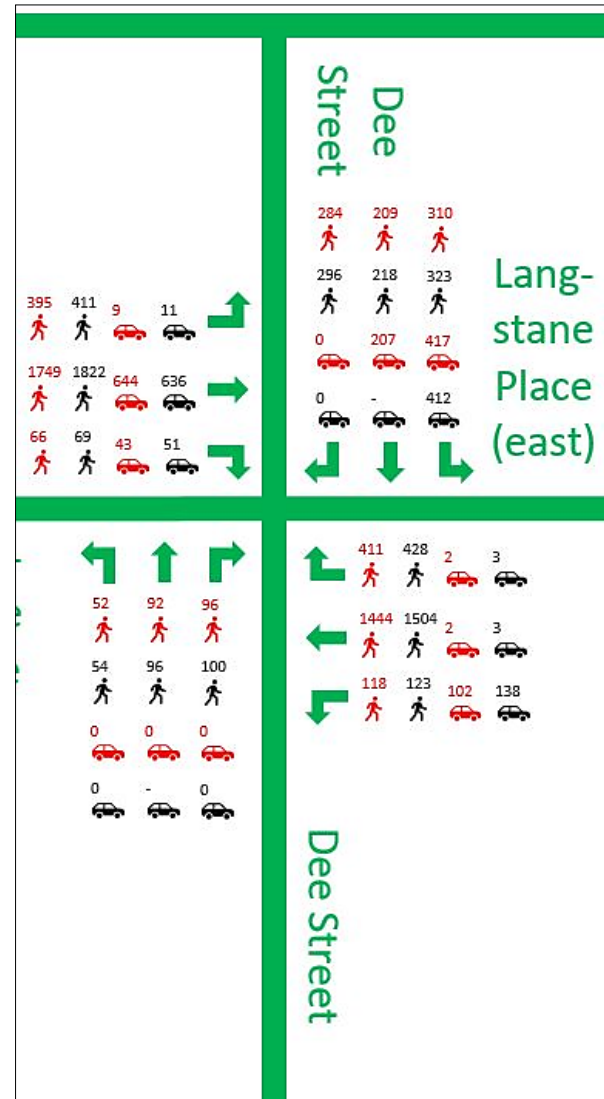
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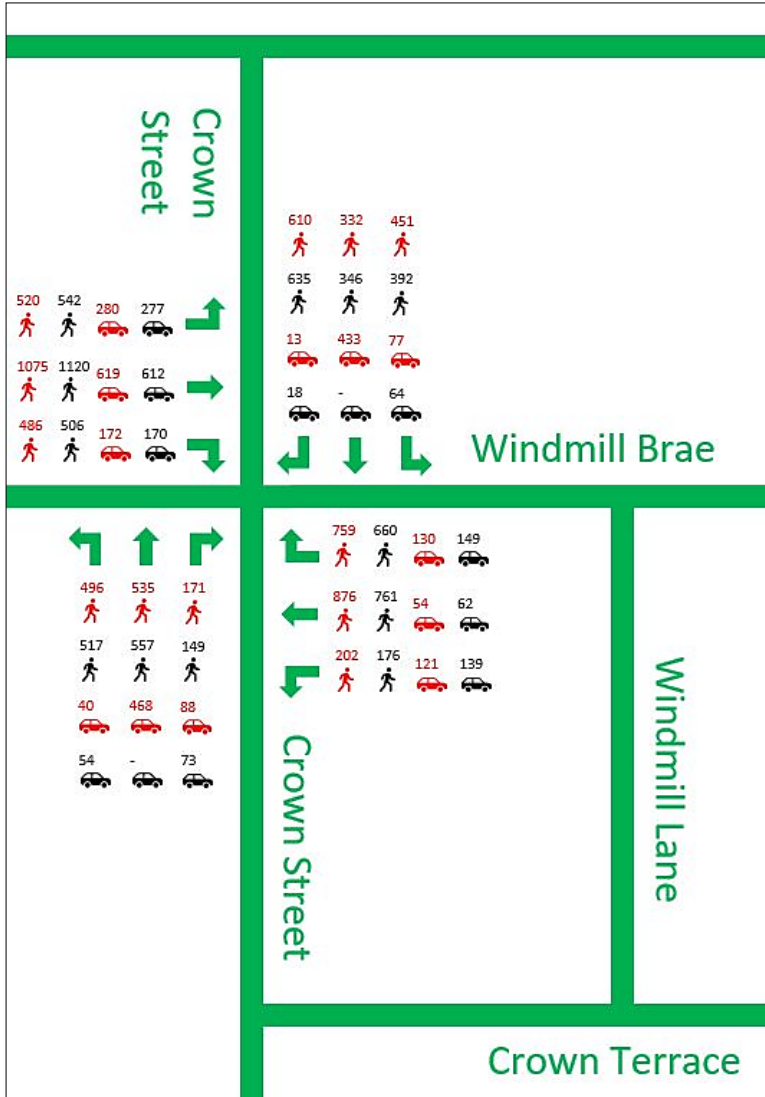
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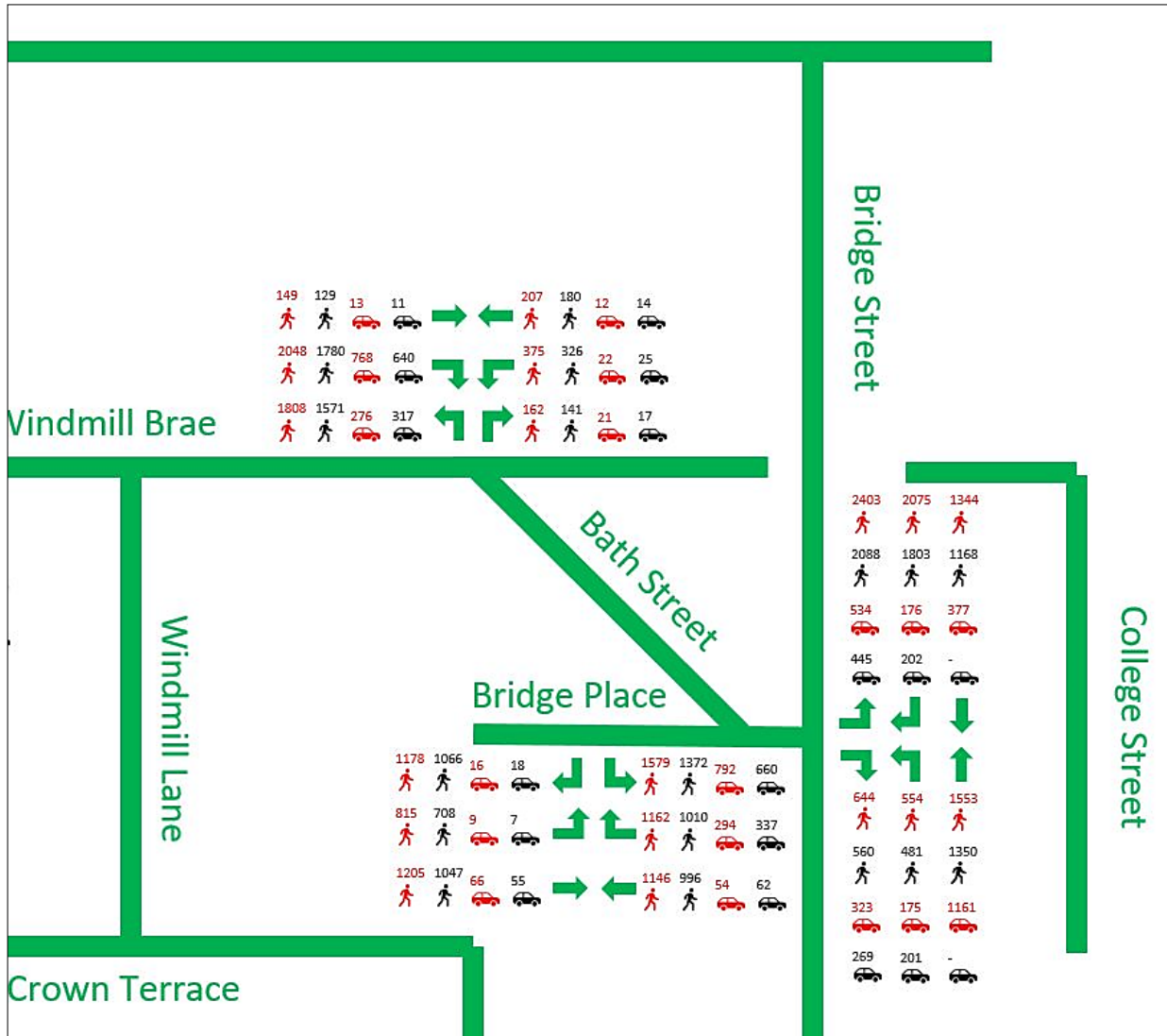
[4.5]



[4.6]



[4.7]





Appendix 4 - Justicemill Lane to Windmill Brae overnight prohibition of motor vehicles – Summary of objections by theme

Theme	Summary of Objections	(Officers') Response	Recommendation
Objections on principle	<p>Objections on the principle that Aberdeen City Council are proposing measures to protect drunk pedestrians. Quotes such as:-</p> <ul style="list-style-type: none"> <li>• <i>"people are responsible for their own safety",</i></li> <li>• <i>"Licence holders should be responsible enough not to serve drink to people who are already so drunk they aren't aware of dangers around them",</i></li> <li>• <i>"I don't understand why we should suffer because a minority want to go out and drink.",</i></li> <li>• <i>"There should be evidence to show what you are planning will have some sort of positive affect.",</i></li> <li>• <i>"how does this improve utility for those who live and work in the area?",</i></li> <li>• <i>"what message does this give that Aberdeen clears part of the city of cars to allow drinkers to move around"</i></li> <li>• <i>"Maybe you should be looking at some of these bars and trying to control the amount of cheap alcohol they are serving to already drunk youngsters. If their customers can't walk on the pavements I would suggest they've had too much. Closing this road with a low density of bars isn't the answer to anything."</i></li> <li>• <i>"At a time when city centres are suffering due in part to the rate increases and continuing decrease in footfall we should be doing more to encourage people to visit the city centre by the way of cheaper parking on the street and fewer parking restrictions. I feel the one way system would deter people from visiting the city centre venues."</i></li> </ul>	<p>The proposals were initially identified as part of the Purple Flag assessment process. Whilst it is acknowledged some people may have consumed alcohol, it is the volume of pedestrians not the volume of alcohol that is the identified risk. The width and quality of many of the footways on these roads is less than the current design standards making walking on the carriageway more common place.</p> <p>The proposals are aimed at making these streets safer and more attractive to all user groups and not just specifically those attending pubs and clubs in the area.</p>	<p>These objections to the proposals are based on the principle of the scheme, officers recommend overruling the objections.</p>
Objection to process	<p>The Bon Accord Residents Association BARA have submitted an objection on the grounds that the engagement on the proposals started after a specific proposal had already been identified.</p> <p><i>"While many meetings between BARA and ACC have taken place, within the STATUTORY Process residents are required to comment on Vehicle Prohibition (Pedestrianisation) or not. BARA REJECTS THE PREMISE THAT PEDESTRIANISATION IS THE ONLY VALID SOLUTION TO PEDESTRIAN SAFETY. We consider that the failure to inform residents regarding the 2015 safety initiative, and the subsequent intransigence regarding the contents of the statutory proposal to prohibit vehicles is a failure of process."</i></p>	<p>As stated, the proposals to remove vehicles from the corridor originated as part of the Purple Flag assessment process, however the approved City Centre Masterplan, CCMP, also includes measures for the pedestrianisation of the corridor as part of project EN03 Langstane Place / Windmill Brae:-</p> <p><i>"This key area for evening economy activities will be enhanced as a pedestrian priority area with new cycle routes, improved streetscape and lighting."</i></p> <p>Prior to being approved by Aberdeen City Council the CCMP was subject to extensive consultation.</p> <p>An informal consultation on the current proposals was carried out in 2017/18, this consultation was advertised as the first step towards the CCMP project EN03 and was subsequently reported to the Operational Delivery Committee in April 2018.</p> <p>This informal consultation was not part of the statutory process, this was a consultation to get feedback from those effected in the area before the statutory process was commenced, later that same year. Whilst the consultation did ask residents to comment on the creation of pedestrian and cycle only areas in the evening, there was opportunity</p>	<p>Officers recommend overruling the objections.</p>

