

Public Document Pack



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

Town House,
ABERDEEN 06 January 2021

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Virtual - Remote Meeting on WEDNESDAY, 13 JANUARY 2021 at 2.00 pm.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

- 2 Determination of Exempt Business

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

- 4 Deputation Requests

MINUTE OF PREVIOUS MEETING

- 5 Minute of the Previous Meeting of 19 November 2020 (Pages 5 - 8)

COMMITTEE PLANNER

- 6 Committee Business Planner (Pages 9 - 16)

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 - CUS/20/241 (Pages 17 - 60)

GENERAL BUSINESS

- 10.1 Update on Northern Roads Collaboration Joint Committee - Annual Report 2019 / 2020 - OPE/20/240 (Pages 61 - 78)
- 10.2 Driveway Appeal - OPE/20/245 (Pages 79 - 90)
- 10.3 Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 - Public Advert) - OPE20/244 (Pages 91 - 102)
- 10.4 Annual report on the performance of Aberdeen City Council from the Scottish Roadworks Commissioner - OPE/20/242 (Pages 103 - 120)
- 10.5 Waste and Recycling Policy Review - OPE/20/236 (Pages 121 - 140)
- 10.6 Child Poverty Action Report - CUS/21/009 (Pages 141 - 196)
- 10.7 Update on Housing First position - CUS/21/003 (Pages 197 - 202)

EXEMPT REPORTS/APPENDICES

11.1 Update on Housing First Position - Exempt Appendix (Pages 203 - 250)

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

Service Updates for this Committee can be viewed [here](#)

Website Address: www.aberdeencity.gov.uk

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

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OPERATIONAL DELIVERY COMMITTEE

19 November 2020

ABERDEEN, 19 November 2020. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillor Bell and Graham, Vice-Conveners; and Councillors Allard (as substitute for Councillor Cormie), Councillor Crockett, the Lord Provost, (as substitute for Councillor Lesley Dunbar), Delaney, Jackie Dunbar, Henrickson, Macdonald and Sellar (as substitute for Councillor Lumsden).

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.

MINUTE OF THE PREVIOUS MEETING OF 10 SEPTEMBER 2020

1. The Committee had before it the minute of the previous meeting of 10 September 2020, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to agree to remove items 4 (Performance Report), 5 (Annual Assurance Statement), 6 (Annual Effectiveness Report), 8 (Cluster Risk Register) and 9 (Housing Allocation Policy); subject to the decisions taken in respect of items 4, 5, 6, 8 and 9 later on the agenda;
- (ii) to note that a report on Traffic Management Measures at TECA would be delayed by 12 months due to COVID-19 and the temporary closure of TECA;
- (iii) to note that the Waste Strategy item and the Waste and Recycling Policy Review both fell under Term of Reference 1.1.5 and the planner would be updated to reflect this; and
- (iv) to otherwise note the information contained in the business planner.

PERFORMANCE REPORT - CUS/20/176

OPERATIONAL DELIVERY COMMITTEE

19 November 2020

3. 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 report recommended:-

that the Committee provide comments and observations on the performance information contained in the report Appendix.

The Committee resolved:-

- (i) to request that a Service Update be issued every cycle in regards to Void properties;
- (ii) to request that a report be brought back to a future meeting of this committee on the progress of Void properties;
- (iii) to note that the volume of Void properties would be reported in future performance reports;
- (iv) to request that the Chief Officer – Integrated Children’s and Family Services, share information to all members via email, in regard to the Performance indicator and the percentage of child protection plans issued in 5 days; and
- (v) to otherwise approve the recommendation.

ANNUAL EFFECTIVENESS REPORT - COM/20/110

4. The Committee had before it a report by the Chief Officer – Governance, which presented the annual report of the Operational Delivery Committee to enable Members to provide comment on the data contained within.

The report recommended:-

that the Committee note the annual committee effectiveness report for the Operational Delivery Committee.

The Committee resolved:-

to approve the recommendation.

CLUSTER RISK REGISTER AND ASSURANCE MAPS - OPE/20/212

5. The Committee had before it a report by the Chief Officers for Customer Experience, Digital and Technology, Early Intervention and Community Empowerment, Operations and Protective Services and Integrated Children’s and Family Services, which presented the Cluster Risk Registers and Assurance Maps in accordance with the Committee Terms of Reference and provided assurance on the Council’s system of risk management.

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19 November 2020

Members asked various questions in relation to the various risk registers.

The report recommended:-

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

The Committee resolved:-

- (i) to request that officers look at breaking down the overall controls contained in the risk register by percentage completed; and
- (ii) to otherwise approve the recommendation.

ANNUAL ASSURANCE STATEMENT - CUS/20/218

6. The Committee had before it a report by the Chief Officer Early Intervention and Community Empowerment, which sought approval for the Council's Annual Assurance Statement, to be submitted to the Scottish Housing Regulator by 30 November 2020.

Members asked questions in regards to the Annual Assurance Statement.

The report recommended:-

that the Committee approve the Annual Assurance Statement for submission to the Scottish Housing Regulator.

The Committee resolved:-

- (i) to request that officers circulate the correct web link to members via email which was contained in the committee report; and
- (ii) to otherwise approve the recommendation.

HOUSING ALLOCATION POLICY - CUS/20/188

7. The Committee had before it a report by the Chief Officer Early Intervention and Community Empowerment, which sought approval for the proposed changes to the Housing Allocation Policy.

The report recommended:-

that the Committee –

- (a) notes that the proposed changes have been created following consultation with members of staff, tenants, 3rd sector organisations and Elected Members; and
- (b) approves the proposed changes to the Housing Allocation Policy by amending:
 - Delegated Power 11 to allow greater flexibility when tenants are sentenced to a period of imprisonment;

OPERATIONAL DELIVERY COMMITTEE

19 November 2020

- Delegated Powers 23 – 32 to allow greater flexibility when tenants are in urgent housing need and those who are approved for the downsizing scheme; and
- section 19.1 of the Allocation Policy to grant the Chief Officer – Early Intervention and Community Empowerment the power to award an increased priority on the urgent list for statutory homeless applicants where issues of Public Protection prevail, all as detailed within this report.

The Committee resolved:-

- (i) to note that a Service Update would be issued to members in due course in regards to progress being made with the new wording of “suitable arrangement” for house swaps rather than like for like swaps; and
- (ii) to otherwise approve the recommendations.

ANNOUNCEMENT

8. The Convener provided two updates to the Committee.

Firstly, the Convener advised that the Green Flag Award scheme recognised and rewarded well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and around the world. He explained that Aberdeen had 7 sites awarded with Green Flags this year and this was the most the authority had ever achieved.

The Convener also advised that Aberdeen was the first local authority in Scotland to have an allotment site awarded with a Green Flag, and Aberdeen had two. Garthdee Field Allotment achieved a Green Flag for the first time in 2020.

The Convener noted that the awards recognised and rewarded the hard work of staff, Friends groups and the many volunteers who helped in the Council’s parks and offered his congratulations and thanks to everyone involved.

Secondly the Convener advised that 2020 saw Aberdeen retain its Seaside Award and this was the 13th year in a row that Aberdeen beach had been recognised and awarded in this way.

The Convener highlighted that this was a fantastic achievement and awarded beaches demonstrated excellent beach management and environmental best practice ensuring the maintenance of high standards.

The Convener congratulated everyone involved with the awards and thanked everyone for their hard work and efforts.

- **Councillor John Wheeler, Convener**

	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
3	13 January 2021								
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).	On agenda	Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
5	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)	On agenda	Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
6	Update on Housing First position	The purpose of this report is to update Committee on the Housing First programme in Aberdeen and seek Committee approval of the recommendations contained within the options appraisal for Aberdeen City Council's future position in relation to Housing First	On agenda	Kay Diack/ Graeme Gardner	Early Intervention and Community Empowerment	Customer	1.1.1		
7	Driveway Appeal	To consider an appeal against the decision by the Roads Authority to refuse permission for the creation of a footway crossing to serve a new driveway.	On agenda	Jack Penman	Operations and Protective Services	Operations	1.1.1		
8	Waste Strategy	To review and update the Waste Strategy document		Pam Walker	Strategic Place Planning	Place	1.1.5	R	A place based strategy is being developed which will put in context how ACC will move forward as a city to embrace net zero ambitions. It presents a vision for a circular city and provide context in which our local economy is seen as engine for environmental and social regeneration. Due to the wider scope of document and to ensure that waste is fully considered as part of this wider place strategy it is proposed that the waste strategy is considered as part of that work and a revised set of Commissioning Intentions for the Waste Service will be included in the Committee papers for budget setting in March 2021. It is requested that this report is removed from the business planner.

	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	Explanation if delayed, removed or transferred
2	Waste and Recycling Policy Review	This policy document sets out how the Council collects and processes household waste and recycling.	On agenda	Hannah Lynch	Operations and Protective Services	Operations	1.1.5		
9	Northern Roads Collaboration Joint Committee Annual report on Activities	This report is intended to present Members with the annual report on activities and sets out the range of reports that the Joint Committee has overseen in financial year 2019 / 20 and sets out some of the areas that are likely to be considered in the coming period.	On agenda	Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
10	Child Poverty Action Report 2019/20	To provide the Committee with the Child Poverty Action report for 2019/20, as required by the Child Poverty (Scotland) Act 2017.	On agenda	Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
11	Scottish Road Commissioner	Report went to Committee in January 2020 and an annual report to be provided.	On agenda	Kevin Abercrombie	Operations and Protective Services	Operations	1.1.1		
12									
13			11 March 2021						
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	Customer	1.1.3		
15	Proposed Removal of Pedestrian Crossings and Traffic Signal Controlled Junctions	To advise members of the results of assessments carried out on a number of controlled pedestrian crossing facilities located around the city to identify those which are considered suitable for removal and seek approval from the Committee to carry this work out.		Donald Kinnear	Operations and Protective Services	Operations	1.1.1		
16	Domestic Abuse Policy	The purpose of this policy is to set out Aberdeen City Council's housing policy with regards to addressing incidents of Domestic Abuse.		Kevin Kelly	Early Intervention and Community Empowerment	Customer	1.1.5		
17	Equality Outcomes and Mainstreaming Report	The Public Sector Equality Duty requires Local Authorities to produce a set of Equality Outcomes every 4 years. A new set of Equality Outcomes are due to be published on 30 April 2021.		Faiza Nacef/ Gill Strachan	Early Intervention and Community Empowerment	Customer	1.1.3		
18	Payment to Foster Carers, Adopters, Kinship Carers and Associated Services	This report seeks agreement to the payments paid to foster carers, adopters, kinship carers and carers who provide supported lodgings. It also sets out the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs. The report details the proposed increases/changes to these fees & allowances.		Angela Maitland	Integrated Children & Family Services	Operations	1.1.1	D	Additional work required and also a need to align with the Council budget process.

	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	Explanation if delayed, removed or transferred
2									
19	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)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
20	Tree and Woodland Strategic Implementation Plan	It was agreed at the budget meeting on 2 March 2020 that a report would be brought on this which would be incorporated into the Open Space Strategy to increase tree coverage within the city.		Steven Shaw	Operations and Protective Services	Operations	1.1.1	D	Further work required on the SIP draft.
21			27 May 2021						
22	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
23	Autism Strategy and Action Plan	ODC 17/01/19 - To instruct that annual reports be submitted on the progress of implementation of the Action Plan. To be reported annually from March however this has been delayed due to COVID-19.		Kevin Dawson	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
24	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
25			16 September 2021						
26	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	Customer	1.1.3		
27	Road Safety Plan	To be presented every second year. This was presented to ODC in September 2019, therefore to be presented in September 2021.		Laura Sneed	Operations and Protective Services	Operations	1.1.3		
28	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)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
29	Road Winter Service Plan	To present members with the proposed Road Winter Service Plan and explains any changes from previous years.		Angus MacIver	Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
30			18 November 2021						

	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	Explanation if delayed, removed or transferred
2	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	Customer	1.1.3		
31	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
32	Date to be confirmed								
33	Date to be confirmed								
34	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.
35	Smart Bins and Digitalisation of Waste Containers	To seek approval to conduct a trial on bin fill sensors on communal bins, i.e. to trial fitting sensors in communal bins that tell us when they need emptying and record accurately how often these bins require to be serviced.	Delayed from May 2018. The initiative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial To be reported to CRD Joint Committee in June to seek funding - move to 'future reports' section of planner meantime	Pam Walker	Operations and Protective Services	Operations			

	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	Explanation if delayed, removed or transferred
2									
39	South College Street/Queen Elizabeth Bridge Junction		CH&I - 8/11/17 - To instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction.	Joanna Murray / David Dunne	Strategic Place Planning	Place	5	D	This project is awaiting completion of Phase 1 of the South College Street Project and updated traffic counts as a result of the opening of the AWPR. Estimated Committee date 2021.
40	Learning Centres	At ODC in January 2020, it was agreed 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.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1		
41	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. Reported 5 March 2020 and will then be annually, however 2021 will be delayed to May due to pandemic impact.		Jenny Rae	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
42	Road Winter Maintenance	To present the Road Winter Maintenance programme every September			Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
43	Windmill Brae	ODC 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.	This was at committee on 5 March 2020 and it was agreed to wait for the prioritised delivery programme of transport interventions from the Chief Officer Strategic Place Planning and Chief Officer Capital before determining its position on the proposed overnight prohibition of motor vehicles on Justice Mill Lane/Langstane Place/Windmill Brae etc as outlined in the report.	Ross Stevenson	Operations and Protective Services/ Strategic Place Planning/ Capital	Operations/Place/ Capital	3 and 4		
44	Void Properties	At the Committee meeting on 19 November 2020, it was agreed that a report would be brought back to a future meeting of this committee on the progress of Void properties.		Neil Carnegie	Early Intervention and Community Empowerment	Customer	1.1.3		

	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	Explanation if delayed, removed or transferred
2									
45	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	1.1.1	D	Delayed as it was to contain an element of public consultation into the parking behaviours of those attending TECA. However due to Covid-19 diverting resources, and the suspension of events at TECA, consultation and the report have been delayed. Service update will be issued to outline the delay.
46	Child Poverty Action Plan	To be submitted annually to the Scottish Government. Due to be submitted Jan 2021		Derek McGowan	Early Intervention and Community Engagement	Customer	1.1.2		
47									

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COMMITTEE	Operational Delivery Committee
DATE	13 January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/20/241
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

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 (non-Education) function as expressed within the 2020/21 Council Delivery Plan.