Theme	Summary of Objections	(Officers') Response	Recommendation
		to suggest alternative proposals as part of that informal consultation process before the statutory process commenced.	
Objection other options have not been considered	The BARA objection suggests that there may be alternative measures that may address the issue of pedestrian safety, these include speed tables / humps, reduced speed limits, and Automatic Numberplate Recognition ANPR.	<p>Full pedestrianisation of the corridor was consulted upon and included within the CCMP, however alternative traffic management measures can be considered should the committee chose to do so.</p> <p>The entire corridor is already within a mandatory 20mph speed limit, the lowest legal speed limit permitted for a public road.</p> <p>The council is an active partner in North Safety Camera Unit which is responsible for the siting and management of speed safety cameras in this area. The Partnership has a set of strict criteria which must be met before a camera can be introduced. To qualify a route must be reviewed in terms of current speeds and have a verified history of personal injury collisions. None of the streets on this corridor would qualify under the criteria set out in the Safety Camera handbook and thus the installation of a fixed or temporary speed camera at this location would not be considered. This does not apply to speed enforcement activity undertaken by Police Scotland.</p> <p>ANPR is not used for moving traffic offences, other than those which have been decriminalized such as driving in a bus lane.</p> <p>Officers would highlight that the gradient and historic nature of Windmill Brae mean that speed cushions are not appropriate in this location, a one-way restriction is already included as part of these proposals.</p> <p>The average speed of vehicles on Langstane Place (between Dee street and Crown Street) is 12mph and the 85%ile is 14mph westbound and 16mph eastbound. The section of Langstane Place between Bon Accord Street and Dee Street is already one way and is traffic calmed with full width speed tables.</p> <p>Officers acknowledge that there are no speed cushions on the remainder of Langstane Place or Justice Mill Lane, however average vehicular speed are 14/15mph and the 85%ile is 18/19mph. The introduction of further speed reducing features such as speed cushions is unlikely to affect vehicle speeds however may discourage unnecessary vehicular trips.</p> <p>There is a separate scheme being progressed which includes the introduction of speed reducing features such as build outs and raised tables on Justice Mill Lane. This has previously been approved by Committee.</p> <p>Proposals for the introduction of a one-way restriction on Justice Mill Lane have previously been progressed by Roads Officers and reported to committee in 2011. However, following objections received during the public advertisement the then Enterprise, Strategic Planning and Infrastructure Committee ruled out the progression of such a scheme. For this reason, proposals have not been brought forward again.</p>	Officers recommend overruling the objections.
Cost	Objections based on the cost of implementation	Funding for the signage has been identified from the Bus Lane Enforcement budget. The money allocated originates from penalty charge notices and is being reinvested within the road network for the wider benefit.	Officers recommend overruling the objections.
Other Priorities	Various objections highlighted that Aberdeen City Council should be prioritising other areas particularly issues such	The proposals were identified as the first phase of City Centre Masterplan Project EN03, the CCMP is a long term plan and the implementation of future phases will	Officers believe that these proposals can be progressed at this point

Theme	Summary of Objections	(Officers') Response	Recommendation
	<p>as street lighting, gully clearing, loose slabs or general footway condition.</p> <ul style="list-style-type: none"> <li><i>"In places the pedestrian surfaces are exceptionally narrow and in some parts badly broken-up with no evidence of maintenance in some considerable time, causing a real danger to all citizens not only those with sensory &amp; or, physical impairments; causing a serious trip risk &amp; resulting injury."</i></li> <li><i>"For such proposals to work effectively, we suggest that subterranean refuse bins be considered, thus removing the current obstructions and ask that the project team consider this as a viable option."</i></li> <li><i>"It was generally agreed that there's a need for more dropped kerbs throughout the area."</i></li> <li><i>The group feels that from a safety perspective, a general improve to the overall lighting would be highly desirable.</i></li> </ul>	<p>seek to address layout and surfacing improvements subject to available funding and opportunities.</p> <p>Ahead of the final scheme, any defects within the existing surfacing can be reported through the Council's website and repairs will be carried out.</p>	<p>with further upgrades being brought forward at a future date.</p> <p>Officers recommend overruling the objections.</p>
Enforcement	<p>Objections have been received based on the need and cost of enforcement.</p>	<p>Police Scotland will appropriately enforce any statutory traffic restrictions in the affected area. A period of grace would be appropriate in order to gauge level of offending while appeasing and educating the public regarding the new restrictions. Thereafter, Police have the power to use discretion when dealing with isolated cases of offending and will Police the area and enforce proportionately.</p>	<p>Officers recommend overruling the objections.</p>
<b>Objection anti-social behaviour</b>	<p>Objections have been raised based on the belief that there may be increased lingering and risk of anti-social behaviour in the area</p> <p>"It would increase lingering and antisocial risks, and potentially become a magnet to attract additional night-time economy"</p> <p>BARAs objection details a history of antisocial behaviour which the residents have encountered.</p> <ul style="list-style-type: none"> <li><i>"Physical threats from "patrons" inside and adjacent to our homes</i></li> <li><i>"Invasion of driveways, gardens and property</i></li> <li><i>Drug taking, buying and selling on our property,</i></li> <li><i>Defecation and urination inside our properties, in areas where children play,</i></li> <li><i>Sexual activity and disposal of materials used, also on our properties</i></li> <li><i>Significant sleep disruption from vehicle pick up / drop-off and patron noise."</i></li> </ul>	<p>Aberdeen City Councils aim is to encourage people to move into the city centre to live and work, any measures which contradict with this aspiration are not acceptable. If any proposal is implemented which exacerbates an existing situation then officers would be obligated to review and make changes. Again, it should be highlighted that this proposal was considered as a first step within a larger project for the City Centre Master Plan Project EN03, this is a long term plan which may adjust as circumstances change.</p> <p>Officers views differ from the residents in that we believe that the proposals are a positive enhancement for the area and could address many of the concerns and issues that they are experiencing. Officers believe that the removal of vehicles from the area is more likely to direct pedestrians towards Union Street</p> <p>We recognise that the objectors are residents of the area and as such will directly experience the impact of the scheme. As such officers are willing to work with BARA to establish baseline data against which the current proposals, if implemented, could then be monitored.</p> <p>This could include reports of anti-social behaviour, serious and violent crimes, and traffic volumes on surrounding streets. Issues such as noise monitoring could also be explored and considered as part of a future review.</p>	<p>Officers would recommend implementing this scheme as part of an experimental traffic regulation order. As such the scheme could be introduced with another Public Advertisement a year after the scheme has been in operation.</p>

Theme	Summary of Objections	(Officers') Response	Recommendation
	<p>Previous objections received from residents during the informal consultation in 2017/18 have also been included within Appendix 5.</p> <p>Additionally, a previous</p> <ul style="list-style-type: none"> <li>• <i>"The rabble in the hotel and in the street was so great that we were forced to leave the hotel on the second day and return home",</i></li> </ul>		
Holistic Risk Assessment	The impact of the proposals have not been holistically risk assessed.	Roads Officers recognise that there are wider factors which can be directly impacted as a result of a roads traffic regulation orders. These consequences have been mentioned within the report for the members to consider.	Officers recommend overruling the objections.
Licensing	<p>Objections have been received based on the licensing laws within the city, these include;</p> <ul style="list-style-type: none"> <li>• <i>"Would it not be better for the council to restrict alcohol and late licensing to a specific part of the town such as Belmont street?"</i></li> <li>• <i>"What effect does concentrating night life in this part of the city impact on other areas such as George Street / Schoolhill etc which could loose out."</i></li> <li>• <i>"Licensing policy changes in late 2018 removed overprovision along EN03 (overprovision was inforce in 2016). Applications for new venues along the HALF MILE LONG EN03 corridor would be considered more favourably by the Licensing Board (which act has the statutory power to act independently of ACC)</i></li> </ul>	There are no plans to turn Justice Mill, Langstane Place and/or Windmill Brae into a centre for pubs or clubs. Both the planning and licensing process are reactive and deal with applications as they are made. Nevertheless, the Council is not seeking to group such uses in this location.	Officers recommend overruling the objections.
Access to off-street car parks	Concern has been raised by the agents acting on behalf of the Silver Fin building. Their clients require 24hour access to their car park which is accessed via Justice Mill Lane	The proposals include an exemption for access to off-street car parks, the proposals will not impact on the ability for vehicles to take access the Silver Fin	Officers recommend overruling the objections.
Pick Up/ Drop off friends/ family	<p>There have been a number of objections based on the impact that the proposals will have on drivers picking up/ dropping off people within the proposed streets. These can generally be split into two groups, those who work in the area and those picking up/ dropping off friends, family or patrons of establishments in the area.</p> <p>Objections based on those picking up friends, and family</p> <ul style="list-style-type: none"> <li>• <i>"I think for safety of those finishing a night out needing picked up. My uncle used to pick myself and cousin up on Justice Mill Lane after nights outs to ensure we were safe. I'm sure lots of other young woman rely on lifts and not allowing access to cars means lone females will have further to walk to get to their lifts"</i></li> <li>• <i>"I use this route a lot for dropping of my kids and family a lot in the evenings and I do not see the justification for the changes. Never seems to be that busy and traffic seems to flow OK. People have managed for years without any issues so</i></li> </ul>	The proposals will apply overnight from 10pm – 5am along the west to east corridor. Except for Bon Accord Terrace, all of the north south streets will remain accessible from Union Street or Willowbank / Springbank. Whilst we would encourage drivers to go elsewhere to arrange pick up / drop off of passengers, the longest section of restriction is 240m, the furthest distance a premises can will be 120m from a vehicular access point.	Officers recommend overruling the objections.

Theme	Summary of Objections	(Officers') Response	Recommendation
	<i>please by all means explain to me why this is required?"</i>		
Pick up/ drop off staff	<ul style="list-style-type: none"> <li>Those who require access to the area as they work within the proposed area.</li> <li>"Where can people get close to or dropped off at work."</li> <li>"In my current role I often have to work late at night. I rely on my car to get to and from work due, to the public transport links being so poor in the city. Being able to park my car close to my place of work gives me peace of mind and enables me to do be able to do my job. As a woman the proposal to ban traffic will have a direct impact on my safety. I will no longer be able to park outside my place of work and have to walk some distance to pick up my car. It also has the potential to have a financial implication on myself and others and make it unfeasible to work in the city centre. There maybe additional costs such as buses and taxis. Most people who work in the city centre in the evening and at night are often on lower incomes. I feel this proposal will unfairly penalise these groups."</li> <li>"The staff at the club which includes bar or door staff will not be able to park in the street and some of the staff will not feel safe walking streets away at closing time to access their car or to get a taxi home"</li> <li>"This would cause me great inconvenience, my employment requires me to access many of these streets during the hours 10pm and 5am."</li> <li>"Many people who work in the city centre work unsociable hours. Many of these jobs are low paid and are in the hospitality sector. The proposal will make it more expensive to travel to work. As staff will have to find alternative means of travel."</li> </ul>	<p>The proposals will apply overnight from 10pm – 5am along the west to east corridor. Except for Bon Accord Terrace, all of the north south streets will remain accessible from Union Street or Willowbank / Springbank. Whilst we would encourage drivers to go elsewhere to arrange pick up / drop off of passengers, the longest section of restriction is 240m, the furthest distance a premises can will be 120m from a vehicular access point.</p> <p>With regard to on-street parking, vehicles parked before 10pm will be permitted to remain in the area, and will also be permitted to be removed from the area during the operational hours. The proposals will only impact on vehicles which are attempting to park after 10pm, in current practice there is no guarantee that a parking space will be available during those hours currently.</p>	Officers recommend overruling the objections.
	<i>"I am also concerned the proposal will have a detrimental effect on customers who have a disability and their ability to easily access shops, clubs and pubs"</i>	The proposals include an exemption for vehicles displaying a blue badge, and also vehicles accessing off-street car parks. A vehicle being driven to pick up a blue badge holder would be subject to relevant and appropriate enforcement.	Officers recommend overruling the objections.
Pick up and drop off impacting on residents	<p>BARA have raised the issue of vehicle pick up and drop off in the area,</p> <p><i>"Vehicle drop-off and pick-up at the junction of Bon Accord Terrace and Justice Mill is a serious ongoing issue."</i></p>	Officers recognise, and it is evident from objections received, that the practice of picking up and dropping off occurs in this area. However, officers consider that the proposals will deter drivers from entering the area, and rather than exacerbate the problem, the proposals will assist with moving the practice to more desirable locations such as Union Street.	Officers recommend overruling the objections.
Other Access Requirements	<p>Other objections based on the need for access into the streets during the operational hours includes:-</p> <ul style="list-style-type: none"> <li>"Can ACC explain to me what do we say to customers sorry we can't drop you there or pick you up from there as ACC aren't allowing taxis</li> </ul>	The furthest point any property would be from an open section of road is 120m. This is not an unreasonable distance to expect a customer or visitor to walk to their end destination or to arrange for a taxi collection.	Officers recommend overruling the objections.