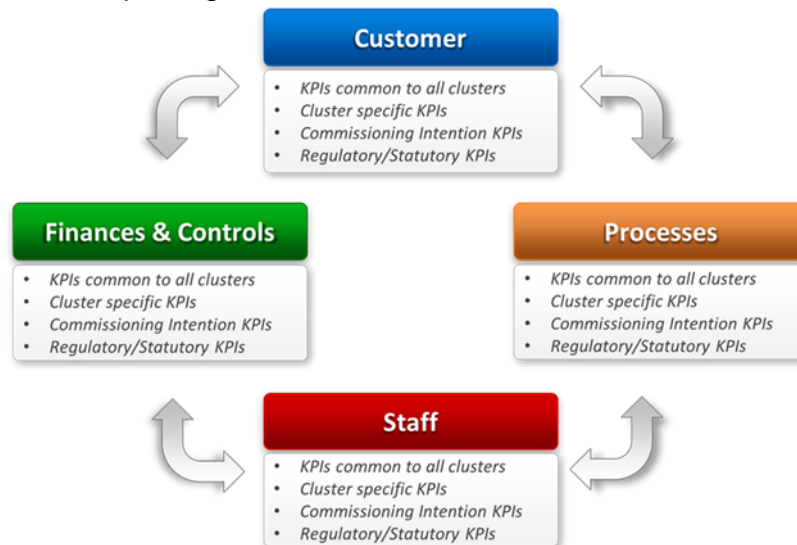
3.2 Introduced in 2019/20 Performance Framework Reporting, initially against in-house delivery directly contributing to the City’s Local Outcome Improvement Plan (LOIP) to the Operational Delivery and City Growth and Resources Committees, has informed the 2020/21 Council Delivery Plan (the Plan) that was agreed by Council on the 3rd March 2020.

3.3 The ‘Performance Management’ section of the Plan explains how the commitments and deliverables will be supported and scrutinised through the Council’s Performance Management Framework, which establishes robust performance management of service delivery. This section outlines the

systematic approach that will be taken during 2020/21 to identify, plan and deliver improvement.

3.4 The Plan reflects on the revised governance arrangements for Committee reporting, agreed on 2nd March 2020, and the roll-out of Performance Management Framework reporting against those Enabling Services which contribute outcomes and services that do not directly deliver against the LOIP, alongside the introduction of Service Standards against each Function that builds on the original Framework.

3.5 The Framework provides for an amended approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives as shown below which provides for uniformity of performance reporting across to Committee.



3.6 This report, as far as possible, details performance up to the end of November 2020 or Quarter 2 2020/21, as appropriate.

3.7 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:





- Gas safety checks outstanding
- % Void Path Maintenance completed within timescales
- % Response cleaning alerts responded to within priority timescales
- Abandonment Rate (%) - IT Helpdesk
- Percentage of tenants satisfied with the standard of their home when moving in YTD

3.8 With recognition of the impact on service delivery, and priority re-allocations of resource arising from the Council's COVID-19 response, it has not been possible, or appropriate, in every case to fully develop data or reflection for the full suite of all agreed Service Standards or KPI's for this period. Data and Insights continues to work with services to gather and review this data, where available.

3.9 Within the summary dashboard the following symbols are also 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

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	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.
Operational	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
Financial	No significant related financial risks.	L	N/A
Reputational	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report. Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.
Environment / Climate	No significant related environmental risks.	L	N/A

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place Stretch Outcomes	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.
Regional and City Strategies	
	None
UK and Scottish Legislative and Policy Programmes	
	None

8. IMPACT ASSESSMENTS

Assessment	Outcome
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Impact Assessment	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 20/21 – COM/20/052

10. APPENDICES

Appendix A – Performance Summary Dashboard

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	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.52%		99.61%		99.35%		96.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	92%		92%		92%		80%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
**Total No. complaints received (stage 1 and 2) - Building Services	60		11		22		
% of complaints resolved within timescale stage 1 and 2) - Building Services	53.3%		54.5%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	36.7%		18.2%		21.4%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		0		1		

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







2. Processes – Building Services










Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.61		4.62		4.47		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	7.54		7.25		7.01		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	90.81%		91.65%		92.06%		93.6%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	88.1%		92.4%		93.1%		100%
YTD % of ROUT Void Path Maintenance Completed Within Timescale	12.5%		13.2%		14.4%		100%
YTD % Death Voids Path Maintenance Completed within Timescale	35.2%		36.2%		35.9%		100%
YTD % Major Works Void Path Maintenance Completed within Timescales	14.3%		13.3%		12.5%		100%

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*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.	1,462		1,564		1,626		0

*Management of the Gas Maintenance contract lies with the Corporate Landlord cluster

3. Staff – Building Services

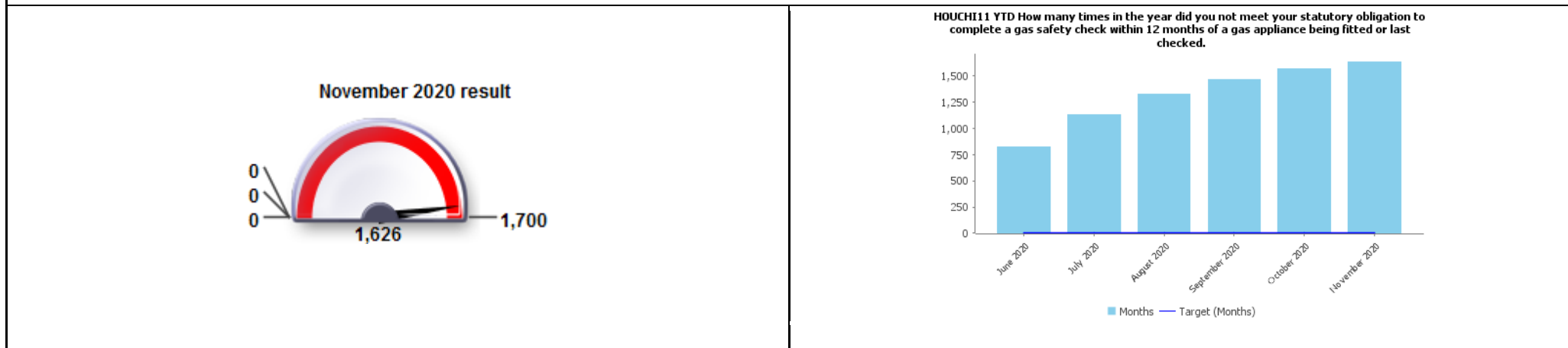
Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		0		3		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	3.67		3.66		3.64		10
Establishment actual FTE	421.52		422.4		421.38		
Staff Costs - % Spend to Date (FYB)	46.8%		54.5%		62.7%		100%

*All sickness absence data contained in this Appendix now reflects the 12-month rolling average of days lost per FTE

4. Finance & Controls – Building Services

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.



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 manager their business so that; Tenants homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to ‘Sustain/improve performance in respect of the SSHC outcomes’

Benchmark Information:

The SSHC for this measure changed definition for the year 2019/20 currently Scottish LA benchmarking data is not yet available.

Target:

The target set to comply with our Statutory duty to complete a Gas Safety check within 12 months of the Gas appliance being fitted or last checked is set at **100%**

This is what the data is saying:

The data shows an increase in the number of outstanding gas safety checks over recent months. This is a result of COVID 19 restrictions and the ability to gain access to properties. This is consistent with guidance provided by Scottish Government and Gas-Safe, the industry regulator.

This is the trend:

For the last 5 years, 2015/16 – 2019/20 performance was maintained at **100%**

This is the impact:

The impact of checks not being undertaken within the statutory guidelines is due to tenants not being able or comfortable in giving access for such inspections. Each property has had all checks undertaken over a number of years prior to the most recent inspection. All properties are fitted with carbon monoxide detectors to mitigate risks.

These are the next steps we are taking for improvement:

The arranged access process, where access is forced has been re-instated and is now operating at full capacity. Since the last figures were formally reported the number of outstanding inspections as of 30 November had reduced to 651. This is expected to be the final total lost certificate figure due to the reinstatement of the arranged access program. Access Reminders have also been getting delivered to properties on the program which has assisted in bringing the total outstanding down.

Within the list of properties where access has been denied a prioritisation list is in place, based on flue type which may carry slightly higher risk for early access. These have all been completed.

A record of all properties where access was denied and a programme for ensuring all properties have been inspected by March 2021 is in place and updated daily.

An increase in available resource has been made by the contractor to increase capacity to catch up with outstanding inspections (an additional 5 full-time engineers have been made available). Resources will be monitored closely given the time of year and the likely increase in call outs.

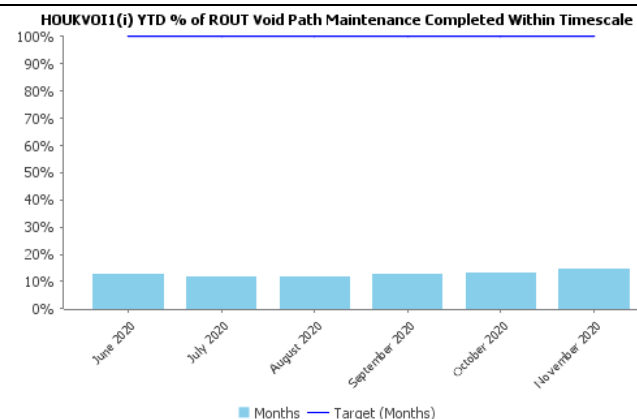
Responsible officer:

Stephen Booth

Last Updated:

November 2020

YTD % Void Path Maintenance Completed Within Timescale



Why is this important?

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

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 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:

These indicators and targets are set and measured locally so no benchmarking is available.

Target:

Targets 2020/21

- Routine Voids have **10** working days (**14** Calendar days) with Repairs target.
- Properties on the Death void path have **10** working days (**14** Calendar days) with additional 2 weeks clearance period with Repairs target.
- Major Works properties **15** working days (**21** Calendar days) with Repairs target

This is what the data is saying:

The current performance for those properties on a:

- Routine Void path is currently sitting at **14.4%**
- Death Void path is **35.9%**
- Major Works Void Path is **12.5%**

This is the trend:

A 3-year trend shows that performance was:

2019/20

- Routine Void path **16.7%**
- Death Void path **29.9%**
- Major Works Void Path **29.2%**

2018/19

- Routine Void path **19.7%**
- Death Void path **25.8%**
- Major Works Void Path **15.0%**

2017/18

- Routine Void path **24.9%**
- Death Void path **37.6%**
- Major Works Void Path **11.1%**

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.
- Homeless people are spending long periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

A new Voids Improvement Plan was agreed in March 2020, this plan is being led by the Chief Officer – Early Intervention and Community Empowerment and Chief Officer – Operations and is being managed within an enhanced performance framework. This is a corporate improvement project reporting to the new Improvement Board. Significant actions being implemented include:

- Resources from other teams within Building Services have been temporarily assigned to Voids to increase capacity and return the properties more quickly
- External contractors have also been brought in to supplement the in-house team

There are still restrictions in place due to Covid 19 on how many operatives we can have in a property at the same time however it is hoped that with adding all the additional resources this will allow us to work on more properties at any given time. Additional resources from external contractors are also being used.

New digital procedure for undertaking property standards checks prior to offer, providing a more consistent and robust assessment. This should improve condition of properties at termination therefore reducing repair required during void periods.

Responsible officer:













Last Updated:



Graham Williamson/Neil Carnegie

November 2020












Environmental Services

1. Customer – Environmental Services







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	11		5		21		
% of complaints resolved within timescale (stage 1 and 2) - Environment	90.9%		80%		81%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	72.7%		40%		66.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		0		










Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	158		No activity Q1		58		

2. Processes - Environmental Services

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	92.4%		92.4%		Update Jan		80%
Grounds - LAMS (Land Audit Management System)	No activity Sept-Nov						87%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
% Outdoor play areas visited, inspected and maintained to national standards on a fortnightly basis	100%		100%		100%		100%
% Water safety equipment inspected within timescale	100%		99.8%		99.7%		100%

3. Staff - Environmental Services










Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	0		0		3		



Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	6.93		6.90		6.91		10
Establishment actual FTE	316.74		315.31		313.41		
Staff Costs - % Spend to Date (FYB)	48.9%		57.5%		65.7%		100%


4. Finance & Controls - Environmental Services

Facilities Management









1. Customer – Facilities Management


Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	6		0		7		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	83.3%		No complaints Q1		71.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	66.7%				5		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	2				1		

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		Target 2020/21
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	1,305,874		No service Q1		139,265		523,825







Performance Indicator	Current Status	2020/21 Target
We will provide Free School Meals to Primary 1 to 3 children, which meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		70%
<p>Our School Catering service aims for 100% compliance with the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations. This is set as a service standard particular to Aberdeen City Council's school catering service and there is no comparator benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric but the intention of the measure is to highlight to Committee any reports from Education Scotland on non-compliance with the regulations resulting from school inspection visits. The target for this Service Standard was reviewed at Urgent Business Committee in June and was set to amend from the original 100%. The reason for amendment is to reflect the provision of supermarket vouchers during the initial lockdown period, which meant nutritional content could not be guaranteed.</p>		







2. Processes – Facilities Management

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	87.9%		93%		84.1%		95%
% Response cleaning alerts responded to within priority timescales	88.2%		77.8%		80%		95%
% Void cleaning alerts responded to within priority timescales	No activity		81.3%		80%		95%

Performance Indicator	Current Status	2020/21 Target
We will deliver 39 weeks contracted school cleaning		95%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.		

3. Staff – Facilities Management

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Quarter)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month - Quarter)	2		0		3		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	8.73		8.74		8.86		10
Establishment actual FTE	488.25		490		491.78		

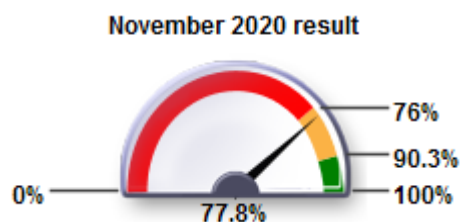
Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE (Cleaning)	218.89		221.27		224.87		
Establishment actual FTE (Janitorial)	56.16		56.16		54.93		
Staff Costs - % Spend to Date (FYB)	50.8%		59.4%		68%		100%

4. Finance & Controls - Facilities Management

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Inspection - Number of overdue corrective actions requests as at month end	0		1		1		0

*The overdue corrective action outstanding was raised at a Bsi inspection in December 2019. The service has taken the appropriate action however, it has not been possible to officially close off this action since the last Bsi inspection due to take place in May 2020 was cancelled due to COVID 19.

% Response cleaning alerts responded to within priority timescales



Why is this important?

The work being undertaken which informs this measure is generally within communal parts of our social housing blocks and multi-storey properties. The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010 and requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities. Untimely response to cleaning requests may negatively impact on the acceptable levels of cleanliness within these communal parts.

Benchmark Information:

There is no known benchmark information for cleanliness in building common parts.

Target:

This is the first year that performance for response cleaning alerts has been reported, with a target set for 95% of alerts to be responded to within priority timescales. It may be that the target was set unrealistically high, taking into account increased demands on the Cleaning Service overall and this will be reviewed for 2021/22 and beyond.

This is what the data is saying:

The data shows a slight decrease in performance against target which was at 88.2% in September to 77.8% in October and 80% November.

This is the trend:

As this is a new measure, a full view of trends over time is yet to be established.

This is the impact:

The impact being experienced by customers is minimal, with all alerts being responded to as quickly as resources available to the service have allowed. The service feels that some of the alerts have been wrongly categorised as Emergencies, which only give the service 4 hours to respond. Some of these should have been classed as urgent, giving the service 24 hours to respond.

These are the next steps we are taking for improvement:

The service will work with the Alerts team to ensure that all alerts are being accurately categorised. There have also been driver shortfalls due to annual leave and sickness cover for key personnel and which the Service has begun to address by redrafting the job profile and job evaluation questionnaire for roles, to include driving as an essential criteria. The team have also been pulled into the undertaking of other priority work in our schools and operational properties and to deliver emergency PPE and material supplies to both public buildings and multi-storey housing properties, to ensure that staff delivering service on the ground have the PPE and materials required to do their work safely and effectively.

Responsible officer:







Andy Campbell

Last Updated:












November 2020

Fleet and Transport







1. Customer – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	0		0		1		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints received in Q4/Q1				100%		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		

2. Processes – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% HGV's achieving first time MOT pass	95.5%		No tests		83.3%		100%
% Light Vehicles achieving first time MOT pass	79.6%		87.5%		87.5%		100%
% of Council fleet - alternative powered vehicles	7.6%		7.6%		7.6%		100%
% of Council fleet lower emission vehicles (YTD)	96.8%		96.8%		96.8%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	1		0		1		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	0.64		0.76		1.01		10
Establishment actual FTE	34.59		35.25		35.6		
Staff Costs - % Spend to Date (FYB)	49.6%		57.8%		66.1%		100%

4. Finance & Controls – Fleet Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	22		4		19		15
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	2		0		0		2
Fleet Management - First Use Check Exceptions (Roads) – Year to date	2		0		0		2
Fleet Management- First Use Check Exceptions (Waste) – Year to date	25		2		6		18
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	8		2		3		8
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	1		0		0		2
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	9		4		4		15

Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	72.68%		74.21%		74.21%		80%
Fleet Services - % of large HGV vehicles under 7 years old	70.63%		70.63%		70.63%		80%

Integrated Children's Services (excluding Education)

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

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	21		8		7		
% complaints resolved within timescale (stage 1 and 2) - CSW	52.4%		25%		42.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	19%		25%		33.3%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	1		0		0		

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Care provided in Council children's homes, fostering and adoption services achieve a care standard of good or better	100%		100%		100%		100%
LAC looked after in a residential placement in Aberdeen City (%)	3.8%		3.7%		3.9%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	5.8%		6.4%		6.6%		6%
Looked After Children looked after at home (%)	20.2%		21.4%		21.2%		26%
Looked After Children looked after in Kinship (%)	18.3%		18.0%		18.0%		28%
Looked After Children looked after in Foster Care (%)	48.8%		47.2%		47%		34%

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

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Initial child protection conferences held within 21 days	57%		79%		70%		100%
% Child Protection Case Conference decisions issued to families within 24 hours	100%		96%		100%		95%
% Child Protection Plans issued within 5 calendar days	57.9%		52%		35.3%		95%
% Care experienced children and young people with 2 or more consecutive placements away from home in 12 months	21%		18%		17%		30%
% Care experienced children and young people with a pathway plan by age 15	100%		100%		100%		100%
% Foster carers and adopters are approved within a timescale of 6 months from application			22%		100%		100%

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










Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - CSW)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - CSW)	0		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	3.78		3.80		3.77		To be confirmed
Establishment actual FTE	346.39		348.28		352.62		
Staff Costs - % Spend to Date (FYB)	50.1%		58.4%		66.7%		100%













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








Protective Services

1. Customer – Protective Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	3		0		5		
% of complaints resolved within timescale - Protective Services	33.3%		No complaints Q1		80%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%				0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0				0		







2. Processes - Protective Services










Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%		97.7%		96.9%		100%
High Priority Pest Control % responded to within 2 days	98.6%		100%		100%		100%
High Priority Public Health % responded to within 2 days	97.2%		97.7%		97.6%		100%
Dog Fouling - % responded to within 2 days	93.1%		96.3%		100%		100%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	17.85%		No activity in Q1/2				10%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	13.18%		No activity in Q1/2				5%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	42.29%		No activity in Q1/2				10%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	12.3%		No activity in Q1/2				5%
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.5%		60.6%		85.2%		80%

*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 record, correlate and report this information working nationally with other authorities.

3. Staff - Protective Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		2		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.77		1.75		1.64		10
Establishment actual FTE	64.29		64.11		64.11		
Staff Costs - % Spend to Date (FYB)	49.5%		57.8%		66.1%		100%

4. Finance & Controls - Protective Services

Performance Indicator	Q3 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	99.3%		96.5%		95.2%		95%

Road and Infrastructure Services

1. Customer - Roads

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	21		0		34		
% of complaints resolved within timescale - Roads	71.4%		No complaints Q1		61.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	71.4%				52.6%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0				0		

2. Processes - Roads

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	93.07%		86.23%		77.27%		90%
Number of Street Light Repairs completed within 7 days	524		313		221		
Potholes Category 1 and 2 - % defects repaired within timescale	95.39%		98.4%		98.07%		95%

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Potholes Category 1 and 2 - No of defects repaired within timescale	435		432		509		

3. Staff - Roads

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	2		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	1		0		3		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	2.79		2.87		2.91		10
Establishment actual FTE	157.26		158.11		159.19		
Staff Costs - % Spend to Date (FYB)	45.7%		53.1%		60.7%		100%

4. Finance & Controls - Roads

Waste Services

1. Customer - Waste

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	32		29		75		
% of complaints resolved within timescale - Waste	87.5%		82.8%		76%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	62.5%		51.7%		48.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0		0		1		

2. Processes - Waste

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value%	Value	Status	Value	
% Waste diverted from Landfill	80.3%		85.5%		81.8%		85%
Percentage of Household Waste Recycled/Composted	49.6%		48.3%		48.2%		50%

*% Waste diverted from Landfill/% Household Waste Recycled/Composted – These figures are intended and used for internal monitoring purposes only.

3. Staff - Waste

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	2		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	5		1		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	7.59		7.77		8.21		10
Establishment actual FTE	193.62		194.07		192.58		
Staff Costs - % Spend to Date (FYB)	51.5%		58.4%		66.7%		100%

4. Finance & Controls - Waste

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total number of Stage 1 complaints	289		82		263		
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	70.93%		78.05%		71.86%		75%
Total number of Stage 2 complaints	42		16		32		
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	23.81%		31.25%		40.63%		75%
Total number Escalated Stage 2 complaints	29		8		24		
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	55.17%		25.00%		66.67%		75%
No. of Non-complex Subject Access Requests received	44		28		43		

Performance Indicator – Corporate	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Non-complex Subject Access Requests responded to within 1 month	84.1%		89.3%		86%		80%
No. of Members/MP/MSP enquiries received via online portal	1274		831		1593		
% Members/MP/MSP enquiries responded to within 15 working days	72.4%		79.4%		71.8%		75%
No. of Complex Subject Access Requests received	8		9		10		
% Complex Subject Access Requests responded to within 3 months	75%		22.2%		10%		70%
No. of Environmental Information Regulation requests received	128		53		96		
% of Environmental Info Requests replied to within 20 working days - Corporate	85.9%		81.1%		67.7%		90%
No. of Freedom of Information requests received	280		180		210		
% of Freedom of Information requests replied to within 20 working days - Corporate	82.5%		75%		69.5%		90%
No. of Access to School Records requests received	0		0		0		
% Access to School Records requests responded to within 15 school days	No requests received						100%
No. of Data Protection Right requests received	2		3		4		
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%

Performance Indicator – Service	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Customer Experience	99		13		73		
% of complaints resolved within timescale – Customer Experience	93.94%		100%		90.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	8.3%		53.8%		62.5%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	17		1		5		

2. Processes – Customer Experience

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	7.02						12
Correct amount of Housing Benefit paid to customer (monthly)	97.39%		97.54%				95%
% Customer Contact Centre calls answered within 60 seconds	69.28%		71.51%		72.08%		70%
Percentage of invoices sampled and paid within 30 days	88.31%		85.46%		86.73%		90%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Crisis Grant applications processed within 2 working days	95.19%		97%		96%		90%
% Community Care Grant applications processed within 15 working days	59.58%		57%		83%		50%

3. Staff – Customer Experience

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	1		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	4.54		4.52		4.31		To be confirmed

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE	305.72		301.3		300.49		
Staff Costs - % Spend to Date (FYB)	51%		59.4%		67.5%		100%

4. Finance & Controls – Customer Experience

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£70.6m		£81.6m		£92.9m		£82.5

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints received						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							

2. Processes – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Responses to data breaches and other serious data protection risks within 24 hours (weekdays)	100%		100%		100%		100%