Theme	Summary of Objections	(Officers') Response	Recommendation
	<p>or PHV to use these roads between 22:00 and 05:00”</p> <ul style="list-style-type: none"> <li>“I think this idea is totally wrong we have lots of older customers that we cater for that if this goes ahead will not be able to get a taxi to and from the club which will affect our trade as the street is already quiet with the closure of the night club across Rd and the bar and nightclub next door to us”</li> <li>“There are 2 takeaways on street who will not be able to do delivery's that are picked up and delivered by car or scooter.”</li> </ul>	<p>During the operational hours access will also be permitted to the off-street car parks which will assist those picking up or dropping off from the hotels and businesses in the area.</p> <p>Patrons attending the club after 10pm can be picked up or dropped off from Bridge Street. Furthermore any elderly patrons with mobility impairments who may struggle to walk this distance may be entitled to a blue badge and would therefore be exempt from the proposals.</p> <p>It is acknowledged that the proposals may introduce a slight operational issue for the takeaways on Windmill Brae, however it should be highlighted that this will only affect takeaways being delivered between 10pm – 5am and delivery vehicles without direct access to their premises is not unprecedented within Aberdeen.</p>	
Personal Safety	<p>A number of objections have been received based on concerns over personal safety.</p> <ul style="list-style-type: none"> <li>“There are areas that Aberdeen residents may need to get to and don't feel safe walking to at night because of drunken revellers, accessing by car would be essential. Personally walking through city centre in evening can be very scary as drunk people often tend to be loud and aggressive and can act in threatening manner. “</li> <li>“In addition this will cause a very serious safety issue for example many premises employ mainly young personnel. I feel this proposal puts them at a greater risk than what we have at present. All staff should be able to park close to their place of work for those who work till 2, 3 or 4am.”</li> </ul>	<p>Parking is permitted within the surrounding area and drop off pick ups can be carried out at the periphery of each stretch of road. This is a maximum distance of 120m. Similar restrictions operate in other areas of the city with no significant safety concerns raised.</p> <p>The area will also be safer for pedestrians and there will be more space available for pedestrians walking through the area, rather than being confined to the narrow footpaths.</p>	Officers recommend overruling the objections.
Economic impact	<p>The proposal of closing the streets will only make an already quiet part of Aberdeen even quieter and will therefor affect the trade of local businesses which are already struggling please take my views on board</p>	<p>The proposals have been developed in consultation with Aberdeen Inspired, have been discussed with the Uptown Business group and were part of the Purple Flag accreditation scheme.</p> <p>The measures are intended to reducing conflict for pedestrians by removing the corridor as a through route for vehicles. Drop off and pick up is still possible at the periphery of each stretch therefore the environment is enhanced for patrons and businesses.</p>	Officers recommend overruling the objections.

Theme	Summary of Objections	(Officers') Response	Recommendation
Residential Parking	Where are the residents who actually live on these streets supposed to park or get even remotely close to their home?	<p>The proposals to remove overnight parking on Langstane Place between Bon Accord Terrace and Crown Street were at the request of Police Scotland, they have stated that this is a key safety element in the proposals. Currently, parked vehicles cause narrow channels in which people will walk through resulting in congestion and potential conflict.</p> <p>Parked vehicles also cause obstruction to CCTV cameras in the area making viewing difficult and offending to go unseen. Vehicle themselves may also be targeted for vandalism.</p> <p>Observational surveys indicate that there are often between 10 to 20 vehicles parked in this area between 10pm – midnight (some of which were parked illegally). However, at the same time there are available space nearby in Bon Accord Square and Bon Accord Terrace.</p> <p>For the remainder of the scheme the proposals do not prevent residents from accessing their cars, however it is acknowledged that returning their car to park in this area is not possible. It should be noted that whilst parking opportunity is available on street it is never guaranteed regardless of these proposals and drivers will on occasion have to park elsewhere and walk.</p>	Officers recommend overruling the objections.
	"Blue Badge spaces over the length of the scheme would allow for a greater participation from this diverse user-group."	Additional disabled parking spaces have been incorporated into the scheme on Dee Street, however these spaces primarily replace blue badge parking which has historically occurred on the waiting restrictions on Langstane Place between Dee Street and Crown Street. There are already disabled spaces on Justice Mill Lane to the west of the Hardgate and the topography of Windmill Brae means that it is not possible to install additional disabled spaces at this location	Officers recommend overruling the objections.
Public transport	<p>An objector has highlighted that public transport in the Ferryhill area is limited and stops at 18.30.</p> <ul style="list-style-type: none"> <li>• <i>"There are no public buses (the number 17) after 18.30 at night so anyone from Ferryhill has no alternative than to use their own transport"</i></li> </ul>	The proposals will not prevent residents of the Ferryhill area from utilising their cars, the proposals will restrict the east/ west movement along the corridor however access to Ferryhill can be made from a range of alternative routes.	Officers recommend overruling the objections.
	An objection from the owner of the IQ public car park, accessed via the Hardgate, has been included regarding the inclusion of Bon Accord Terrace should be part of the proposal.	<p>Bon Accord Terrace was introduced as part of the proposals to address concerns expressed by residents that this area would become the focus for drivers doing pick up/ drop off of friends and family after a night out. Preventing vehicles from accessing Bon Accord Terrace from Union Street will encourage drivers to go elsewhere.</p> <p>Additionally the night time closure of this section of Bon Accord Terrace reduces the number of vehicle movements at this busy location.</p>	Officers recommend overruling the objections including Bon Accord Terrace as part of an Experimental Traffic Regulation Order and reviewing its inclusion before a decision is



Theme	Summary of Objections	(Officers') Response	Recommendation
Traffic Routing	<p>A number of objections were received based on traffic routing.</p> <ul style="list-style-type: none"> <li><i>"I live in Ferryhill and Bon accord is one in my only direct routes into town without many sets of traffics lights - no entry or other road changes."</i></li> <li><i>"I believe the 10pm ban is too early and should be from roughly 11pm or 12am onwards. There is still alot of people who do shift work who use these roads to get through the city rather than going onto Union Street as there is too many traffic lights on Union Street so these side roads are a god send. "</i></li> <li>All this will do is to increase traffic on union Street when it is already one of the most polluted roads in the country.</li> </ul>	<p>The proposals predominantly operate outwith peak traffic when junctions are significantly within capacity. These proposals are unlikely to have a significant impact on vehicles moving through the city.</p> <p>The Justice Mill Lane, Langstane Place, and Windmill Brae corridor should not be considered as an alternative through route to Union Street, these proposals will discourage any unnecessary use by through traffic.</p>	<p>made as to whether the order will become permanent.</p> <p>Officers recommend overruling the objections.</p>
	<p>Various objections focus on the impact of the 24 hour prohibition of motor vehicles on the section of Langstane Place between Crown Street and Dee Street. The current right turn ban from Union Street onto Crown Street, except buses, results in vehicles turning right into Dee Street before turning left onto Langstane Place then right onto Crown Street.</p> <p>These objections include:-</p> <ul style="list-style-type: none"> <li><i>"Looks like the proposals will send a ton of traffic down Dee Street and either on to Academy Street or Dee Place, all of which are quiet residential roads."</i></li> <li><i>"All this will do is make Summer Street/ Crimon Place/ Golden Square a rat-run so folk can then cut across Union Street to head south on Crown Street."</i></li> <li><i>"Under the proposed plans it makes it extremely difficult to come from the north of Union Street to access the south of Union street."</i></li> <li><i>I am a taxi driver and use this route on a regular basis to and from the railway station. It is a vital part of the route from the north side of Union St and parts of the west end to the station. Unless the ban on right turns at either Union St/Crown St or Union St/Bridge St are rescinded for taxis and PHV's.</i></li> <li><i>I support overnight prohibition and the one-way proposals but cannot rationalise the permanent closure of the only access from the top of Union Street onto either Crown Street or Bridge Street. Is this coupled with a change to the right hand turn onto Crown Street or a proposal to turn right onto Bridge Street? Why can't the whole stretch of Langstane Place to Crown Street be one-way?</i></li> </ul>	<p>The traffic utilising this specific route will predominantly be going to or from the north and west side of the city centre, as such alternative routes like Union Street/ Market Street/ Guild Street, Holburn Street/ Springbank or Bon Accord Street/ Springbank are available.</p> <p>A traffic survey undertaken in May 2019 confirmed that there were 1743 vehicles travelling eastbound, and 391 vehicles heading westbound, in a day. The peak hour for eastbound trips is a weekday between 5pm-6pm, where 135 – 139 vehicles travel from Dee Street to Crown Street. The peak westbound trips generally occur during weekday lunchtime period and consist of approximately 30 vehicles in an hour.</p> <p>Officers consider that any displacement caused by the rerouting of traffic from Langstane Place onto the surrounding road network will be negligible, however it is acknowledged that short internal city centre trips, such as taxi journeys from Rose Street to the Train station will be impacted.</p>	<p>Officers recommend overruling the objections.</p>



Theme	Summary of Objections	(Officers') Response	Recommendation
	This will cause significant issues for taxi drivers who use the Dee Street taxi rank and will add a lot of distance on to fares pick up from this taxi rank.	This issue has been raised with and discussed at the Taxi Consultation Group. The group suggested that the likely additional fare for pick ups on the Dee Street rank would be approximately 40 pence.	Officers recommend overruling the objections.
Other proposals / obstructions	With the potential plan to pedestrianise Union Street any other obstruction to moving through the city would just be stupid. This plan feels like another case of enforcement from the council on high without any actual thought.	Whilst the pedestrianisation of Union Street is part of the City Centre Masterplan, this will require additional road alterations and traffic management measures to prevent roads such as Justice Mill Lane, Langstane Place and Windmill Brae becoming through routes for motor vehicles, officers consider that these proposals will complement any future plans for Union Street, at which time further potential adjustments and alterations can be made as necessary.	Officers recommend overruling the objections.
	An objection from the owner of the IQ public car park, accessed via the Hardgate, has been included regarding the signage that will stop all but local customers. <ul style="list-style-type: none"> <li><i>"Signs prohibiting drivers will dissuade a lot of customers even though on further reading it will tell them the hours."</i></li> </ul>	Access to the car park will be maintained at all times however it is acknowledged that vehicles accessing or exiting this car park will require to utilise an alternative longer route during the hours that the scheme will operate.	Officers recommend overruling the objections.

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Traffic Management and Road Safety Team  
Operations and Protective Services | Operations  
Marischal College  
Broad Street  
Aberdeen. AB10 1AB

**Subject:** The Aberdeen City Council (Justice Mill Lane, Langstane Place, Windmill Brae area) (Traffic Management) Order 202(X) in terms of its powers under the Road Traffic Regulation Act 1984.

Since 2008, Bon Accord Residents' Association (BARA) has sought to reduce antisocial behaviour by regularly engaging with Councillors, Police and business owners.

We wish to thank ACC for allowing us to submit objections to EN03 after the holistic meeting of 19th Feb. We appreciate ACC's collaborative approach and willingness to listen.

### **BARA Objectives**

BARA wants a stakeholder solution to pedestrian risk reduction that does not increase footfall or dwell-time, and addresses the safety risks to pedestrians and residents from antisocial behaviour.

In Summary:

- We welcome the ACC statement that "there are wider factors which must also be considered" (Rob Polkinghorne, Aberdeen City Council COO, letter from 23/12/19 ref: FS-CASE-152505910).
- While many meetings between BARA and ACC have taken place, within the STATUTORY PROCESS residents are required to comment on Vehicle Prohibition [pedestrianisation] or not. **BARA REJECTS THE PREMISE THAT PEDESTRIANISATION IS THE ONLY VALID SOLUTION TO PEDESTRIAN SAFETY.** We consider that the failure to inform residents regarding the 2015 safety initiative, and the subsequent intransigence regarding the contents of the statutory proposal to prohibit vehicles is a failure of process.
- In 2015 there was no resident consultation to make us aware of the 2015 Pedestrian Safety Initiative which lead in due course to restriction of traffic as the only option considered for EN03. FOI indicates that discussions in 2015 included ACC, Police Scotland and Night Economy Managers. It is unclear why residents were not consulted, and ACC should clarify why this was the case, and explain why to residents.
- BARA Objected to EN03 proposal in 2018 (Page 67 Appendix A, Summary of consultation Responses for the ODC meeting on April 2018). The 2020 EN03 proposal is almost identical.
- In Dec 2019, ACC COO clarified in a letter to Kevin Stewart (MSP) that ACC does not intend to promote night economy venues along EN03, either directly or indirectly. **HOWEVER**, licensing policy changes in late 2018 removed overprovision along EN03 (overprovision was in force in 2016). Applications for new night venues along the HALF MILE LONG EN03 corridor would be considered more favourably by the Licensing Board (which has the statutory power to act independently of ACC). This is a step change from the status in April 2018 and the implications go beyond the remit of the ACC Roads Department.