3. Staff – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.51		0.39		0.32		1.5
Establishment actual FTE	33.69		31.56		31.99		
Staff Costs - % Spend to Date (FYB)	50.9%		59.2%		67.6%		100%

4. Finance & Controls – Data and Insights

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Digital and Technology	6		1		2		
% of complaints resolved within timescale – Digital and Technology	50.0%		100%		50%		75%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	14.3%		0%		66.7%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	32 sec.		30 sec.		27 sec.		120 sec.
Abandonment Rate % (IT Helpdesk)	41.24%		49.24%		45.84%		10%

2. Processes – Digital and Technology

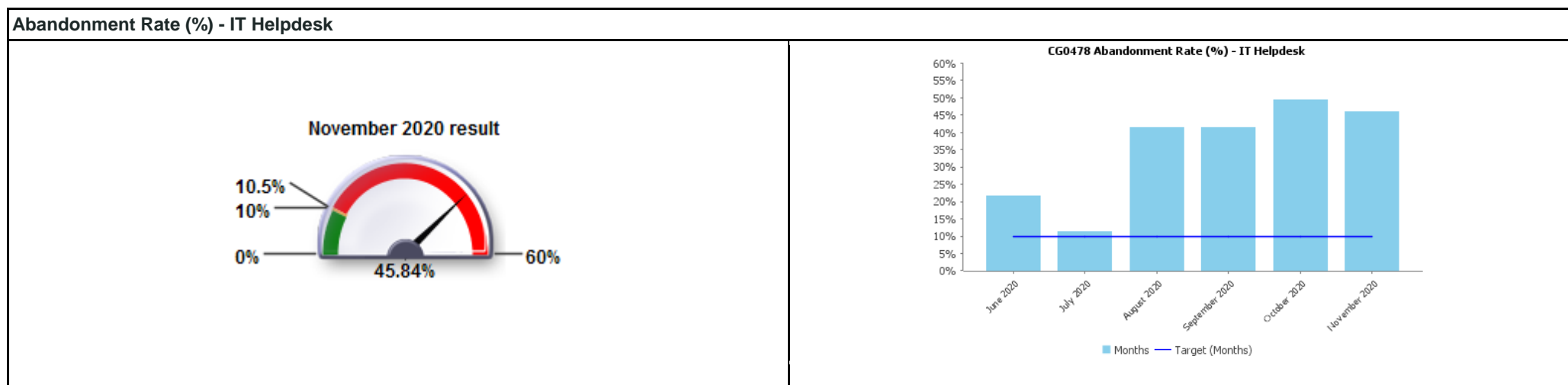
Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	100%		100%		100%		99.5%
% Calls to IT Helpdesk resolved right first time	37%		40%		35%		65%
% Priority 1 and 2 incidents closed in timescale	100%		93.3%		80%		99.5%
% Priority 3 – 5 incidents closed in timescale	96.3%		92.6%		93.6%		95%

3. Staff – Digital and Technology

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1		1.05		1.11		To be confirmed
Establishment actual FTE	86.13		87.16		87.52		
Staff Costs - % Spend to Date (FYB)	53.2%		62.5%		71.8%		100%

4. Finance & Controls – Digital and Technology



Why is this important?

The abandonment rate refers to the percentage of inbound phone calls made to the Service Desk that are abandoned by the customer before speaking to an agent. It is calculated as abandoned calls divided by total inbound calls.

Benchmark Information:

Under normal circumstances the Service Desk is able to maintain this rate at the industry standard of 10% or below.

Target:

The target has been set at 10% for 2020/21.

This is what the data is saying:

The data currently illustrates that at points we are unable to provide support to all calls coming through so colleagues are calling us back at quieter times. As they have already joined the queue such calls display as abandoned.

This is the trend:

The trend shows that over the last 4 months there has been an increased abandonment rate, largely down to being two staff down on the Service Desk and the increased demands of carrying out a major device roll out.

This is the impact:

Customers are still getting their calls answered and we have seen an increase in uptake of Self-Serve calls, meaning people can log a call and we will get back to them. There is also a call back request option to be used when callers have been waiting which keeps the position of the call in the queue and they receive a call back once an agent becomes available. Some customers prefer to hang up and call back rather than using the self-service or call back feature.

These are the next steps we are taking for improvement:

An interim desk manager has recently been recruited to cover for long-term sickness and will be moving our apprentice to cover desk duties from January. It is also hoped to be able to fill the vacant role as part of the Service Redesign which will assist with getting performance back on target.

Responsible officer:




David Gammie

Last Updated:

November 2020

External Communications







1. Customer – External Communications







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – External Communications	0		0		0		
% of complaints resolved within timescale – External Communications	No complaints received						75%
% of complaints with at least one point upheld (stage 1 and 2) – External Communications							
Total No. of lessons learnt identified (stage 1 and 2) – External Communications							

2. Processes – External Communications

In July 2020, the decision was taken to integrate the Communications and Marketing cluster redesign with the cross-functional redesign of communications and marketing as part of Build Back Better. Doing so will provide a more holistic view of service provision across the Council. Service standards and targets will be reviewed as part of that exercise, including exploring the need for new standards and more efficient methods used to record performance.

3. Staff – External Communications

Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – External Communications)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – External Communications)	0		0		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – External Communications	0.18		0.13		0.06		To be confirmed
Establishment actual FTE	16.51		16.51		16.51		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	50%		58.4%		66.7%		100%




4. Finance & Controls – External Communications

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment








































Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Early Intervention and Community Empowerment	61		22		41		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	75.41%		68.2%		56.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	17.4%		27.3%		28.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	13		1		0		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	51.7%		50%		52.2%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	62.1%		63%		70.1%		85%
Financial Inclusion - No of open cases and enquiries per month	246		232		299		
Number of visits to libraries - person	8,960		10,535		11,673		
Number of visits to libraries - virtual	89,649		82,853				

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*% Libraries open during agreed opening hours	100%		100%		100%		98%

*Limited number of libraries currently offering browsing, PC access and Click and Collect services in line with phase 3 reinstated services.

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 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)	3.6%		3.6%		3.6%		4.5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	100%		100%		100%		100%
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	19.6		20.5		20.3		
YTD Percentage of anti-social behaviour cases reported which were resolved	96.8%		97.1%		97.1%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	No activity						100%
Number of Households Residing in Temporary Accommodation at Month End	388		401		377		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	0		0		0		
The YTD Average time taken to re-let all properties (Citywide - days)	120.5		121.5		117.3		100.9
Voids Available for Offer Month Number - Citywide	499		531		496		
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.3%		89%		89.6%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	77.6%		78.2%		77.5%		93.5%
Welfare Rights - % of Successful Appeals	80%		88%		71%		
HMO License Applications Pending	178		186		173		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
HMO Licenses in force	1,178		1,154		1,139		

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		0		4		

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	4.44		4.72		4.99		To be confirmed
Establishment actual FTE	412.07		407.61		405.19		
Staff Costs - % Spend to Date (FYB)	45.3%		53.1%		60.6%		100%

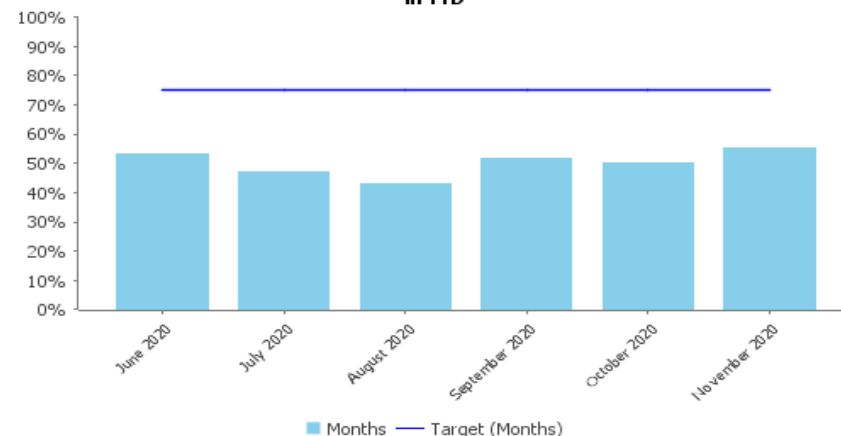
4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Sept 2020		Oct 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£339,211		£248,496		£260,280		
Gross rent Arrears as a percentage of Rent due	9.89%		10.59%		10.88%		11.5%
Rent loss due to voids - Citywide - YTD average	2.42%		2.45%		2.47%		2.08%

Percentage of tenants satisfied with the standard of their home when moving in YTD



HOUCHI09 Percentage of tenants satisfied with the standard of their home when moving in YTD



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:

2019-20

- Percentage of new tenants satisfied with the standard of their home when moving in was **58.50%**
-

This is a locally set indicator, so no benchmarking data is available.

Target:

Targets 2020-21

- 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:

Links to the satisfaction survey are emailed to tenants (that have supplied an email address) 4-5 weeks after they have moved into their new property. Between the 28th February 20 – 5th November 20 there were **967** new tenancies, **707 (73.1%)** of those tenancies provided email address and were sent a survey. Of the **707** emailed surveys only **50 (7.1%)** were completed.

It should be noted that there were **260** new tenancies with no email address (or who did not provide a valid email address).

Telephone surveys recommenced week beginning 9th November to contact the **260** tenants with no email address. **26** tenants were called of those **17 (65.4%)** answered and agreed to complete the survey.

This is the trend:

The overall % for standard of home when moving is low partly due to the small number of surveys completed.

This is the impact:

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.

These are the next steps we are taking for improvement:

Reducing void periods is the critical action required which will impact positively on customer satisfaction levels. This will be achieved by the delivery of the Void Improvement Plan with specific actions to increase trades resources, improve digitisation, review of letting standards and tenants’ incentives most relevant to increasing satisfaction levels.





Responsible Officers:

Neil Carnegie/Graham Williamson

Last updated:

November 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

COMMITTEE	Operational Delivery Committee
DATE	13 January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Update on Northern Roads Collaboration Joint Committee – Annual Report 2019 / 2020
REPORT NUMBER	OPE/20/240.
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Doug Ritchie
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

At its meeting on 28 August 2020, the Northern Roads Collaboration Joint Committee approved an annual report and recommended that each of the partners take that report back to the relevant Committee within their Authority.

2. RECOMMENDATION(S)

That the Committee

- 2.1 Consider the annual report from the Northern Roads Collaboration Joint Committee as attached at appendix 1; and
- 2.2. Note the continued role of Aberdeen City Council in the Northern Roads Collaboration Joint Committee.

3. BACKGROUND

- 3.1 The purpose of this report is to make members aware of the work being undertaken by the Northern Roads Collaboration of which Aberdeen City Council is a partner. The terms of the Minute of Agreement among the member

Authorities provide that an annual report will be submitted to each authority on the work of the Northern Roads Collaboration Joint Committee.

3.2 On 30 July 2016 (Item 9) Aberdeen City Council approved a report on the formation of a Joint Committee for Roads Collaboration. Since its first formal meeting on 18 May 2018, the Northern Roads Collaboration Joint Committee has now met on a total of 10 occasions with a range of activities having been taken forward on a joint basis. Four of these meetings took place in financial year 2019 / 20 which is the period covered by the attached Annual Report.

3.3 At the most recent meeting on 28 August 2020, the Joint Committee approved an annual report and recommended that each of the partners take that annual report back to the most relevant Committee within their Authority. The annual report of the Northern Roads Collaboration Joint Committee for 2019 / 20 is attached at **Appendix 1** for consideration.

3.4 At the same meeting it was confirmed that Aberdeenshire Council would retain the role of Lead Authority supporting the Joint Committee until a review of the governance arrangements is completed.

3.5 The Joint Committee will continue to consider a range of joint working and procurement opportunities and the potential for inter-authority commissions and for shared contracts.

3.6

	Members	Substitute Members	Lead Officer
Aberdeen City Council	Cllr M. Hutchison Cllr S. Macdonald	Cllr R. Grant Cllr Alex. Nicoll	Doug Ritchie

4. UPDATED INFORMATION SINCE THE ANNUAL REPORT WAS ISSUED

4.1 Colleagues at Argyll and Bute Council have informed officers of the sad passing of Councillor Ellen Morton, the chair of the Northern Roads Collaboration Committee. Councillor Morton was instrumental in getting the north collaboration to where it is and her drive and passion will be missed.

4.2 The new appointments are as follows:

Chair – Councillor Brenda. Durno – Angus Council
Vice Chair – Councillor Uisdean. Robertson – Comhairle nan Eilean Siar

4.3 The Roads Collaboration Programme Board are currently considering the future of the national programme beyond the current funding end date of December 2020. Although work will continue, it was always intended that the role and

activities currently supported through the RCP Board will move to the members of the Northern Roads Collaboration Committee.