## **BARA Objections**

1. BARA objects to the 2020 statutory EN03 proposal to prohibit vehicles at night because it would increase lingering and antisocial risks, and potentially become a magnet to attract additional night economy venues.
2. The impact of EN03 has not been holistically risk assessed. The risk assessment should consider the wider factors as mentioned in the COO letter of 23<sup>rd</sup>. Dec 2019.
3. BARA were not consulted regarding the 2015 pedestrian initiative and want to be considered going forward.

## **Detailed Concerns Relating to Vehicle Prohibition Proposed in EN03**

Most of the BARA members have lived in the Bon Accord Terrace area-for 10 years or more. During this time, we have endured the impacts from night economy spill out:

- Physical threats from “patrons” inside and adjacent to our homes.
- Invasion of driveways, gardens and property.
- Drug taking, buying and selling on our property.
- Defecation and urination inside our properties, in areas where children play.
- Sexual activity and disposal of materials used, also on our properties.
- Significant sleep disruption from vehicle pickup/drop-off and patron noise.

The 2020 EN03 proposal is the same as that of 2018, so our objections are basically the same and represent our case for rejection of the pedestrianisation.

1. The anti-social behaviour and living disruptions issues that we regularly experience will increase. This will significantly disturb the families that are living here, threatening our right to live in a safe and secure community, a right which we understand is supported by ACC policy. (see [https://www.aberdeencity.gov.uk/services/people-and-communities/antisocial-behaviour, what are my rights section.](https://www.aberdeencity.gov.uk/services/people-and-communities/antisocial-behaviour,what-are-my-rights-section))
2. ACC has been corresponding with BARA since 2008 regarding antisocial behaviour at night. ACC advised residents that night time street noise is not the remit of the Noise Monitoring Unit, rather it is a police issue.
3. Grampian Police corresponded with BARA in 2008 regarding antisocial behaviour at night, indicating a link between night economy and antisocial behaviour.
4. Given points 2 & 3, the ACC Roads Department, if tasked alone, could not be expected to resource risk assessment of this initiative beyond road traffic.
5. If EN03 was to be implemented, the proposal would pedestrianise a road network almost HALF A MILE LONG. This is a significant step change which has no precedent in scale. *Note: Correspondence from Cllr Audrey Nicholl (ex-Grampian Police) to BARA, and referenced with her permission, indicates that a smaller zone of night weekend pedestrianisation was implemented along Windmill Brae circa 2000, but discontinued due to antisocial behaviour and serious offences. ACC may satisfy itself regarding this statement.*
6. Serious assaults in recent years in Bon Accord Terrace vicinity raise questions as to the link between alcohol/drugs consumption, lack of toilet facilities, entry into park/or gardens, and the vulnerability of people in such areas at night.

7. Vehicle drop-off and pick-up at the junction of Bon Accord Terrace and Justice Mill is a serious ongoing issue. It goes back years, was discussed in BARA interface meetings with ACC, Police, et al in 2015 and is a visible and audible issue in 2020.
8. The 2019 Aberdeen City Local Development Plan 2019, Main Issues Report, Section 3.7 aspires to a 24 Hour Economy..... "It can include [...] arts venues, pubs and nightclubs". This document is currently open with ACC following public consultation. The 24 hour aspiration was not included in the 2016 masterplan. If ACC ODC approves EN03 while the ACC LDP remains open, ACC cannot satisfactorily complete any risk assessment of EN03.
9. While at first sight EN03, LDP Main Issues and the Licensing Policy change seem independent of each other, the holistic end state could be a significant increase in safety risk to residents and the general public.
10. Statistics collected by Aberdeen Inspire regarding footfall in Bridge Street and Windmill Brae were shown during the meeting held on 19/02/20. No such statistics were presented for the Bon Accord Terrace / Justice Mill end, despite the police clearly stating this latter area is a very busy part of the night economy. We would expect that specific (and independent) footfall, anti-social behaviour and crime statistics for Bon Accord Terrace / Justice Mill are explicitly considered and shared prior to any pedestrianisation decision

Given that a holistic and independent risk assessment has not been performed, there is no way to demonstrate how anti-social behaviour will not increase as a result of any recommendation from EN03. As such, we would like to be clear that BARA do not share the drive for pedestrianisation nor for a 24-hour economy around our homes and we are prepared to challenge any decision through the appropriate Stage 1 and Stage 2 ACC complaint procedures. ACC should take the comments herein and revise its process to restart the pedestrian safety initiative and risk assess appropriately.

### **Discussed Alternative Solutions**

In the meeting of 19<sup>th</sup> February 2020, BARA discussed the following night time traffic options, along Justice Mill Lane / Langstane Place, singly or in combination:

- Speed Humps/Speed Tables \*(as currently located on Hardgate)
- Reduced vehicle Speed limits - enforced using speed cameras
- Vehicle Recognition systems

### **Other Issue raised by ACC in our meeting of 19<sup>th</sup>, February 2020**

- One-way traffic along Justice Mill Lane in an East to West direction.  
*Bara's preference would be to have the entire EN03 corridor accessible to vehicle traffic.*

Yours Sincerely

Chair (on behalf of Bon Accord Terrace Residents' Association).

---

**From:** TrafficManagement  
**Sent:** 21 January 2020 17:37  
**To:**  
**Subject:** FW: Vehicle Ban - Justice Mill Lane/ Langstane Place/ Windmill Brae etc.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 21 January 2020 12:07  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Vehicle Ban - Justice Mill Lane/ Langstane Place/ Windmill Brae etc.

With regards to the proposed plans to ban vehicles from the above roads between 10pm and 5am, I am generally in support of the proposals.

I have a query however on the proposed section of Langstane Place that is to have 24hr vehicle prohibition...

A normal car can't make a right turn from Union Street on to Crown Street (buses only) nor can you right turn on to Bridge Street... so how are you supposed to get to Crown Street if travelling east and the small section of Langstane Place is closed 24hr? All this will do is make Summer Street/ Crimon Place/ Golden Square a rat-run so folk can then cut across Union Street to head south on Crown Street.

The whole of Langstane Place should just have a 10pm – 5am ban and do away with the red 24hr section.

Regards

Insch  
Aberdeenshire

\*Note – I do not consent to my name and address being publicly available for others to view\*

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**From:** TrafficManagement  
**Sent:** 21 January 2020 16:43  
**To:**  
**Subject:** FW: Proposed road closures.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 21 January 2020 15:05  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Proposed road closures.

I would like to object to the proposed closure of Langstane Place, Justice Mill Lane and adjoining roads. In my opinion, this decision would be ludicrous.

I understand that some of these streets have licensed premises, and on some weekends can be busy with pedestrians.

The pedestrians often walk on the roads because the pavements are not wide enough.

This being the case,

It would make much more sense to have no parking restrictions in place at weekends.

I can see no issues during the week and therefore in my opinion there is absolutely no need for road closures, or even parking restrictions Sunday to Thursday.

Given that there are hotels, business premises as well as the pre mentioned licensed premises in the "proposed closed zone", it would be totally ludicrous to not allow Taxis on said roads.

The council should have already thought of this and include Taxis in the exempt vehicles allowed on the closed roads.

I hope my points are put to the committee and considered in the final decision.

Regards

Danestone  
Aberdeen  
AB228ZJ

Sent from iphone.

---

**From:** TrafficManagement  
**Sent:** 21 January 2020 14:40  
**To:**  
**Subject:** FW: Objection to Justice mill road closures

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:**  
**Sent:** 21 January 2020 14:38  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to Justice mill road closures

Dear traffic management,

I would like to lodge my objection to the proposed traffic restrictions from Holburn st, along justice mill through to Bridge St. I use this route a lot for dropping of my kids and family a lot in the evenings and I do not see the justification for the changes. Never seems to be that busy and traffic seems to flow OK. People have managed for years without any issues so please by all means explain to me why this is required?

Regards

Boyd Orr Place  
AB125SF.

Sent from my iPad



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**From:** TrafficManagement  
**Sent:** 21 January 2020 13:55  
**To:**  
**Subject:** FW: Objection to ban on vehicles overnight in the city Centre.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 21 January 2020 13:41  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to ban on vehicles overnight in the city Centre.

Good afternoon,

No roads should be closed people are responsible for their own safety, and they can still be run over by the vehicles that aren't excluded from using the road.

Regards

The information contained in this message is sent in the strictest confidence for the addressee only. It is intended only for the use of the addressee. If you have received this e-mail in error, the contents should not be disclosed nor should copies be taken and you are requested to delete this message and to advise the sender of the error in transmission. It is your responsibility to scan this message to ensure that it is free of viruses. The College does not accept any liability for any virus infection or breaches of security in relation to email transmissions.

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**From:** TrafficManagement  
**Sent:** 21 January 2020 13:31  
**To:**  
**Subject:** FW: Objection

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:**  
**Sent:** 21 January 2020 10:59  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection

I strongly object towards the shutting of the roads at night. Why should normal public suffer due to the fact people dont know how a road works. If anything you should be closing the clubs and having words with the police as they do nothing to stop people walking in the road. I dont understand why we should suffer because a minority want to go out and drink.

---

**From:** TrafficManagement  
**Sent:** 21 January 2020 13:31  
**To:**  
**Subject:** FW: Objection to new hours in city centee

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** —  
**Sent:** 21 January 2020 11:06  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to new hours in city centee

Hi.

I am emailing to dais an objection to the new proposed hours of banning from City Centre roads at nighttime.

I believe the 10pm ban is too early and should be from roughly 11pm or 12am onwards.

There is still alot of people who do shift work who use these roads to get through the city rather than going onto Union Street as there is too many traffic lights on Union Street so these side roads are a god send.

All this will do is to increase traffic on union Street when it is already one of the most polluted roads in the country.

Regards

keppiehill road  
Aberdeen

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:42  
**To:**  
**Subject:** FW:

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 21 January 2020 21:24  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:**

What a ridiculous thing to do. What about people having a night out that are not getting so drunk that they are in danger of getting knocked down? Licence holders should be responsible enough not to serve drink to people who are already so drunk they aren't aware of dangers around them.

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:43  
**To:** I  
**Subject:** FW: Closure of windmill brae

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** ..  
**Sent:** 21 January 2020 20:55  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Closure of windmill brae

I am writing to put in my objection to the road closures around windmill brae I currently work as a door steward at buggy browns night club in windmill brae and think this idea is totally wrong we have lots of older customers that we cater for that if this goes ahead will not be able to get a taxi to and from the club which will affect our trade as the street is already quiet with the closure of the night club across Rd and the bar and nightclub next door to us there is also 2 takeaways on street who will not be able to do delivery's that are picked up and delivered by car or scooter. Also the staff at the club which includes bar or door staff will not be able to park in the street and some of the staff will not feel safe walking streets away at closing time to access their car or to get a taxi home the proposal of closing the streets will only make an already quiet part of aberdeen even quieter and will there for affect the trade of local businesses which are already struggling please take my veiws on board and instead of closing streets make them more attractive by using better street lights etc.

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Sent from my Android phone with [mail.com](mailto:) Mail. Please excuse my brevity.

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:43  
**To:** f  
**Subject:** FW: Objection to street closures

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** [redacted]  
**Sent:** 21 January 2020 20:27  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to street closures

Dear sir/Madam

I would like to object to the proposed overnight closures of city centre streets. As this would cause me great inconvenience, my employment requires me to access many of these streets during the hours 10pm and 5am.

Regards

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:41  
**To:**  
**Subject:** FW: Proposed overnight vehicle ban for some city centre streets

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:**  
**Sent:** 21 January 2020 21:52  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>; secretary@citycentrecc.org.uk  
**Subject:** Proposed overnight vehicle ban for some city centre streets

Looks like the proposals will send a ton of traffic down Dee Street and either on to Academy Street or Dee Place, all of which are quiet residential roads.

Cutting out parking and loading on the Langstane place link between Dee Street and Crown Street would fix much of the problem on this section of road and would also allow the taxi rank on Dee Street better access to surrounding roads.

Sent from my iPhone

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:43  
**To:** -  
**Subject:** FW: Traffic bannng

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:**  
**Sent:** 21 January 2020 19:17  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Traffic bannng

Hi

I wish to object to the plan to ban traffic from certain streets. I live in Ferryhill and all these streets mentioned give access to Ferryhill. There are no public buses ( the number 17) after 18.30 at night so anyone from Ferryhill has no alternative than to use their own transport and so I think access using public transport MUST be fixed before large areas of nearby streets are cut off.

Best wishes

Sent from my iPad



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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:42  
**To:**  
**Subject:** FW: Night time road closures

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:**  
**Sent:** 21 January 2020 21:27  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Night time road closures

Good evening

I note with interest in the Evening Express plans for night time closure along a significant stretch including Justice Mill etc.

It reads as if this is to improve matters for night time revellers (drinkers). I accept that safety is always a consideration.

My immediate question / objections would be what message does this give that Aberdeen clears part of the city of cars to allow drinkers to move around.

I appreciate the need for city centre activity and growth but how does this improve utility for those who live and work in the area?

What effect does concentrating night life in this part of the city impact on other areas such as George Street / Schoolhill etc which could loose out.

How much will this cost?

Regards

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**From:** TrafficManagement  
**Sent:** 22 January 2020 09:40  
**To:**  
**Subject:** FW: Proposed night road closures

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

-----Original Message

**From:** ..  
**Sent:** 22 January 2020 09:18  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Proposed night road closures

Good morning

Please fine this email as confirmation is like to object to road closures in the night that have been recently proposed in Aberdeen west central.

There are areas that Aberdeen residents may need to get to and don't feel safe walking to at night because of drunken revellers, accessing by car would be essential. Personally walking through city centre in evening can be very scary as drunk people often tend to be loud and aggressive and can act in threatening manner. Residents should be restricted to where they can go to assist drunk people.

I personally do drink but I drink responsibly and don't need roads closed to ensure my safety. I think these roads will become very scary places with no cars, like no go areas after a certain time.

Also I think for safety of those finishing a night out needing picked up. My uncle used to pick myself and cousin up on Justice Mill lane after nights outs to ensure we were safe. I'm sure lots of other young woman rely on lifts and not allowing access to cars means lone females will have further to walk to get to their lifts

Thanks

Sent from my iPhone

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**From:** TrafficManagement  
**Sent:** 22 January 2020 13:05  
**To:**  
**Subject:** FW: Purpose road city centre

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** <[redacted]>  
**Sent:** 22 January 2020 12:49  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Purpose road city centre

If you purpose to close roads around Justice Mill Lane, Langstan Place, Willmill Brea Bath Street and Bridge Street between 22:00 to 05:00. I object to it as you are not allowing taxis and Private Hire Vehicles access to these roads but if you add taxis and PHV to list I expect the purpose

Why are taxis and Private hire Vehicles not being allowed access to these roads with the amount off public houses, nightclubs, hotels and restaurants in this area that ACC purpose to close the roads the all vehicles expect the ones you say are exempt but can't believe Taxis n Private Hire Vehicles aren't on this list.

Can ACC explain to me what do we say to customers sorry we can't drop you there or pick you up from there as ACC aren't allowing taxis or PHV to use these roads between 22:00 and 05:00

Yet again Taxis and PHV aren't class as a public transport according to the latest traffic management Committee.

Taxi Driver  
Badge no

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**From:** TrafficManagement  
**Sent:** 22 January 2020 13:05  
**To:**  
**Subject:** FW: Objection to city centre overnight vehicle ban

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

**From:** '>  
**Sent:** 22 January 2020 12:11  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to city centre overnight vehicle ban

To whom it may concern,

I would like to take this opportunity to lodge an objection to the proposed overnight vehicle ban across much of the city centre.

To ban vehicles between 10pm and 5am will not only effect late night businesses but residents of those street in the proposed vehicle ban. If residents who have paid for their parking permits are not able to park in their designated zone outside of their properties they are going to have to park elsewhere which in turn effects other residents in other zones nearby. There simply is not enough parking as it is for that to happen.

Who is going to enforce this ban? The police work very hard and are spread thinly as it is and city wardens do not work those hours.

I realise that the aim of the proposed ban is to make the streets safer and more welcoming but I just don't see how a vehicle ban does this? Surely in a bid to make the streets safer and more welcoming would be to move the beggars off the streets who can be very aggressive and some openly drinking alcohol, make the street lights brighter and fix the lights which are constantly broken making the streets so dark. Also repairing the paving and roads which are a disgrace of broken slabs and trip hazards and potholes. More bins would be advantageous also as the amount of garbage strewn in the streets from various take away places and beer bottles/smashed glassware from various bars is disgusting.

I appreciate there will be fund for this proposed ban but spending that money on my above points would be more beneficial in my opinion than on the proposed vehicle ban.

Yours sincerely,

Union Street  
Aberdeen  
AB10 1TQ

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**From:** TrafficManagement  
**Sent:** 23 January 2020 09:54  
**To:**  
**Subject:** FW: Overnight parking restrictions certain streets

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 22 January 2020 18:29  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Overnight parking restrictions certain streets

Hi  
It's a sorry state of affairs when Aberdeen City council has to restrict traffic and parking to accommodate people with a drink and drug problem

I know you are going to say the majority do not have these problems but they do – visit these areas at night and see the state of these people the majority of which are just a drink and drug induced rabble that cause the tax payer a fortune in ensuring they have a safe drinking and drug taking environment - that majority should be lifted and go to prison for a few days this might be sufficient to shock a few back to reality

As a tax payer I totally object to the council giving into the whims of this drunken/drugged up rabble - and should spend more time and resources is ensuring there is adequate parking facilities for persons who do not cause these problems

Peterhead  
Aberdeenshire  
AB42 2UN

And the reason I can advise the above is simple I and my wife had a three day booking at the Park Hotel and the ruckus/ noise created of the rabble in the hotel and in the street was so great that we were forced to leave the hotel on the second day and return home

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**From:** TrafficManagement  
**Sent:** 23 January 2020 09:53  
**To:**  
**Subject:** FW: Objection to overnight vehicle ban in Aberdeen

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 22 January 2020 23:53  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to overnight vehicle ban in Aberdeen

Hi,

I want to raise an objection to the proposed idea of the overnight vehicle ban in Aberdeen for some streets.

Main objections, cost of implementation and policing the offenders of the ban. As there will need to be exceptions to the ban some kind of exception system will need to be put in place. At some additional cost to the already stretched tax payer.

Secondary objection, there are better things to be doing. Recent changes to brown bin collections such that people have to pay for collection proves that Aberdeen City Council need to focus on other things before spending copious amounts of money on expensive, unpoliceable plans. Why not set up speed camera on roads like Queen's Road or cameras to catch parents that park on the keep clear lines outside schools blocking roads. Both could be used to generate income for the council before spending money partially closing roads at odd times for some vehicles. Personally, as an Aberdeen pedestrian, who walks to and from work, I would love to see red light jumpers charged. It is amazing how many cars cross red lights in Aberdeen and that could be another revenue source by charging offenders... Something that can be done using cameras.

Third objection, with the potential plan to pedestrianise Union Street any other obstruction to moving through the city would just be stupid. This plan feels like another case of inforcement from the council on high without any actual thought.

Nellfield Place, Aberdeen, AB10 6DH

Sent from my Samsung Galaxy smartphone.

---

**From:** TrafficManagement  
**Sent:** 23 January 2020 09:52  
**To:**  
**Subject:** FW:

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:**  
**Sent:** 23 January 2020 00:11  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>; r

**Subject:**

Hi Traffic Management

I have seen this article in the evening express  
<https://www.eveningexpress.co.uk/fp/news/local/have-your-say-on-councils-plans-to-ban-vehicles-from-eight-aberdeen-city-centre-streets-overnight/>

I wish to express my objection the plans

Under the proposed plans it makes it extremely difficult to come from the north of Union Street to access the south of Union street.

There are already a number of restriction to turn onto these roads along union street and this will add to further misery.

I need to get down Crown Street and even now i need to turn off on Dee Street just to get across to Crown street as no right turns allowed.

Would it not be better for the council to restrict alcohol and late licensing to a specific part of the town such as Belmont street?

This plan is just insanity. How would it even be policed?

Add this plan to the bus gates on Bedford Road causing numerous traffic issues.

Aberdeen is already in a free-fall depression and i believe further restrictions to access will drive down further parts of the city and footfall.

---

**From:** TrafficManagement  
**Sent:** 24 January 2020 10:43  
**To:**  
**Subject:** FW: Objection - Road Closure  
**Attachments:** image003.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** r  
**Sent:** 24 January 2020 09:19  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection - Road Closure

I see you are proposing to ban cars from certain street, and the reasoning being to "make the streets a safer more welcoming environment".

Closing these roads on the above basis is not going to improve anything and would challenge you to show how closing these roads will achieve your state aim. Just saying it doesn't mean its a done deal. There should be evidence to show what you are planning will have some sort of positive affect. The city centre has already too many closed off road and closing more for what seem to be no real reason is ridicules. The roads infrastructure in the city centre is already a farce and closing these road make it look like the roads department do not know what they are doing and following some sort of agenda set by Politian's who have no idea of roads management. Is this some half hearted attempt at being green!! If it just look like a stupid idea, one of many that seem to be a council speciality! So in short I object to any road closure unless there is actually evidence to back up your claim that this will make a back lane more appealing!!!



**Ross Stevenson**

---

**From:** TrafficManagement  
**Sent:** 27 January 2020 11:00  
**To:** Ross Stevenson  
**Subject:** FW: Objection to overnight city centre car ban

**From:**  
**Sent:** 25 January 2020 07:24  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection to overnight city centre car ban

I am writing to object to the proposed Cory centre overnight car ban.

None of the reasons given by the council make sense. where are the residents who actually live on these streets supposed to park or get even remotely close to their home? Where do taxis go? Who can people get close To or dropped off at work. It sounds like another way to make people take all kinds of routes for no reason. I live in Ferryhill and Bon accord is one in my only direct routes into town without many sets of traffics lights - no entry or other road changes.

polmuir ABERDEEN

Sent from my iPhone

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**From:** TrafficManagement  
**Sent:** 10 February 2020 16:11  
**To:** ----  
**Subject:** FW: Objection Traffic Management 202X

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** [redacted]  
**Sent:** 10 February 2020 15:24  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Objection Traffic Management 202X

Hi

I would like to lodge my objection to the plan to ban vehicles overnight within the Justice Mill and Windmill Brae area. I work in the hospitality industry and live on the outskirts of Aberdeen. In my current role I often have to work late at night. I rely on my car to get to and from work due, to the public transport links being so poor in the city. Being able to park my car close to my place of work gives me peace of mind and enables me to do be able to do my job. As a woman the proposal to ban traffic will have a direct impact on my safety. I will no longer be able to park outside my place of work and have to walk some distance to pick up my car. It also has the potential to have a financial implication on myself and others and make it unfeasible to work in the city centre. There maybe additional costs such as buses and taxis. Most people who work in the city centre in the evening and at night are often on lower incomes. I feel this proposal will unfairly penalise these groups.

If this proposal is about making the city centre a more attractive, vibrant place at night then I would argue there are other things that would be more beneficial and have a greater impact. These include, better public transport links, improving the street lighting, cleaning the culverts and gullies or fixing the pavements. If it is to improve the air quality of the city centre it would have more of an impact to enforce the 20mph speed limit or reduce the amount of traffic during the day. I also feel that rather than reduce the traffic you will just shift the traffic to other areas in the city.

At the minute all the city centre hotels and bars are struggling to stay open and this will reduce footfall even further. The local authority should be making it easier for people to access the city centre whether that is for work or leisure. I truly believe that this proposal will have a detrimental impact on the city centre rather, than a positive one.

Best wishes

---

**From:** TrafficManagement  
**Sent:** 10 February 2020 16:13  
**To:**  
**Subject:** FW: Night time road closures

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**From:** >m>  
**Sent:** 10 February 2020 15:26  
**To:** TrafficManagement <TrafficManagement@aberdeencity.gov.uk>  
**Subject:** Night time road closures

Dear Sir/Madam

As the owner of a small but high rate paying business in the affected area I would like to strongly object to the proposal of closing roads at night . I own the IQ public car park on the Hardgate and employ 3 part time employees .

It is not the actual closure that will devastate my business but the signage that will stop all but local customers . Signs prohibiting drivers will dissuade a lot of customers even though on further reading it will tell them the hours . Witness bus lanes which are not used in permitted hours by the vast majority of cars.

I also do not see why Bon Accord Terrace should be part of the proposal . This makes no sense .

If I thought for one moment these proposals were for the greater good i wouldn't object . However the council seems to be doing the bidding of a few local bar owners who have a vested interest in pushing this through their voice of Aberdeen Inspired .

Anecdotal evidence suggests closing the road will cause more loutish drunken behaviour . Maybe you should be looking at some of these bars and trying to control the amount of cheap alcohol they are serving to already drunk youngsters. If their customers can't walk on the pavements I would suggest they've had too much

Closing this road with a low density of bars isn't the answer to anything.

Best Regards



!

**From:** Info Aberdeen Taxis <info@aberdeen-taxis.com>  
**Sent:** 27 July 2018 16:47  
**To:**  
**Subject:** RE: Initial Statutory Consultation - Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello I

- I would like to object to A prohibition of motor vehicles on Langstane Place (between Crown Street and Dee Street), with an exemption for loading between 6am – 11am Monday to Saturday,

This will cause significant issues for taxi drivers who use the Dee Street taxi rank and will add a lot of distance on to fares pick up from this taxi rank.