5. FINANCIAL IMPLICATIONS

- 5.1 There are staffing and financial implications associated with participation in the Joint Committee. The costs are shared across the 7 partners and our share for 2019 / 2020 was £3060.
- 5.2 Whilst there are no cost savings directly achieved by Aberdeen City Council's involvement in this partnership it provides officers with contacts in other local authorities, strong and direct links with the National Roads Collaboration Programme and Transport Scotland and also the wider opportunity for knowledge sharing e.g. recent discussions on how to implement the Spaces for People projects. This participation within this collaboration is therefore considered value for money.
- 5.3 It also provides the platform for future collaboration for example on delivering design services, the scale to reduce costs in the implementation and purchase of alternative fuel technologies and possible shared working practices with Trunk Road Operators. In previous years we have seen income from providing services to other partners and it is hoped that in future years there will be further opportunities for this approach.

6. LEGAL IMPLICATIONS

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

7. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	<p>The additional road lengths and structures returned to the Council create additional demand for limited financial resources and may therefore impact on other maintenance budgets in the future.</p> <p>The staffing implications are low given the advantages received from more joint working with other Local Authorities</p>	M	<p>This will be minimised by prioritising works across the city, by using high-quality design and materials to ensure longevity of renewed infrastructure.</p> <p>The costs are shared across all 7 partners as part of the Northern Roads Collaboration Group</p>

Legal	Any lack of investment in roads is likely to contribute to an increase in claims against the Council	L	Continue to prioritise spend in order to repair higher used and higher damaged roads and footpaths
Employee	Staff resources	H	There is a need to ensure that there are sufficient adequately trained staff resources to deliver the proposed programmes / schemes / strategies approved by the Northern Roads Collaboration Joint Committee and within the specified timescales.
Customer	Increased perception of poor-quality road infrastructure	H	The collaborative working between Local Authorities will assist to provide the necessary maintenance and improvements for the road network, thus increasing ease of travel whilst reducing the risk to all members of the travelling public
Environment	The risks of inaction (not improving maintaining and increasing pedestrian / vehicular and cycle infrastructure) are also significant in terms of a poor quality environment, poor reputation for Aberdeen and a decline in active travel which would have significant implications for the health and wellbeing of the citizens of Aberdeen	M	
Technology	Lack of Asset Management information to deliver annual work programme	M	Carry out a digital asset survey of the City Roads Infrastructure to manage the spend over several years and continue to optimise our use of resources to provide best value. Use the information obtained to update annually the Roads Asset Management Plan
Reputational	Lack of investment in Roads is likely to contribute to an increase in claims against the Council and adverse publicity	M	Continue to prioritise spend in order to repair higher used and higher damaged roads and footpaths. Works to be determined in line with Roads Asset Management Plan

COUNCIL DELIVERY PLAN	
	Impact of Report
Aberdeen City Council Policy Statement 5. Commit extra funding to resurface damaged roads and pavements throughout the city.	£10 million extra funding provided over a 4-year period. Currently we are in year 3 of the current capital spend.

Aberdeen City Local Outcome Improvement Plan	
	Impact of Report
Prosperous Economy Stretch Outcomes	Investment and improvements to the road infrastructure will assist in maximising the economy of the city.
Prosperous People Stretch Outcomes	Using the roads and footways, street lighting and traffic safety measures to assist in making Safe and Resilient Communities for people to live in.
Prosperous Place Stretch Outcomes	Supporting different ways for active travel in everyday journeys, working with partners and volunteers to address safety, and infrastructure to assist in the increase of Active Travel.

	Impact of Report
Regional and City Strategies	The views of affected residents and road users are sought on our performance on specific schemes. Records held in the Confirm (Roads Maintenance Management) System and records of claims by road users against alleged defects can be analysed to indicate areas of concern. Specific surveys may be carried out from time to time to address specific areas of concern. Results of these various analyses can be used in conjunction with inspection data to establish customers' areas of concern and expectations of the maintenance of the roads network.
Organisational Design	Our organisational structure is such that it reflects our services and the statutory duties we must deliver.
Governance	The Chief Officers from Finance and Governance have been consulted in the preparation of this report and the report complies with the Scheme of Governance and relevant legislation.
Workforce	Need to ensure that there are sufficient adequately trained staff resources to deliver the proposed programmes and reports approved by the Northern Roads Collaboration Joint Committee.

Process Design	Required Technical staff to understand improved innovative processes that will assist in an improved service delivery and best value.
Technology	There is a need to modify the reporting systems from paper to digital in order that we can measure outputs
Partnerships and Alliances	Continue to improve on customer information relating to works delivery. Also membership of the Northern Roads Collaboration Joint Committee provides officers with contacts in other local authorities, strong and direct links with the National Roads Collaboration Programme and Transport Scotland and also the wider opportunity for knowledge sharing e.g. recent discussions on how to implement the Spaces for People projects.

9. IMPACT ASSESSMENTS

Assessment	Outcome
<i>Equality & Human Rights Impact Assessment</i>	This report has no direct implications in relation to Equalities and Human Rights and as such a full EHRIA is not required. The Committee is being asked to consider the annual report for financial year 2019 / 2020 and the matter does not have a differential impact on any of the protected characteristics
Data Protection Impact Assessment	Not required
Impact Assessment	Not Required

10. BACKGROUND PAPERS

N / A

11. APPENDICES (if applicable)

Appendix 1: Northern Roads Collaboration Joint Committee Annual Report 2019 /20

12. REPORT AUTHOR CONTACT DETAILS

Name	Doug Ritchie
Title	Roads Infrastructure Manager
Email Address	dritchie@aberdeencity.gov.uk
Tel	01224-522325

Northern Roads Collaboration Joint Committee Annual Report 2019/20



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Foreword

Local Government has a proud record of working across physical and professional boundaries for the benefit of our communities.

The Northern Roads Collaboration Joint Committee is an excellent example of just such an approach with the added dimension of being able to bring other agencies and authorities to the table. The area covered by the 7 member authorities covers 58% of Scotland with 19% of the population and 38% of the road network that supports a diverse and successful range of economic activities.

With similar issues to deal with across our Authorities and the common purpose of ensuring we have a safe, sustainable and efficient transport network our formal collaboration is a first in Scotland. This last year has seen more steady progress and the Joint Committee is keen to see additional initiatives on our agenda that would enable joint working, increased resilience, knowledge transfer and reduced costs.

The period since the emergence of the Covid 19 pandemic has been especially difficult for all but I know that the networks established through collaborations such as ours have only assisted our response. Indeed, as our authorities take stock of future priorities and available resources the opportunity to collaborate may become even more attractive.

Autumn of 2020 will also see me step back from the role of Chair of this Joint Committee. Any collaboration is only as strong as its members make it and I would like to thank all of the elected representatives and their officers for how we have continued to work proactively and positively over the last 18 months. I have every confidence that you will adopt the same approach over the next year and beyond.

Councillor Ellen Morton
Chair of the Northern Roads Collaboration Joint Committee

Northern Roads Collaboration Joint Committee

The first meeting of the Joint Committee was held on 18 May 2018 in Woodhill House, Aberdeen.

The Committee had been preceded by an informal collaborative forum which had been established on the back of one of the workstreams under the national Roads Collaboration Programme (RCP). That forum agreed that it should move to a formal Joint Committee arrangement and the appropriate papers were approved by each of the partner Authorities. The first meeting of the Joint Committee put in place the chairing and officer support arrangements.

The Standing Orders for the Joint Committee allow for business to be conducted with members attending remotely. This has allowed a good level of attendance by members of the Joint Committee and also by officers presenting reports. It has also reduced costs and minimised the carbon footprint compared to an approach requiring physical attendance.

In 2019/20 the Joint Committee met on a further 4 occasions:

- 21 June 2019 in Forfar
- 6 September 2019 in Inverness
- 29 November 2019 in Aberdeen and;
- 21 February 2020 by Skype.

Collaborative Initiatives and Topics reported to the Joint Committee in 2019/20

During 2019/20 officers met by Skype/Microsoft Teams on 8 May 2019, 23 August 2019 and 10 February 2020.

Updates on the Joint Committee work has been provided at SCOTS Meetings in 2019, 2020 and via the National Roads Collaboration Board.

Use of Recycled Plastic in Road Surfacing was first reported to the Joint Committee on 23 November 2018 (Item No 6) and again on 21 June 2019 (Item 7). Officers are continuing to explore opportunities.

Initial officer engagement with National Timber Transport Forum began in March 2019 with an update provided to the Joint Committee on 6 September 2019 (Item 11). This work is still ongoing.

Officer liaison meetings were held with BEAR Scotland on 29 April 2019 and 18 November 2019 and this work is ongoing.

During the period of 2019/20 the following reports were present to the Joint Committee:

- Updates on the National Roads Collaboration Programme
- Proposed Carriageway Recycling and Retexturing Joint Collaboration Contracts
- Strategic Business Case for Roads Asset Management
- Scottish Roads Training Partnership
- Commenting on the National Transport Strategy
- Road Casualty
- Business Case Approval for Sharing of Professional Services and Staff
- Future Funding for Road Maintenance due to the Impact of Industrial Vehicles
- Joint Asset Management
- A9/A96 Dualling Programmes
- National Gully Maintenance Project
- Maintenance of Natural Stone Surfacing
- Road Drainage and Flood Risk
- Proposal to Transport Scotland for £300k to fund Northern Roads Collaboration activities over next two years

National Activity 2019/20

Workforce Planning

- Successful Routes to Leadership course
- Co-ordination on Recruitment of Graduate Apprentices and establishment of new courses
- Foundation Apprentice placements
- Support to School Career Events
- Roads Training Partnership
- Development of Knowledge Hub across Scotland

Collaborative Network Management

- Scottish Road Network Management Forum
- Exploring collaboration opportunities with BEAR Scotland

Technical Projects

- Research Project on the Value of the Local Road Network
- Position Paper on Plastic Roads
- Guidance on consistent road material specifications and associated training events
- Sharing of Information and Best Practice
- Development of an Asset Management Hub

Planning for the Future

During the meetings of the Joint Committee in 2019/20 requests were made for reports and presentations to be brought forward on the following topics:

- Continuing Joint Procurement intra-authority discussions
- Scottish Roads Asset Management Plan
- The Strategic Timber Transport Fund
- Cobble surface specialist repair issues
- The potential security implications for Ports in the context of BREXIT
- Continued consideration of the use of recycled plastics in road surfacing
- Joint contractual agreements
- Consideration of the “Value in Local Roads”
- Consideration of national transport infrastructure in support of the emerging National Transport Strategy
- A presentation on the dualling of the A9/A96
- The officer group considered how to share the learning experiences of the Aberdeen Western Peripheral Route (AWPR), recently completed, including the lack consideration of active travel and bus service networking, and the knock on impact for local road authorities in falling unexpected heirs to detrunked roads
- Electric vehicles (including ULEV and Hydrogen vehicles)
- Signage on the network and interrelationship with linkages to trunk roads

Where these have not already been reported back to subsequent meetings of the Joint Committee the requests will be considered as part of the Activity Plan for the period 2020 to 2022.

The Plan will also take into account any other regional or national initiatives relevant to the work of the Joint Committee as well as the ongoing impact of the Covid 19 pandemic.

Finally, the Plan will consider the themes and proposed areas of work detailed in the unsuccessful bid for funding from Transport Scotland whilst taking into account the available resources within the partners. The formal Activity Plan will be presented to a future meeting of the Joint Committee.

Due to the Covid 19 pandemic the Joint Committee meetings will continue to be held virtually for the foreseeable future.

Costs and Funding

The central support costs to operate the Joint Committee in 2019/20 were £21,400.

These costs have been split as per the approach agreed in May 2018. No formal bids for funding support have been made to national agencies or partner authorities at this time although a proposal was put to the RCP partners. The RCP is currently being reviewed and so there may be an opportunity to revisit that proposal in 2020/21 for the period from 2021/22.

The Joint Committee also receives support from the RCP officers retained by the Improvement Service. The RCP is funded by Transport Scotland and the 32 Local Authorities.

The Joint Committee and the Officer Group are also supported by a nominated officer representative from Transport Scotland whilst 3 of the Regional Transport Partnerships (HITRANS, NESTRANS and TACTRAN) are also included in the Officer Group that supports the Committee.

Members and officers time and expenses are covered by each authority.