Regards



Tel: 01224 200 200 E-Mail: [bookings@aberdeen-taxis.com](mailto:bookings@aberdeen-taxis.com)  
[www.aberdeen-taxis.com](http://www.aberdeen-taxis.com)

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**From:** [redacted] [mailto:city.gov.uk]  
**Sent:** 27 July 2018 16:24  
**Subject:** Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles

Good Afternoon,

**Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles**

Aberdeen City Council proposes the following restrictions:-

For the attention of Ross Stevenson, Aberdeen City Council

As the Proprietor of Bugsy Brown's and as President of the Aberdeen City and Shire Licensed Trade Association I would like to raise the question as to why the Council and Aberdeen Inspired are of the opinion that 'lighting and street closures' are the way forward in Aberdeen's City Centre?

1. As president of the Licensed Trade Association I have been asked to respond to your proposal on behalf of our membership. Both myself as an individual and as a representative of the Licensed Trade we are deeply concerned by the proposal to road closures one way and restricted parking etc. This is for a number of reasons:-
2. At a time when city centres are suffering due in part to the rate increases and continuing decrease in footfall we should be doing more to encourage people to visit the city centre by the way of cheaper parking on the street and fewer parking restrictions. I feel the one way system would deter people from visiting the city centre venues.

Many people who work in the city centre work unsociable hours. Many of these jobs are low paid and are in the hospitality sector. The proposal will make it more expensive to travel to work. As staff will have to find alternative means of travel.

In addition this will cause a very serious safety issue for example many premises employ mainly young personnel. I feel this proposal puts them at a greater risk than what we have at present. All staff should be able to park close to their place of work for those who work till 2, 3 or 4am.

I am also concerned the proposal will have a detrimental effect on customers who have a disability and their ability to easily access shops, clubs and pubs.

3. This proposal will have an impact on the trade and customers as they will not be able to access venues. I feel that there are several simpler solutions that would have a more positive impact than the current proposal. At present there is a 20 mile per hour zone. This is currently not enforced. Better enforcement of this would undoubtedly make the city a safer place to work and visit.

Improving the city centre infrastructure such as fixing loose and uneven paving stones on Windmill Brae and throughout the city centre would have a positive benefit for everyone and in particular those with mobility issues and people who are partially sighted.

Over the last few years long established businesses have closed. The Garage venue closed its doors earlier this year. The Royal Hotel closed its doors 2 years ago. Many of the bars and clubs have long gone. Since the oil downturn there are very few premises left on Windmill Brae. As the streets are absolutely deserted in the city centre what are you really expecting to achieve with lighting? 20 years ago it may have been a welcome innovation but when businesses are running at an all-time low decreasing traffic of any form seems a completely pointless exercise.

This problem could be the final straw for some city centre venues if this proposal goes ahead.

4. In years gone by Aberdeen City Council had a stringent policy for emptying and clearing water gulleys. However in recent years this policy is no longer in place. This has resulted in waste build up in gulleys throughout the city. For example there is a foul sewer smell emanating from the top of Crown Street. These are the types of problems that the Council or Inspired should be addressing.

If we want Aberdeen to be a vibrant, attractive city it would be better to invest money to improve the basic infrastructure rather than vanity projects such as lighting or one way systems that will have little impact on improving visitors' experience.

---

**From:**  
**Sent:** 16 August 2018 09:26  
**To:**  
**Subject:** FW: Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles  
**Attachments:** Issues in Bon Accord Terrace 2013.pdf; Letter re. anti-social behaviour 2008.pdf

Dear

We have been living in the Bon Accord Terrace area for the last 13 years. During this time, we have endured several very unpleasant periods when we have faced sleep disruption, experienced invasion of property and had to clean human excrement from areas where our children play. We also had to withstand being physically threatened by drunk individuals and felt unsafe around our own houses.

The two files attached demonstrate some of the efforts we have gone through over the years in order to improve our quality of life. We have worked hard to achieve the very delicate balance of city centre living – one that allows for nightlife entertainment venues while providing residents with a bearable living environment. This balance is very fragile but currently stable, however, there are already some early warning signs of things worsening, and this is without the implementation of the changes you are proposing. For example:

- There have been 2 serious incidents in Bon Accord Terrace / Bon Accord Terrace Gardens over the last 12-18 months - most likely rapes although police never released any details
- The level of noise and disruption at 3am has increased significantly. This occurs when people vacate the night venues and there is no crowd dispersion attempts or police presence
- Our front gate has been half closed several mornings, which indicate trespassing is taking place overnight
- The ongoing problem of people going into Bon Accord Terrace/Crescent to pee on the street or on people's front door
- The front window of a nearby restaurant was broken by a group of drunken people on 05/05/18 (Saturday night)

With the background over the years of serious anti-social behaviour in the area and the knowledge of the recent problems, I find it incredible that the Council is still thinking about the pedestrianisation at night of Windmill Brae, Justice Mill Lane and Langstane Place. The proposed changes will make of this section in the city centre an ever greater night venue and significantly disrupt the families that are living there. I also do not see how there will be funding (and hence implementation) of the measures required to manage such plans. For example, how will funding be provided and available to: commit continuous police patrols in Justice Mill / Hardgate / Bon Accord through the night and past 3am to control trouble and help people dispersion; install additional street lighting required all along peripheral streets in order to avoid the increase in anti-social behaviour (and perhaps crime) that will follow a significant increase of drunk people in the area; secure guardian rounds after working hours so motor vehicles obey the parking prohibition in double yellow lines stopping engines/radios starting at 3am just besides people's windows, enforce the level of music and vibrations coming out of pubs and bars, etc.

All the anti-social behaviours and living disruptions will only multiply if the plans of night-time motor vehicle prohibition go ahead. Our life will get to the same situation (or perhaps worse) than it was in 2008 or 2013. I invite you to talk to our 8-year old boy that wakes up scared at 3am when drunken people shout and fight just outside his window or to an overnight stay in any room of the property on a Friday or Saturday night - to see how much sleep you can get.

Windmill Brae, Justice Mill Lane, Bon Accord, Hardgate and Langstane Place are also residential areas... and we are not the only family nor the only set of tax paying citizens that reside in the area and that have the right to live in the City Centre safely and respectfully.



I

---

**From:**  
**Sent:** 08 August 2018 11:25  
**To:**  
**Subject:** RE: Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition ....

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi  
Thanks for such a prompt response.  
Maybe travelling to the Railway Station (with luggage)?  
Yes, I'd be very grateful if you could retain and submit in due course.  
Kind regards

**From:**  
**Sent:** 08 August 2018 11:13  
**To:**  
**Subject:** RE: Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition ....

Thanks Mr

I would suggest that it is very unlikely that anyone will drive between Bon Accord Square and either Crown Street or Denburn without it being part of a longer journey, both are within easy walking distance, and parking opportunities are limited. If anyone does use this route as part of an existing longer journey then they are likely to change their route choice, and as such I believe that the proposal will ultimately have a negligible effect on longer journeys.

As an example -

Someone heading to the north of the city from Bon Accord Square might currently use Langstane Place, Windmill Brae to get to the Denburn to travel north, with the proposals in place I would suggest that they will reroute via Union Street and Rose Street, Queens Road or King Street.

With regard to submitting an objection, we are currently consulting with the Statutory Consultees; Police, Fire, Ambulance, Taxis etc. Aberdeen Inspired were included as a statutory consultee, and as such I believe that they emailed their members for feedback to enable them to compile a response. If the scheme proceeds past the Statutory Consultation stage then we will proceed to Public Advertisement whereby individuals can object.

With regard to your objection, you can either pass it on to Aberdeen Inspired so we can consider it now as part of their response, or I can hold on to it and include it as a formal objection as part of the Public Advertisement, if the scheme gets that far. Would you be happy for me to keep hold of your objection and include it at that time?

Regards

From: I  
Sent: 08 August 2018 09:24  
To:  
Subject: RE: Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition ....

Hi  
Many thanks. It does seem like a long way round for the benefit of closing 30 metres of road?  
I would like to object to this part of the proposal. I am struggling to see any benefit other than to the smokers frequenting the Grill and Stag during daylight hours!  
I'd be grateful if you could either forward this email to the committee or provide further detail on how to object.  
Many thanks  
Kind regards  
E

This e-mail has been sent by:

Director

Bon Accord Square  
Aberdeen  
AB11 6DJ

Tel  
Fax  
email

registered in Scotland No authorised and regulated by The  
Financial Conduct Authority.

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Website

From: I  
Sent: 07 August 2018 16:46  
To:  
Subject: RE: Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition ....

Apologies

I thought a response had been provided to you.

The alternative route for a car to travel between Bon Accord Square and Crown Street would be to go southwards on Bon Accord Street, eastwards along part of Springbank Terrace and northwards up Crown Street, or if travelling by car to the Denburn drivers can utilise the same route but College Street rather than Crown Street.

I am happy to discuss any concerns that you may have with these proposals.

Regards

Traffic Management and Road Safety  
Operations and Protective Services  
Aberdeen City Council  
Business Hub 11, 2<sup>nd</sup> Floor West  
Marischal College  
Broad Street  
Aberdeen  
AB10 1AB

**From:**  
**Sent:** 07 August 2018 15:14  
**To:**  
**Subject:** Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition  
....

Hi  
Despite my best efforts I still have no reply or understanding as how I would, under the proposals travel from Bon Accord Square, after 5.00 am to 10.00 pm, to the top end of Crown Street or better still to Denburn Road.  
Please can you address this query.  
Many thanks  
-

This e-mail has been sent by:

  
Aberdeen City Council

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**From:**  
**Sent:** 07 August 2018 16:55  
**To:**  
**Cc:**  
**Subject:** RE: On Behalf of Aberdeen City Council - : Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles

I am the owner of an engineering and well management business at Bon Accord Square.  
Our office has a garage on Langstane Place where myself and my colleagues park and by which we access our property.  
We are at present actively managing wells being drilled in Africa and engineering others in the US.  
Our requirement is for 24 hr, 7 days per week access to our garage for this activity.

Regards,

Bon Accord Square,  
Aberdeen,  
AB11 6DJ

**Sent:** 02 August 2018 15:51  
**Cc:**  
**Subject:** On Behalf of Aberdeen City Council - : Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles

Good Afternoon,

**Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstane Place - Night Time Prohibition of Motor Vehicles**

Aberdeen City Council proposes the following restrictions:-

- A prohibition of motor vehicles on the following streets from 10pm – 5am, 7 days per week:-  
Windmill Brae / Justice Mill Lane / Langstane Place / Justice Mill Brae / Bon Accord Terrace  
(between Union Street and Langstane Place) / Gordon Street (Between Bon Accord Lane and Langstane Place) / Bath Street and Bridge Place  
Including an exemption for blue badge holders and an exemption for access to off-street car parks
- A prohibition of motor vehicles on Langstane Place (between Crown Street and Dee Street), with an exemption for loading between 6am – 11am Monday to Saturday,
- A one way restriction on Windmill Brae, between Crown Street and Bath Street,
- The creation of 3 no. blue badge parking spaces on Dee Street, and the conversion of 65m of daytime waiting restrictions to pay and display parking

---

**From:** <[redacted]>  
**Sent:** 30 October 2017 12:09  
**To:**  
**Subject:** Fwd: Pedestrianisation of Justice Mill Lane Vicinity

Resent with corrected email address.

Sent from my iPad

Begin forwarded message:

**From:**  
**Date:** 30 October 2017 at 10:27:38 GMT  
**To:**

**Cc:**

---

**Subject:** Pedestrianisation of Justice Mill Lane Vicinity

Acting Chair  
Bon Accord Terrace and Area residents' association  
Bon Accord Terrace  
Aberdeen, AB11 6DU

We write as a response to a local press article regarding the night-time pedestrianisation of several streets in the locality. While Aberdeen City Council saw fit to leaflet local businesses we received no such notification. Why was this?

Over an extended period residents of Bon Accord Terrace have met on a regular basis with representatives of Aberdeen City Council, Grampian Police, and a number of the local bar/nightclub proprietors in the area. We met to discuss the management of rowdy, disruptive and illegal behaviour in and around the area and looked at possible solutions for reducing anti-social behaviour. In all our previous discussions with ACC, Grampian Police and local businesses the aim of all of us has been to find ways to disperse the crowds using licensed premises as quickly and safely as possible. There has never been any discussion that this should not be the case. The problems identified by residents/businesses/ACC/Grampian Police include:

- Fouling of the streets.
- The invasion of gardens by night time revellers to urinate, defecate and perform sexual acts.
- The dealing and taking of drugs both on the street and in gardens.
- Property damage.
- Noise from (sometimes hundreds) of revellers leaving the local nightclub and not dispersing quickly enough due to what appears to be a lack of police presence and a lack of any perceived responsibility on the part of nightclub staff.
- Late night illegal car parking.
- Bottles thrown and smashed into gardens and general litter
- Cars picking up/dropping off revellers.

We would be interested to hear how ACC/Grampian Police has gone from a policy of trying to clear the area as quickly as possible to encouraging hundreds of revellers to hang around very close to residential streets during the night? Frankly, we are incredulous that this is even being considered.

In fact, the residents were about to re-establish contact with the above mentioned groups to highlight intensified problems resulting from a local nightclub a) increasing their opening hours and b) targeting the student fraternity, bringing increased footfall and even greater disruption to our neighbourhood. It seems to be that rather than work together to find a solution to anti-social behaviour, Aberdeen City Council are not only giving in to it, but encouraging it!

Lastly, we are also concerned about the potential increase in vehicle noise resulting from the proposed pedestrianisation. Most of the night-time traffic will now divert down Bon Accord Terrace and Langstane Place, the most densely populated residential location in the area.

We look forward to hearing from you and request a meeting to further discuss these important issues.

---

**From:**  
**Sent:** 17 August 2018 00:12  
**To:**  
**Subject:** Objection to pedestrianisation of Windmill Brae / Justice Mill Lane / Langstane Place

Dear Mr.

I understand that the deadline for comments/objections to the planned night time pedestrianisation of Windmill Lane / Justice Mill Lane / Langstane Place is 17/08/18.

As a resident that will be affected by these plans, I wish to reiterate my objections that I have previously expressed to try and ensure that my objections are taken into account.

I live at Hardgate, at the junction of Hardgate and Justice Mill Lane/Langstane Place and wholeheartedly support the sentiments and issues raised in the Email that was sent to you previously by acting chair of our local residents association. However, I would like to add my own personal view as to how these plans would affect me, as an individual.

For the past few years, my residential amenity has been blighted by noise from revellers entering and leaving Nox nightclub, directly opposite my house. Up to 200 people can be queuing up to gain entry, 20 yards from my house, from around 2315 onwards, four nights per week (weekdays are just as bad as weekends). The noise from this is incredible, despite all my efforts at soundproofing. Disturbance continues throughout and peaks again from 0200-0230 when revellers leaving the nightclub congregate outside the premises (and neighbouring houses), entering gardens, leaving bottles and broken glass (among other littering) on the streets and in resident's gardens. I have had to phone the police on several occasions to ask them to move people on as they were creating a disturbance. The nightclub door staff have no interest (or remit) in moving people on once they have left the premises, nor do the police seem to have a routine presence to disperse the crowds. It is generally left for people to disperse at their own pace, and being drunk (as most of them are), they are inclined to hang around, creating a disturbance.

On the face of it, the proposals sound as though they are aimed at improving quality of life. However, far from promoting a café society, if that is the plan, what they will do is to encourage large groups of intoxicated people to gather in the street outside residential homes, late at night and in the early hours of the morning. Vehicular traffic is light anyway, so pedestrian safety should not be an issue, but pedestrianisation of these thoroughfares will just encourage mob behaviour. Far from encouraging people to live in the city centre, this will have the opposite effect of driving people away.

Two bedrooms in my house face on to Langstane Place and cannot be occupied when the nightclub is open (currently for more than half the week) because of noise. When the nightclub is closed, the area seems a haven of peace and quiet by comparison

This idea is totally misconceived and I object in the strongest of terms. The problems will be exacerbated after September 2018, when a new student residence opens nearby, at the junction of Hardgate and Willowbrae. As the nightclub actively targets a student clientele, even greater numbers of intoxicated people will be gathering outside my home, and those of my neighbours, actively facilitated by these ill thought out plans. Has this (the imminent huge increase in numbers of students living in the immediate area) been taken into account and has anyone from the Council actually been present in the vicinity at these times of peak disturbance? I am sure that noise monitoring tests would show that even the current noise levels are unacceptable even before these plans make things worse. I would suggest that you carry out such tests.

If the idea is to make the streets safer by pedestrianisation, then I would suggest that a regular police presence at closing time (also when queueing at opening) of Nox nightclub, to help move people on, would be more beneficial

than pedestrianisation, which would have the unintended consequence of encouraging or facilitating intoxicated people to gather outside homes where people are trying to sleep. The earlier flier that was distributed (but not to my house unfortunately) states that one of the benefits of this proposed scheme is that it "enhances the night-time environment in the area". Perhaps this may apply to drunken revellers, but certainly not for local residents.

As you have an impending deadline for submission of comments, please acknowledge receipt of this Email.

Yours Faithfully,



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**From:**  
**Sent:** 17 August 2018 18:32  
**To:**  
**Subject:** Initial Statutory Consultation – Windmill Brae / Justice Mill Lane / Langstone Place  
=?utf-8?Q?\_-\_Night\_Time\_Prohibition\_of\_Motor\_Vehicles

Dear Mr

*We have been living in the Bon Accord Terrace area for the last 9 years, although for the last 2 years we have been renting our property out. During this time, we have endured several very unpleasant periods when we have faced sleep disruption, experienced invasion of property and had to clean human excrement from areas where our children play. We also had to withstand being physically threatened by drunk individuals and felt unsafe around our own houses.*

*We have worked hard to achieve the very delicate balance of city centre living – one that allows for nightlife entertainment venues while providing residents with a bearable living environment. This balance is very fragile but currently stable, however, there are already some early warning signs of things worsening, and this is without the implementation of the changes you are proposing.*

*With the background over the years of serious anti-social behaviour in the area and the knowledge of the recent problems, I find it incredible that the Council is still thinking about the pedestrianisation at night of Windmill Brae, Justice Mill Lane and Langstone Place. The proposed changes will make of this section in the city centre an ever greater night venue and significantly disrupt the families that are living there. I also do not see how there will be funding (and hence implementation) of the measures required to manage such plans. For example, how will funding be provided and available to: commit continuous police patrols in Justice Mill / Hardgate / Bon Accord through the night and past 3am to control trouble and help people dispersion; install additional street lighting required all along peripheral streets in order to avoid the increase in anti-social behaviour (and perhaps crime) that will follow a significant increase of drunk people in the area; secure guardian rounds after working hours so motor vehicles obey the parking prohibition in double yellow lines stopping engines/radios starting at 3am just besides people's windows, enforce the level of music and vibrations coming out of pubs and bars, etc.*

*All the anti-social behaviours and living disruptions will only multiply if the plans of night-time motor vehicle prohibition go ahead. Our life will get to the same situation (or perhaps worse) than it was in 2008 or 2013.*

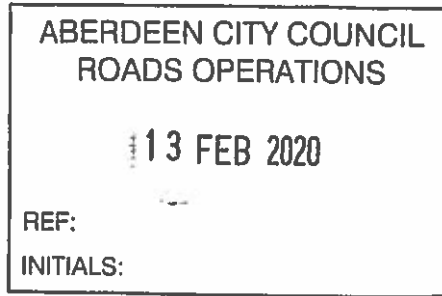
*Windmill Brae, Justice Mill Lane, Bon Accord, Hardgate and Langstone Place are also residential areas... and we are not the only family nor the only set of tax paying citizens that reside in the area and that have the right to live in the City Centre safely and respectfully.*

*I strongly oppose the proposal below and, together with many neighbours in the area, are prepared to take the challenge as far as possible.*

Regards



7 February 2020



Aberdeen City Council  
Roads Department  
Ground Floor  
Marischal College  
Broad Street  
Aberdeen  
AB10 1AB

DL: +44 (0) 141 222 4103

163 West George Street  
Glasgow G2 2JJ

savills.com

Dear Sir/Madam

**OBJECTION: Uptown Business Network - The Aberdeen City Council (Justice Mill Lane, Langstane Place, Windmill Brae Area, Aberdeen)(Traffic Management) Order 202(X)**

Further to our previous correspondence issued on 18<sup>th</sup> April 2018 (copy enclosed). It has been brought to our attention that the above noted matter is being reconsidered by Aberdeen City Council and The Roads Department.

I understand the proposals are to prohibit vehicular access to Justice Mill Lane between the hours of 10pm and 5am daily, and to introduce some new parking restrictions.

As previously highlighted, The Silver Fin Building, is a 24 hour operation, and the only means of vehicular access to the car park is via Justice Mill Lane, therefore our client's building occupiers and visitors require unrestricted access.

No decision should be made until we have been fully consulted on the matter and we are satisfied with how the operation will work in practice.

We welcome the opportunity to attend a meeting to discuss further at your earliest convenience. Please confirm by return.

Yours sincerely

Associate

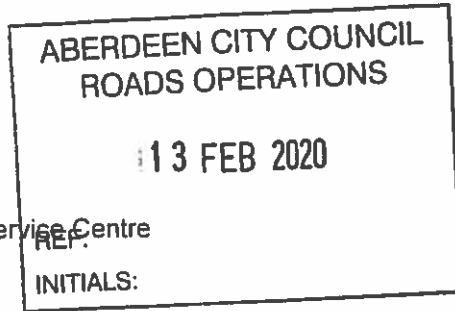
Encl.

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18 April 2018



Aberdeen City Council Customer Service Centre  
**Property Asset Management**  
Ground Floor  
Marischal College  
Broad Street  
Aberdeen  
AB10 1AB

163 West George Street  
Glasgow G2 2JJ

savills.com

Dear Sir/Madam,

**Complaint regarding the proposed night car ban to Justice Mill Lane**

Savills act as the managing agent on behalf of the owners of The Silver Fin Building, Aberdeen and it is in that capacity that I write to you now. We understand from a recent press release in The Press and Journal dated April 12 2018, that the council intend to ban any vehicular access to Justice Mill Lane during the hours of 10pm and 5am.

The Silver Fin Building, is a 24 hour operation, and the only means of vehicular access to the car park is via Justice Mill Lane, therefore our client's building occupiers and visitors require unrestricted access. It is wholly unacceptable that neither ourselves nor our client have been consulted in respect of these proposals considering our reliance on this Lane and its proximity to the property.

We are in close liaison with the Capitol Building owners, who also operate on a 24 hour basis and are similarly reliant on unrestricted access to the rear lane. As you will be aware, these buildings comprise two major office schemes of £100m of private sector investment in Aberdeen, and both proprietors oppose this proposal in the strongest terms.

We would however welcome the opportunity to have further discussion with the council in relation to the operation of Justice Mill Lane if these proposals are to implemented, and we would be grateful if a meeting could be arranged at your earliest convenience. Please confirm by return.

Yours sincerely

Surveyor

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	5 March 2020
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Council Housing Rent Management and Universal Credit Review
<b>REPORT NUMBER</b>	OPE/20/010
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Derek McGowan
<b>REPORT AUTHOR</b>	Neil Carnegie
<b>TERMS OF REFERENCE</b>	1

### 1. PURPOSE OF REPORT

- 1.1 This report meets the Operational Delivery Committee's request for a report on rent management and universal credit, one year following implementation of Universal Credit full service.

### 2. RECOMMENDATION

That the Committee: -

- 2.1 Note current rent management performance and support the Council's focus on tenancy sustainment.

### 3. Rent Management Performance

- 3.1 Effective rent collection is critical to ensuring high quality housing and associated services, with rent income used to fund all housing services; repairs and maintenance; and contribute to new build programmes.
- 3.2 Over recent years the Council have been amongst the top local authority social landlord performers in rent collection. Similar to the national trend, the Council's collection rates are reducing. In Aberdeen this can be attributed to increased

focus on tenancy sustainment and welfare reform with Universal Credit Full Service roll out commencing from 31 October 2018.

- 3.3 The following table sets out several key performance indicators to 27 October 2019.

<b><u>Rent Arrears:</u></b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20 YTD</b>
<b>Current Rent Arrears</b>	£3,058,975	£4,017,948	£5,946,013
<b>Number of tenants in arrears</b>	7,475	8,019	12,062
<b>Rent Collected</b>	99.91%	97.74%	Not available
<b>Gross Rent Arrears</b>	5.30%	6.86%	8.72%

- 3.4 The Council's enhanced focus on tenancy sustainment is supporting very high performance with currently 91.4% of all new tenancies sustained for more than one year compared with the Scottish average of 89% for 2018/19. People housed through homelessness have a tenancy sustainment rate of 87.3%, again comparing well with the national average of 86.98% for 2018/19.
- 3.5 Enhanced tenancy sustainment supports improvements to health and wellbeing, security and avoids costs to the Council including those associated with potential homelessness presentations, void properties and legal action. There is also a far greater likelihood of collecting rent arrears while the tenancy continues.
- 3.6 The effectiveness of our policy is also evidenced in the table at 3.9 with a projected 60% reduction in tenancy evictions over the two years.
- 3.7 The following table sets out the balance ranges of tenants in arrears. This details that the majority, 72% of tenants with arrears, owe less than £500. However, the remaining 28% owe 59.6% of the total arrears balance.