Appendix 1 - Northern Roads Collaboration Joint Committee and Officers as of 31 March 2020

	Members	Substitute Members	Officer
Aberdeen City Council	Councillor M Hutchison Councillor S Macdonald	Councillor R Grant Councillor A Nicoll	Doug Ritchie
Aberdeenshire Council	Councillor P Argyle Councillor D Aitchison	Councillor J Cox Councillor A Kloppert	Ewan Wallace Philip McKay Legal Officer Ruth O'Hare Committee Officer Jan McRobbie
Angus Council	Councillor B Durno Councillor R Sturrock	Councillor R Proctor Councillor B Duff	Douglas Hill
Argyll & Bute Council	Councillor E Morton Councillor R Curry		Jim Smith
Highland Council	Councillor A Henderson Councillor T Robertson	Councillor K Gowans Councillor L MacDonald	Robin Pope Tracey Urry Finance Officer Mike Mitchell
	Members	Substitute Members	Officer
Moray Council	Councillor G Cowie Councillor T Coull		Stephen Cooper Mark Atherton

Western Isles Council	Councillor U Robertson Councillor K MacLeod	Councillor I M Macleod Councillor J N Macleod	Callum Mackenzie
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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	13 January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Driveway Appeal
REPORT NUMBER	OPE/20/245
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Jack Penman
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To consider an appeal on behalf of the owner of 108 Corrennie Circle, Dyce, against the decision by the Council as Roads Authority to refuse permission for the creation of an additional footway crossing to serve a new driveway.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Agree that officers correctly applied the Council's approved driveway regulations; and
- 2.2 Uphold the decision to refuse permission for an additional footway crossing at 108 Corrennie Circle, Dyce on the grounds that it does not comply with the above regulations.

3. BACKGROUND

3.1 Driveway Regulations and application

- 3.1.1 A report titled "Review and proposed amendments to the driveway regulations" was considered by the Operational Delivery Committee on the 29 May 2018, where the proposed regulations were agreed, and officers instructed to apply these to new applications.
- 3.1.2 The regulations cover conditions relating to the internal site, e.g. the construction material of the driveway and the dropped kerbs used to access the driveway – the footway crossing.
- 3.1.3 No internal works should be undertaken before permission has been granted by the Roads Authority for the footway crossing. This is to ensure applicants do not spend money creating an internal site before finding that permission for the footway crossing is refused.

- 3.1.4 The regulations and application form are available on the Aberdeen City Council website where applicants are required to check and tick a box stating they have read and understood the regulations when applying.

Whilst Aberdeen City Council as Roads Authority may grant permission for new/alterations to footway crossings it should be noted that all costs related to the application are borne by the applicant.

3.2 **Application for Consideration – 108 Corrennie Circle**

- 3.2.1 An application was received to form a new footway crossing at 108 Corrennie Circle, Dyce, Aberdeen. The property has an existing single footway crossing serving a driveway to the garage. It should be noted the existing driveway is far below current standards in terms of driveway length. Any vehicle parking on the driveway whilst not in the garage will overhang and obstruct the footway. The property also has a lighting column in front of it approximately 1 metre offset from the existing driveway and garage.

- 3.2.2 The applicant had completed the internal works of creating a new additional driveway on their property prior to making the application.

- 3.2.4 Appendix 1 shows the previous situation, Appendix 2 shows the newly constructed driveway and Appendix 3 shows the location plan.

3.3 **Reason for refusal**

- 3.3.1 The application was refused as it does not comply with regulations which state:

Generally, only one frontage footway crossing per property will be allowed, except for larger houses with a long frontage of 30.0 metres wide, where this may be relaxed and an “in” and an “out” may be permitted.

- 3.3.2 The property’s frontage is approximately 8 metres and therefore the relaxation cannot be applied.

- 3.3.3 This regulation is in place to ensure there are no lengths of road which have extensive sections of dropped kerbs. Raised kerbs define the edge of carriageway, provide protection to pedestrians and guidance to the visually impaired who may use a stick or dog to guide them to safe walking areas. Extensive lengths of kerb that have been lowered can cause confusion and road safety concerns.

3.4 **Alternative Options and appeal**

- 3.4.1 Officers had proposed two alternative options which would allow the applicant to make use of the newly formed driveway whilst complying with the regulations:

- 3.4.2 Option 1

The applicant can have the existing dropped kerbs which service the driveway and garage reinstated to full height and new access formed at the new driveway.

3.4.3 Option 2

Arrange for the lighting column which lies between the existing and new driveways to be relocated to the boundary line of 106 and 108. The moving of street furniture is permitted under the regulations if the applicant meets all the associated costs. The repositioning of the column would allow the existing footway crossing to be extended to the maximum of 4.5m (double crossing). This coupled with some internal modifications to the new driveway would allow access to both old and new driveways.

Without the repositioning of the lighting column officers could not permit the extension of the existing crossing, as owing to its position the likelihood of it inadvertently being struck is high.

To move the lighting column would cost approximately £1200 +VAT. An additional cost of £250 + VAT is also charged to cover for any potential damage to the column during moving as aluminium columns are extremely difficult to remove without damaging. This cost covers the purchase of new column.

3.4.4 These options were considered but not deemed agreeable by the applicant. On behalf of his constituent Councillor Neil MacGregor has appealed this decision and requested that committee consider a relaxation in the regulations in this instance.

3.5 **Officers Recommendations**

3.5.1 Officers believe that the refusal of the application should be upheld. The regulations have been applied as approved by the Committee. It should be noted that there are many similar properties in the local vicinity. A relaxation of the regulations at this location may set a precedent for future applications and lead to additional requests for appeal where applications have been declined.

4. **FINANCIAL IMPLICATIONS**

4.1 There are no financial implications related to the recommendations of this report as all costs associated with new driveways and footway crossings are met fully by applicants.

5. **LEGAL IMPLICATIONS**

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

5.2 The formation of footway crossings is covered by the Roads (Scotland) Act 1984.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A	N/A	N/A
Compliance	Depending on the decision it takes, the Council may be perceived not to be complying with its own regulations.	L	To apply the regulations fairly and consistently.
Operational	N/A	N/A	N/A
Financial	N/A	N/A	N/A
Reputational	The Council may receive criticism for any decision which is perceived to be wrong or unreasonable.	L	The regulations are available on Aberdeen City Council's website and are applied fairly and consistently across the city.
Environment / Climate	N/A	N/A	N/A

7. OUTCOMES

The proposals in this report have no impact on the Council Delivery Plan.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

Link to driveway regulations and application on Aberdeen City Council Website:

<https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/apply-dropped-kerb-or-driveway/regulations-governing-driveways>

Link to Committee Report outlining revised driveway regulations:

<https://committees.aberdeencity.gov.uk/documents/s83583/Review%20and%20Proposed%20Amendments%20to%20the%20Driveway%20Regulations.pdf>

10. APPENDICES

Appendix 1 shows the previous situation at the address.

Appendix 2 is the current situation.

Appendix 3 is the location plan.

Appendix 4 includes the original application.

Appendix 5 is the rejection which was provided to the applicant.

11. REPORT AUTHOR CONTACT DETAILS

Name	Jack Penman
Title	Technical Officer
Email Address	Jpenman@aberdeencity.gov.uk
Tel	01224 (52)2303

Appendix 1



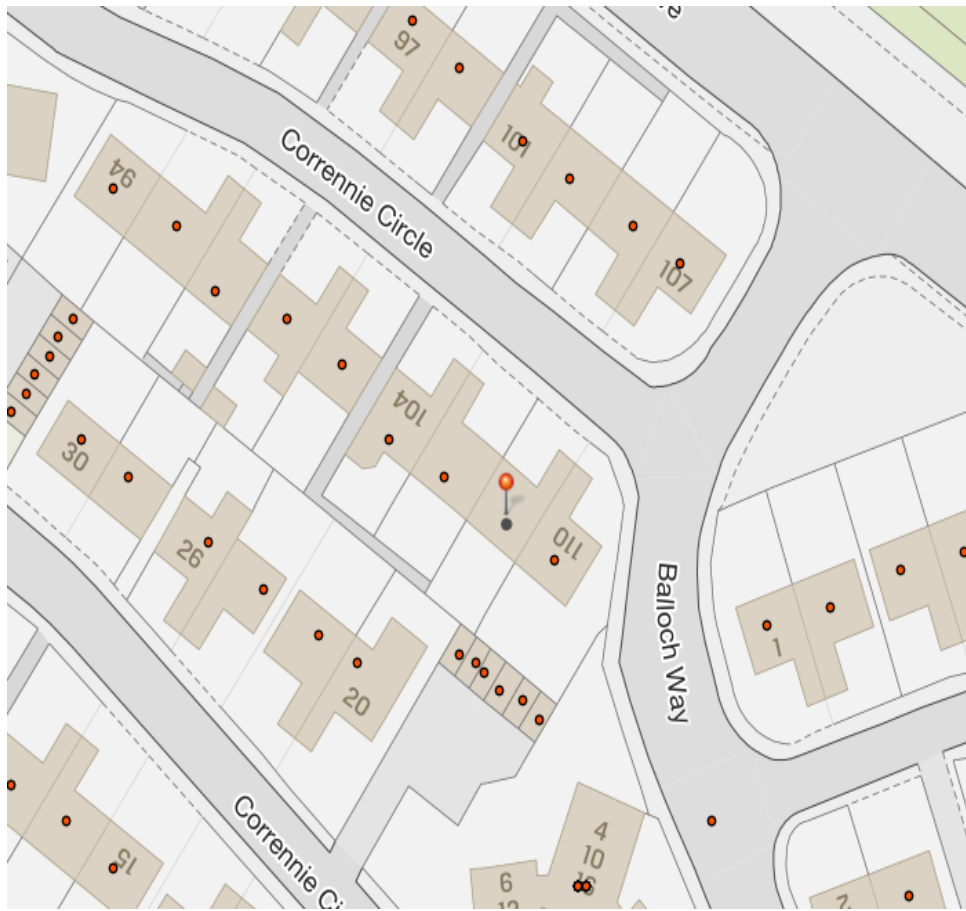
Previous situation

Appendix 2



Current situation

Appendix 3



Location Plan

Appendix 4

Before You Begin	Your Details	Details of Site	Type of Crossing	Proposed Site Layout	Declaration
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Details of Site

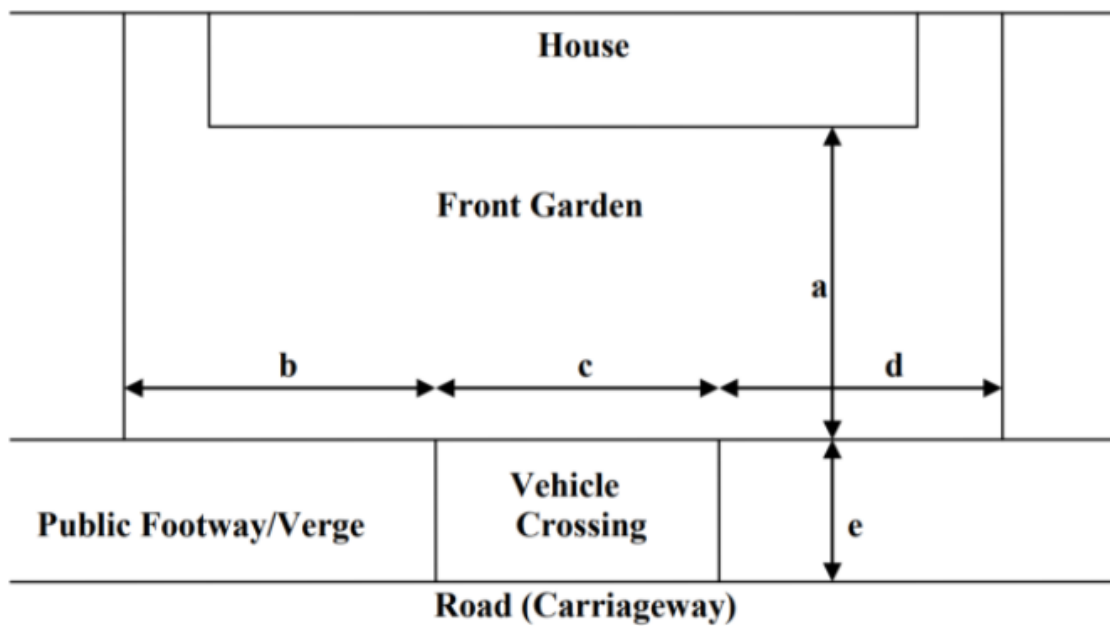
Is your property a Council House? *	No
Is the property a flat/maisonette? *	No
Is the proposed driveway a minimum of 5 metres long? *	Yes
Is the proposed driveway at right angles to the road? *	Yes