<b><u>Current Arrears Balance Range:</u></b>	<b>Balance Range</b>	<b>No. of Tenants</b>	<b>Value</b>	<b>Percentage of Total Value</b>
	< £250	6779	637,916	10.7%
	£250 - £499.99	1945	697,933	11.41%
	£500 - £999.99	1503	1,066,151	17.9%
	> £1000	1835	3,544,013	59.6%
	<b>Total</b>	<b>12,062</b>	<b>£5,946,013</b>	<b>100%</b>

- 3.8 The Council's rent management policy and procedures promote an early intervention and person-centred approach. A wider range of factors are considered to determine case management actions. The main factors are:
- Level of debt and recent payment history;
  - Level of tenant engagement and current action being taken to address issues;

- Tenancy/Family composition and needs;
- Known vulnerabilities and perceived support requirements; and
- Income maximisation and benefit advice needs met.

3.9 The Council's increasing drive for long-term tenancy sustainment has seen substantial year-on-year reductions in tenancy evictions:

<b><u>Court Actions:</u></b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20 YTD</b>
<b>NOSP (Legal Notice) Issued</b>	1,221	437	644
<b>New Court Actions Initiated</b>	766	331	275
<b>Orders for recovery of possession granted (Decree to Evict)</b>	583	358	168
<b>Repossessions carried out (for Rent Arrears)</b>	122	82	41
<b>Total:</b>	<b>2,692</b>	<b>1,208</b>	<b>1,128</b>

3.10 Legal recovery action, including evictions, are a necessary part of our rent management operations and one that can contribute positively to our collection performance, however this can create various negative consequences that need to be balanced against the level of arrears: potential impact on the wellbeing of the tenant and family; further debt placed on the tenant from legal costs; costs to the Council of raising legal action and processing the eviction; potential future homelessness presentations; void property/repairs costs and void rental loss; and the shifting of the debt across to 'hard to collect' former tenant arrears.

#### **4. Universal Credit**

4.1 Benefit claimants transition to Universal Credit when they make a new claim or experience a change in their circumstances. The Department for Work and Pensions (DWP) plan to transition all claimants still remaining on 'legacy benefits' across to Universal Credit by 2024.

4.2 Implementation of Universal Credit is presenting several challenges for rent collection.

4.3 Firstly, we are unaware of which tenants are on Universal Credit unless the tenant informs us. Universal Credit facilitates the claimant to hold all their own claim, entitlement and payment information within their online journal. This places the onus on the claimant (our tenant) to keep us, their landlord, up to date with any changes in entitlement or payment, with no process for DWP to share data with landlords. For frontline officers, this is a significant change from managing tenants in receipt of legacy benefits and Housing Benefit, where entitlement decisions, suspensions and changes in circumstances were easily accessible. Engaging tenants regarding their rent accounts often presents a significant challenge.

- 4.4 The lack of information sharing means that we do not know exactly how many of our tenants are in receipt of Universal Credit. However, based on the housing cost checks served on us by DWP when Universal Credit claims are made, and the UC payments that are subsequently made direct to the Council, we can roughly estimate which tenants are on UC. As at January 2020, the estimated number of tenants on Universal Credit was 3,332 (16%). However, it must be emphasised that this is an estimated figure.
- 4.4 Universal Credit is paid monthly in arrears with an initial minimum five week wait for their first payment. This has the potential to place each Universal Credit tenancy into “technical” rent arrears, with officers having to factor these unavoidable arrears into their recovery decision making.
- 4.5 The most significant challenge is that the default position for Universal Credit claimants is for any eligible housing costs to be paid direct to the tenants and our experience is that many tenants on Universal Credit do not prioritise their rent payments and therefore incur rent arrears.
- 4.6 There are two ‘managed payment’ schemes to allow payments to be made direct to landlords. Alternative Payment Arrangements can be applied for vulnerable tenants with housing costs direct to the landlord, instead of being paid to the tenant themselves. We estimate that around 76% of our tenants on Universal Credit have Alternative Payment Arrangements in place. We can also apply for Direct Payments for tenants with greater than eight weeks rent arrears, to receive a proportion of their personal Universal Credit award to reduce their arrears balance. We estimate that around 41% of UC tenants are on Direct Payments. This means that we have Direct Payments in place for almost every eligible Universal Credit tenancy. With experience we have now introduced several specific system safeguards to help officers ensure all new claims are supported to first payment; that any opportunities to apply for managed payments are not missed and that any applications for managed payments are completed timeously.
- 4.7 Alternative Payment Arrangements and Direct Payments are not paid to the landlord on the tenant’s monthly payment date. Instead, these are paid via 4-weekly payment schedules. As an example, our latest UC payment schedule was worth £615K across c2,700 transactions. These payment schedules see housing costs and arrears payments reaching tenant rent accounts once every 28 days irrespective of their Universal Credit payment date. This can generate further “technical” arrears on rent accounts again requiring officers to factor in these unavoidable arrears into their recovery decision making. The fact that Universal Credit is paid to tenants monthly (12 times per year) but the Universal Credit payment schedules are paid 4-weekly (13 times per year) means there are ‘skip cycles’ where each Universal Credit tenant is required to wait 8 weeks between housing cost payments reaching their rent accounts, again generating more “technical” arrears.
- 4.8 The DWP are proposing that they will remove these 4-weekly Universal Credit payment schedules, however this has yet to be implemented and no further update has been provided recently. Instead, direct housing cost and arrears



payments will be received by landlords on the same monthly date as the tenant receives their money. This will ease rent management, as the possibility of “technical” arrears accruing will be reduced.

- 4.9 The following table provides an indicative summary of our Universal Credit caseload along with tenants in receipt of Housing Benefit and all other tenants to the end of January 2020. It is emphasised again this is an estimation and that we are unable to provide completely accurate data.

<b>Arrears Comparison</b>	<b>All Other</b>	<b>HB</b>	<b>UC</b>
<b>Current Tenancies</b>	11121	6476	3332
<b>Accounts in Arrears</b>	7214	2078	2770
<b>% in Arrears</b>	64.9%	32.1%	83.1%
<b>Arrears Balance</b>	£3,059,574	£492,482	£2,393,956
<b>Average Arrears</b>	£424	£237	£864
<b>Arrears &gt; 8 weeks</b>	1240	189	1186
<b>% In Arrears &gt; 8 weeks</b>	11.2%	2.9%	35.6%

- 4.10 While we must caution that these figures are indicative, these indicate that tenants in receipt of Universal Credit are far more likely to have rent arrears and at higher levels than tenants not in receipt of Universal Credit. Our experience of higher rent arrears cases and balances is consistent with that experienced across all other Scottish social landlords. (NB. an unknown proportion of the arrears on Universal Credit tenancies would pre-date Universal Credit entitlement)

## **5. Scottish Welfare Fund – Crisis Grants**

- 5.1 Since the implementation of Universal Credit there has been an increase in crisis grant claims and expenditure, primarily due to the lengthy initial wait times. Crisis Grants are available to people with low income in emergency circumstances. The Scottish Welfare Fund, administered by the Council, reports a 22% increase in crisis grant spend for the first 10 months of 2019/20 compared to the same period in 2018/19. However, we are currently forecasting that the spend will be consistent with last year and our 2019/20 budget.

## **6. Free School Meals**

- 6.1 Universal Credit also has implications for low-income families and access to free school meals. Under the Child Tax Credit legacy benefit, families in receipt may earn £16,105 per year before eligibility for free school meals ceased. However, families now in receipt of Universal Credit are excluded from entitlement to free school meals if they have earnings of over £7,320 per year.
- 6.2 From our benefits records we have identified 147 children where there is currently Child Tax Credit in payment and earnings are over £7,320 and less than £16,105. We estimate that 40 of these children are in Primary 1 to 3 and

therefore they do currently have entitlement to free school meals. For the remaining 107 children they would potentially lose eligibility to free school meals if or when they transition to Universal Credit, if earning levels remain consistent. We do not hold information on the number of children in families who had been in receipt of Child Tax Credit with earnings between £7,320 and £16,105 per year who would have already transitioned to Universal Credit however we anticipate this to be significantly lower than those not currently transitioned.

6.3 All children in primary 1 – 3 are entitled to receive free school meals.

## **7. Support for Tenants and Residents**

7.1 We endeavour to provide a range of means to support all tenants having trouble paying their rent and have further enhanced our approach to respond to the challenges of Universal Credit.

7.2 The Council's housing management service is responsible for rent collection. This responsibility lies across a large number of teams and officers. All frontline staff have received intensive training specific to managing Universal Credit cases. We have also recently introduced eight new Housing Officer and three new Assistant Housing Officer posts to enable us to give more intensive support to tenants requiring this. We also operated a short-term centralised specialist team which all officers spent time within to help build their knowledge of Universal Credit.

7.3 More intensive housing support is delivered through our in-house Housing Support Team and Turning Point which is commissioned by the Council to provide housing support. Specialist financial advice and assistance is provided by our Financial Inclusion Team. We also commission Shelter Scotland to support tenants with rent arrears, usually those at risk of legal action and eviction.

7.4 Discretionary housing payments (DHP) may be awarded to tenants either in receipt of Housing Benefit or the housing element of Universal Credit to help with housing costs. These are typically made when tenants are affected by under-occupancy restrictions or subject to the benefit cap. £1.25M has been paid year to date with 2,579 awards made.

7.4 The Council's community learning and libraries teams support tenants with digital and literacy needs, with free ICT access also available in libraries and community centres. New public access ICT equipment has been installed in the receptions at Customer Access Points/ housing offices.

7.5 Financial support and assistance is also provided by an extensive range of voluntary bodies such as community projects, Community Food Initiative North East (CFINE) and Citizens Advice Bureau (CAB), with the DWP commissioning CAB to deliver their "Help to Claim" package which aims to support Universal Credit claimants right through to first payment.

## 8. Learning

- 8.1 Our experience from the first year of Universal Credit full service is broadly consistent with our expectations, including greater complexity and time demand to support tenants to meet their rent obligations, higher numbers of tenants in arrears and higher overall levels of rent arrears. However, our early intervention and person-centred approach to managing rent arrears has helped avoid high levels of legal action and tenancy eviction. Proactive use of Alternative Payment Arrangements and Direct Payments has supported tenants pay their rent and helped protect rent income to the Council. These approaches should continue.
- 8.2 The increased complexity of the benefits system, increasing need to support tenants and higher overall volumes of work demonstrate the need to understand the demands on the Council and to respond accordingly, including through redesign where appropriate.

## 9. FINANCIAL IMPLICATIONS

- 9.1 No new implications arising from this report.

## 10. LEGAL IMPLICATIONS

- 10.1 No new implications arising from this report.

## 11. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Financial</b>	There is a risk to rent income and cost of bad debt provision to the Council.	L	We will continue to provide a range of supports and interventions, and maintain a person-centred and early intervention approach to rent management.
<b>Customer</b>	There is a risk to tenancy sustainment when tenants experience difficulty paying their rent.	L	We will continue to provide a range of supports and interventions, and maintain a person-centred and early intervention approach to rent management.

## 12. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	Effective tenancy sustainment will be supported by income maximisation and financial assistance.
<b>Prosperous People</b>	It is recognised that good quality housing is a key driver of public health and can affect the well-being of tenants in all areas of life including educational attainment; employment and physical and mental health.
<b>Prosperous Place</b>	<p>Effective rent management arrangements promote a tenancy sustainment culture and encourages staff to base their recovery actions on the individual circumstances of each household in arrears. This allows for flexibility around whether a case is escalated for recovery. It aids support for tenants experiencing language; literacy or learning difficulties and promotes increased engagement with all tenants to work together to find practical solutions other than Court action.</p> <p>A core aspect of the interim structure of the Early Intervention &amp; Community Empowerment structure and culture is community sustainability, and the management of rent arrears and formation of quality relationships between tenants and the Council as a landlord, leading to tenancy sustainment, is important in this context.</p>

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	Our approach to rent management promotes early intervention and community empowerment models and aims to deliver improved customer service.
<b>Organisational Design</b>	We are striving to develop quality relationships between tenants and the Council as their landlord. This is a core aspect of the Early Intervention and Community Empowerment interim structure and culture.
<b>Governance</b>	This continues robust management of the housing revenue account.

<b>Workforce</b>	Workforce development in the Early Intervention and Community Empowerment cluster is planned to include the refreshed rent management approach.
<b>Process Design</b>	We continue to develop our systems and processes aiming to make it easy for tenants to manage their rent and access assistance when required.
<b>Technology</b>	Use of technology is promoted for the payment of rent and managing rent accounts.
<b>Partnerships and Alliances</b>	Effective partnerships are necessary and proactively nurtured to help ensure tenants are fully supported.

### 13. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	This has been completed.
<b>Data Protection Impact Assessment</b>	Not required.
<b>Duty of Due Regard / Fairer Scotland Duty</b>	Not applicable.

### 14. BACKGROUND PAPERS

None.

### 15. APPENDICES

Not applicable.

### 16. REPORT AUTHOR CONTACT DETAILS

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