Type of Crossing

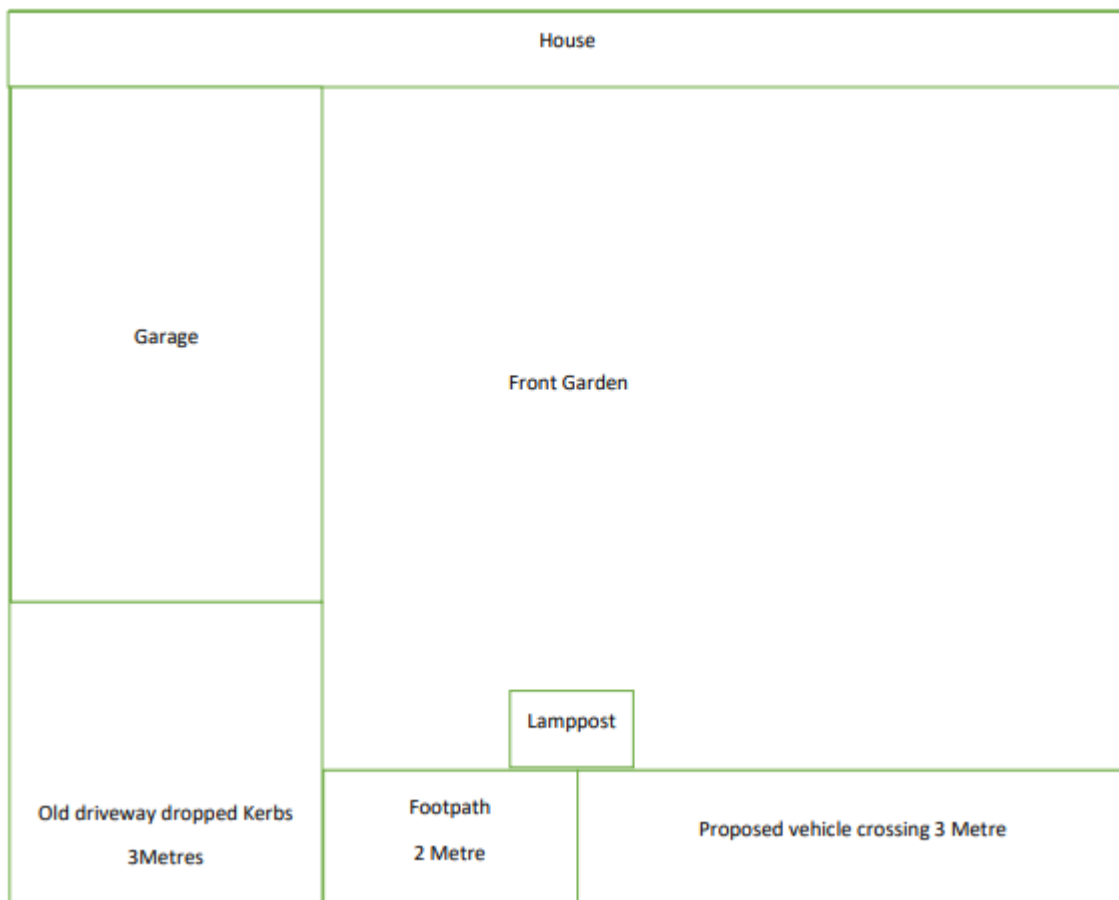
What type of crossing is the proposed driveway? * Single (serves 1 vehicle)

Proposed Site Layout

Please use the diagram and provide the measurements labeled in metres.



a - Distance from the house to the public footway (front garden length) must be a minimum of 5 metres or 6 metres if parking area is in front of a garage door. *	8.4	m
b - Distance from the far left of the property to the upper left corner of the crossing (length of your front left fence, if you have one) *	4.7	m
c - The width of the crossing must be a minimum of 3 metres for 1 vehicle and 5 metres for 2 vehicles. *	3.0	m
d - Distance from the upper right corner of the crossing to the far right of the property (length of your front right fence, if you have one) *	0.0	m
e - Width of verge / footway *	1.8	m



Declaration

Please review the below points and confirm you agree with the Terms and Conditions.

I certify I have read and understood the driveway regulations and I declare that all the information given by me on this form is true to the best of my knowledge.

I understand that if any information given is false the application will be cancelled.

I give permission for officers to visit the site to confirm any details provided within this application and to determine any relevant factors relating to the proposed construction works.

Ticking this box deems this form to be signed and carries the same legal obligation as a written signature.

I agree to all of the above statements.

Appendix 5

Choose Action

Action *

Close

Closure outcome *

Application declined

Why has the application been unsuccessful? (This will be sent to the customer) *

When assessing footway crossing requests, we ensure they meet the current regulations governing driveways. Applicants are advised to read and understand these before making an application.

As per the regulations generally only one footway crossing per property is allowed. There are exceptions to this but only if the frontage of the property is greater than 30 metres. This allows the driveway to operate as an in and out.

It is noted from the images and plan supplied there is an existing crossing point to a garage and separately a newly constructed driveway. The aforementioned condition does not apply at this location where the frontage is ~ 8m and therefore two crossing points would not be permitted.

Additionally, it is noted the new driveway appears to also be lacking a drainage channel which unless modified would mean it was not suitable under the regulations.

An alternative to a new crossing point would be to extend the existing access to the maximum permitted 5 dropped kerbs. I however note that there is a lighting column which would prevent this being possible.

I therefore cannot grant permission for a new crossing or extension at this location

Should you wish to discuss this further please contact Trafficmanagement@aberdeencity.gov.uk

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	13 January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/20/244
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Jack Penman
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 Following completion of the statutory consultation process, this report considers objections that were submitted with respect to two proposed Traffic Regulation Orders (TROs). These objections were received timeously at the public advertisement stage.

2. RECOMMENDATION(S)

It is recommended this Committee: -

- 2.1 Acknowledge the objections received in respect of the proposed TROs as a result of the statutory consultation.
- 2.2 Note the terms of the objections received and proceed to approve the order "The Aberdeen City Council (Morningside Lane, Aberdeen) (Prohibition of Waiting) Order 202(X)" as originally proposed.
- 2.3 Note the terms of the objections received and proceed to approve the order "The Aberdeen City Council (Northcote Avenue, Aberdeen) (Prohibition of Waiting) Order 202(X)" with the reduced 10 metre length as per officer's recommendation.

3. BACKGROUND

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

This report presents the objections received and provides responses to any issues raised. Plans detailing each of the schemes in question are included within the first appendix to this report. Redacted copies of the letters of objection

received (Appendix 2) and the public notice for each of the proposed orders (Appendix 3) are also included.

3.1 **“The Aberdeen City Council (Morningside Lane, Aberdeen) (Prohibition of Waiting) Order 202(X)”**

3.1.1 Proposal

It is proposed to install a length of prohibition of waiting at any time on the south-east side of Morningside Lane. Concerns were raised regarding heavy vehicles causing damage to the wall of number 1 Morningside Road. It has been reported that this wall has suffered damage from heavy vehicles 4 times in the past 3 years. To set the background, the bin and storage areas serving the retail units on Great Western Road are kept on Morningside Lane; there are also properties with frontages facing it. Consequently, large vehicles such as delivery trucks and bin lorries will occasionally drive through Morningside Lane.

The proposed prohibition of waiting at any time will eliminate the possibility of vehicles parking on the south-east side, which if this occurs and a vehicle is parked on the western side can block the lane entirely. This would force drivers to carry a reversal manoeuvre on a narrow lane.

A secondary benefit is the double yellow lines will highlight the edge of the carriageway and emphasise the need for care due to the proximity of the adjacent wall.

3.1.2 Objection

An objection was received from a resident from Great Western Road. Their property backs onto Morningside Lane and they note many residents park on the lane. They are concerned the restrictions will remove parking for residents.

3.1.3 Response

Morningside Lane is approximately 5.8 metres wide. This width means the lane cannot accommodate parking on both sides and still permit a vehicle to pass. The parking pattern is established on the western side, which is the side the properties back onto. Officers proposals do not remove any of the existing parking but merely formalise the parking ensuring it is always on the western side. Officers believe the resident may have misunderstood the proposal and thought both sides would become subject to restrictions which is not the case. A follow up email to the objection which explained the restriction and provided the plan have gone unanswered.

3.2 **“The Aberdeen City Council (Northcote Avenue, Aberdeen) (Prohibition of Waiting) Order 202(X)”**

3.2.1 Proposal

Concerns were raised to officers about vehicles parking in close proximity of the junction of Northcote Avenue and Craigton Road. Vehicles parked in such a manner cause difficulty for all road users by limiting visibility and obstructing safe pedestrian/vehicular movements at this junction. Vehicles which park in such a manner are doing so in contrary to guidance of the highway code. It was therefore proposed to introduce certain lengths of 'at any time' waiting restrictions to ensure the junction is kept clear, at all times. Officers had proposed 15 metres of junction protection at this location to ensure a nearby driveway did not have cars parking close to it.

3.2.2 Objection

Two objections were raised regarding this proposal during the statutory consultation period.

Both objections refer to the length of the proposed restrictions, with one of the objectors noting the highway code only states a driver should not park within 10 metres of a junction. The objectors also note they have not witnessed vehicles parking at this location.

3.2.3 Response

Officers have reviewed their initial proposal and would be confident that reducing the proposals to 10 metres would not negatively impact on road safety. As noted the Highway Code directs that no vehicle should park opposite or within 10 metres (32 feet) of a junction
<https://www.gov.uk/guidance/the-highway-code/waiting-and-parking-238-to-252>.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 Should the recommendations of this report not be accepted and the proposals not progressed, any future request for restrictions at these locations would require officers to again undertake the steps outlined in The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999 to progress the necessary Traffic Regulation Order.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Road safety levels and traffic management could be compromised if measures are not progressed, leading to continued public concern.	L	Officers propose measures that are deemed reasonable and appropriate to address the Road Safety and Traffic Management issues to reduce incidents of public objections.
Reputational	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided thorough rationale as to the requirement for the proposal.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Prosperous Place Stretch Outcomes	The proposals in this report support the delivery of LOIP stretch outcome 15 by creating a safer environment on the road network. Road safety measures help reduce accidents and can help increase walking and cycling.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

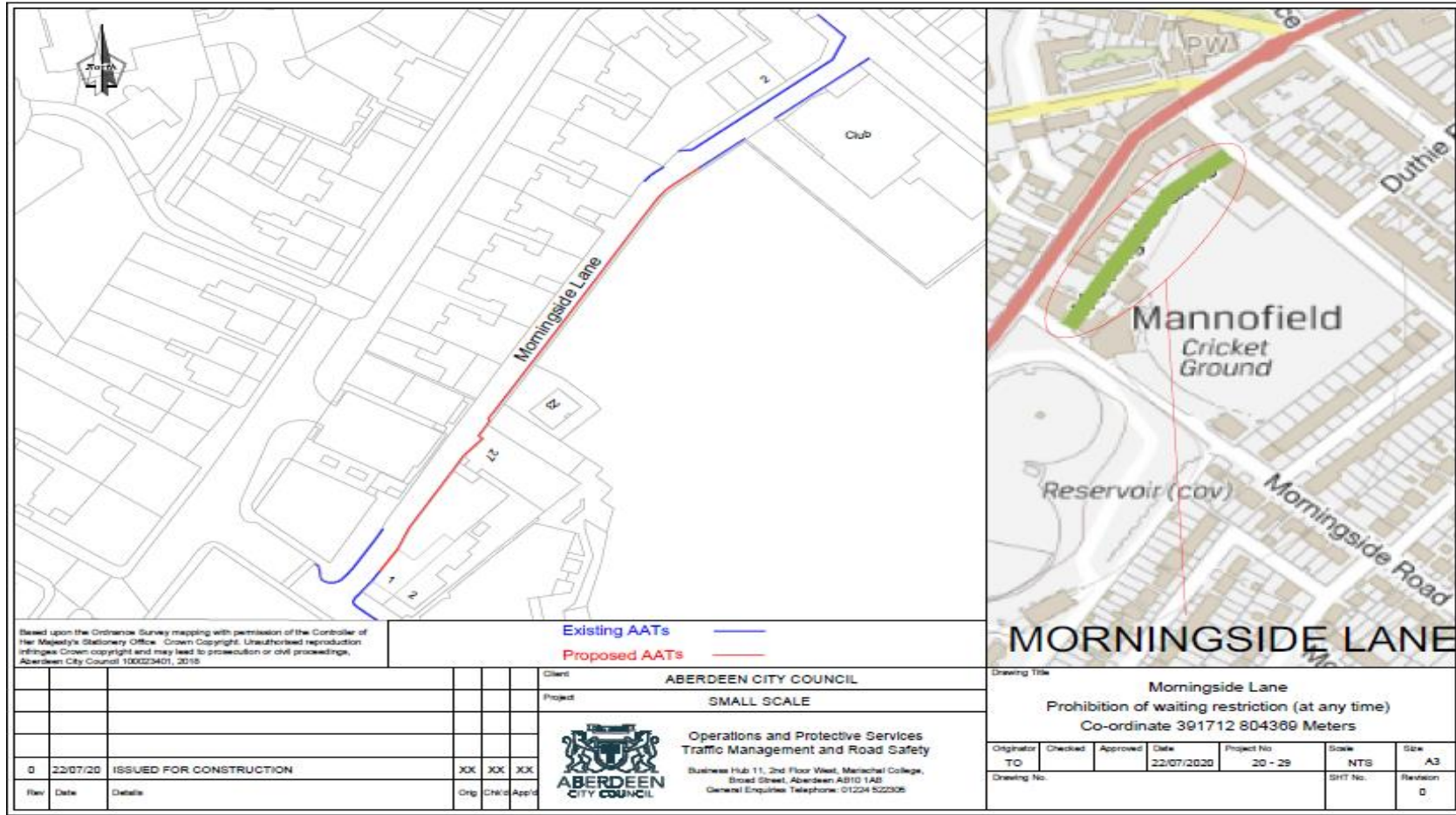
10. APPENDICES

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

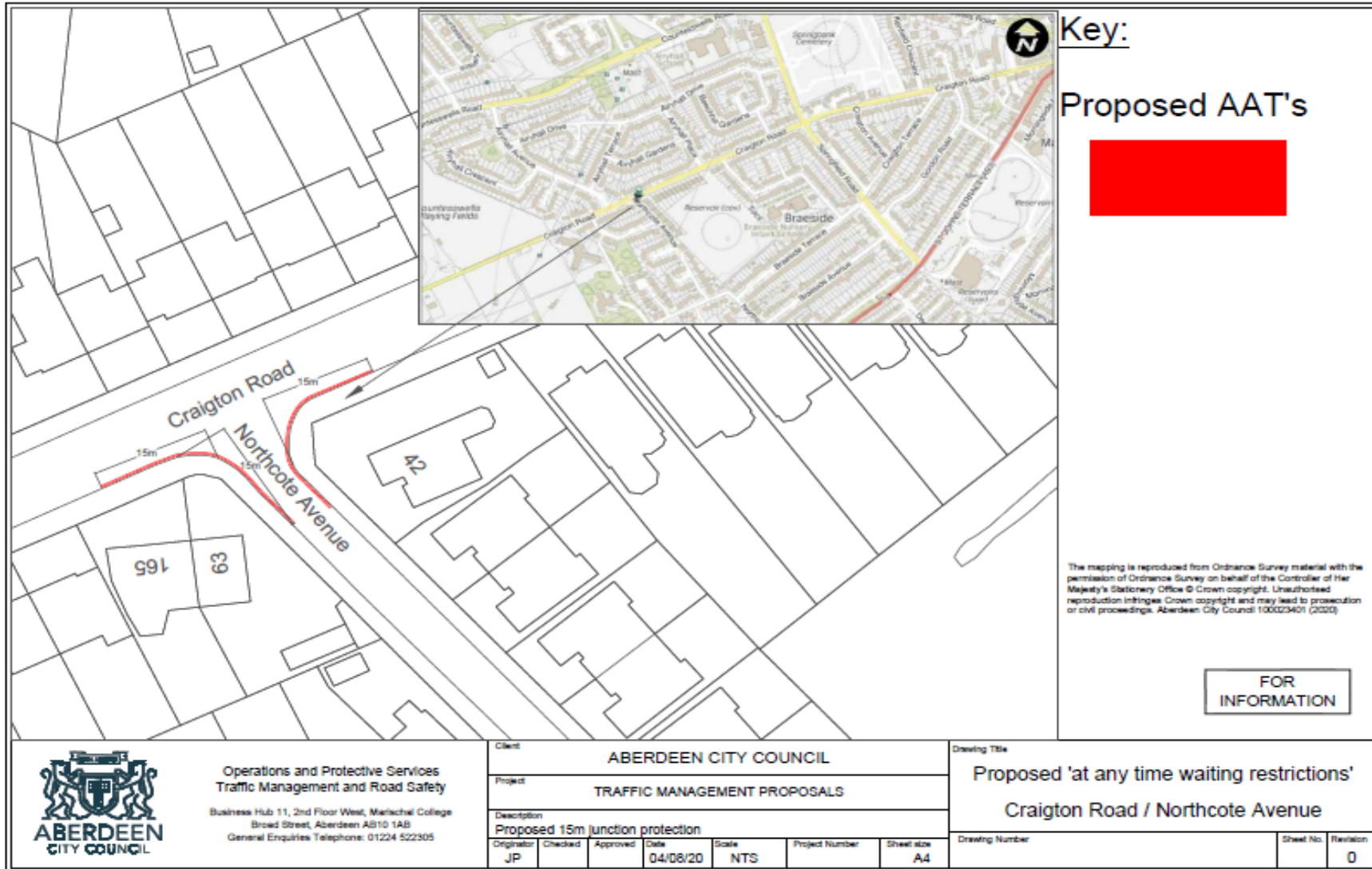
11. REPORT AUTHOR CONTACT DETAILS

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Title	Technical Officer
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Tel	01224 (52)2303

Appendix 1 – Proposal Plans



Morningside Lane - Proposed AAT's Plan



Craighton Road - Northcote Avenue Proposed AATS

Appendix 2 - Objections

“The Aberdeen City Council (Morningside lane, Aberdeen) (Prohibition of Waiting) Order 202(X)”

From: [REDACTED] <[REDACTED]>
Sent: 23 November 2020 21:56
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Subject: Parking restrictions on Morningside Lane

Dear Sirs

This is regarding a notice that has been put up on Morningside lane by Aberdeen City Council regarding making the lane a controlled parking area. There are several properties bordering this lane and the residents use Morningside lane for parking their vehicles- where are the residents going to park if restrictions are imposed?

I have owned my property since 2012 and purchased the property on the basis that parking is available on the lane.

I'm totally against any restrictions being imposed on the residents from parking their vehicles on Morningside lane

Regards/

[REDACTED]

[REDACTED] Great Western Road

“The Aberdeen City Council (Northcote Avenue, Aberdeen) (Prohibition of Waiting) Order 202(X)”

From: [REDACTED] <[REDACTED]>
Sent: 09 November 2020 14:55
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Subject: Aberdeen City Council prohibition of waiting order Northcote Avenue/[Craigton Road](#)

Dear Sirs

Firstly may I state that I have owned the property at [REDACTED] Northcote Avenue , the property mainly affected by proposal, for some 35 years and can categorically advise that I have not been aware of any "ongoing issues with parking" and the issue is not with me as my car is either parked in my garage or in driveway space.

The four properties all within the curtilage of the proposal use off street parking and anyone driving past the location at any time will not find vehicles parked in the area involved.

The Highway Code states that no vehicle shall be parked within 10 metres of a junction and I am confident that is sufficient.

There are two traffic management issues at the junction, neither of which relate to parking, one being vehicles cutting the corner and the other is the bushes/ trees at number 42 causing a blind corner.

To sum up, the proposed parking restrictions will have no impact on existing parking and will only achieve neighbourhood disharmony.

Yours faithfully

[REDACTED]

> -----Original Message-----

> From: [REDACTED] <[REDACTED]>

> Sent: 15 November 2020 21:43

> To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>

> Subject: Objection to proposed Prohibition of Waiting Order 202(X) -

> Northcote Avenue, Aberdeen

> We refer to the current consultation period regarding the above proposal and wish to register our objection. We stay at [REDACTED], which is slightly west of the Northcote Avenue junction. Both of us are unaware of any reasons for introducing this proposal - indeed there have been no cars parking in front of our house for the past 8-9 months due to the Covid restrictions other than an occasional delivery van. Also, in the 23 years of staying at this property, we have never seen any incident / accident at this junction.

The proposal to prevent cars waiting / parking for a distance of up to 15 metres from the corner is also excessive. This would take the restriction all the way across the front of our house including the majority of our driveway. I have checked other measures around corners at junctions in our area (where they exist) and many of them are significantly smaller.

For the above reasons, we wish to object to this proposal.

[REDACTED]
[REDACTED], Aberdeen

Appendix 3

**ABERDEEN CITY COUNCIL
ROAD TRAFFIC REGULATION ACT 1984
THE ABERDEEN CITY COUNCIL (MORNINGSIDIE LANE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)**

Aberdeen City Council proposes to make "The Aberdeen City Council (Morningside lane, Aberdeen) (Prohibition of Waiting) Order 202(X)" in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to impose a certain length of prohibition of waiting at any time on Morningside Lane, Aberdeen, as defined in the schedule below. Exemptions will apply as usual to the picking up or setting down of passengers, loading or unloading, blue badge holders not causing an obstruction, funeral vehicles, and vehicles parked with the consent of the Council in direct association with authorised roadworks or building works.

Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined online via the website listed below or by scanning the QR Code.

<https://consultation.aberdeencity.gov.uk/operations/traffic-management-and-developer-related-proposals>



The consultation will run between 26 October and 23 November 2020. Should you wish to view these documents in another way please contact us by e-mail (see below), or alternatively on Tel. 01224 522305, where we will endeavour to accommodate such requests.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the address below, or, by e-mail to trafficmanagement@aberdeencity.gov.uk during the statutory objection period which also runs from 26 October and 23 November 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, Business Hub 11, Second Floor West, Marischal College, Broad Street, Aberdeen, AB10 1AB

Morningside Lane

North-west side, from its junction with Morningside Road, north-eastwards for a distance of 19 metres or thereby.

North-west side, from its junction with Cranford Road, south-westwards for a distance of 58 metres or thereby.

South-east side, from its junction with Morningside Road, eastwards to its junction with Cranford Road.

**ABERDEEN CITY COUNCIL
ROAD TRAFFIC REGULATION ACT, 1984
THE ABERDEEN CITY COUNCIL (NORTHCOTE AVENUE, ABERDEEN) (PROHIBITION OF
WAITING) ORDER 202(X)**

Aberdeen City Council proposes to make "The Aberdeen City Council (Northcote Avenue, Aberdeen) (Prohibition of Waiting) Order 202(X)" in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to establish certain lengths of prohibition of waiting at any time on the lengths of roads as specified in the schedule below.

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 online via the website listed below or by scanning the QR Code.

<https://consultation.aberdeencity.gov.uk/operations/traffic-management-and-developer-related-proposals>



The consultation will run between 26 October and 23 November 2020. Should you wish to view these documents in another way please contact us by e-mail (see below), or alternatively on Tel. 01224 522305, where we will endeavour to accommodate such requests.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the address below, or, by e-mail to trafficmanagement@aberdeencity.gov.uk during the statutory objection period which also runs from 26 October and 23 November 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, Business Hub 11, Second Floor West, Marischal College, Broad Street,
Aberdeen, AB10 1AB**

Schedule

(Prohibition of waiting at any time)

Northcote Avenue

Both sides from its junction with Criagton Road, southwards for a distance of 15 metres or thereby.

Craigton Road

South side, from its junction with Northcote Avenue westwards for a distance of 15 metres.

South side, from its junction with Northcote Avenue eastwards for a distance of 15 metres.

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	13 January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Annual report on the performance of Aberdeen City Council from the Scottish Roadworks Commissioner.
REPORT NUMBER	OPE/20/242
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Kevin Abercrombie
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

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

2. RECOMMENDATION

It is recommended this Committee: -

- 2.1 Note the contents of the Commissioners report, dated 25th August 2020 (Appendix 3).
- 2.2 Acknowledge the updated information as contained within this report, following the joint meeting between representatives of Aberdeen City Council and the Commissioner's office on the 11th November 2020, along with the latest update as received on the 23rd December 2020 (Appendix 4).

3. BACKGROUND

- 3.1 The Scottish Roadworks Commissioner oversees improvements to the planning, co-ordination and quality of road works by both Local Authorities and statutory undertakers in Scotland. All works as undertaken within the adopted highways in Scotland require to be noticed in accordance with the conditions and timescales as set out in the New Roads and Street Works Act 1991. These works are recorded on the Commissioner's noticing system (Aurora). Any proposed works entered onto the Aurora system without the requisite information, or out-with the prescribed timescales (both prior to and after the works are undertaken) will incur a 'noticing failure'. The office of the Scottish Roadworks Commissioner (OSRWC) issues quarterly figures to all undertakers which shows the performance of each organisation. Following the publication of the Quarter 4 figures, the OSRWC issues annual performance review letters to all works promoters in Scotland. Any organisation that fails to meet the identified performance figures may be required to attend a joint meeting with representatives from the Commissioner's office to discuss the figures in greater detail.
- 3.2 The annual performance review letter as issued by the OSRWC on the 11 September 2018 (Appendix 1) indicated that Aberdeen City Councils performance was 'poor and in need of improvement'. A joint meeting between representatives from the Council and the OSRWC was convened in Edinburgh on the 3rd December 2018.
- 3.3 At the meeting it was agreed that the Council would be placed on an Improvement Plan (Appendix 2). This would be produced and issued by the OSRWC. The plan would include the specific area identified as requiring the most urgent attention. The figures would be manually updated by the Council following the publication of the quarterly figures and reviewed subsequently by the OSRWC.
- 3.4 Figures released from the OSRWC indicated that 11 out of the 32 local authorities in Scotland were placed on an improvement plan following the 2017 /18 annual review.
- 3.4 The Improvement Plan was issued in January 2019 and contained the figures for quarter 3 of 2018 /19 (October to December 2018). Since then, the Council's Roadworks Coordination section have continued to monitor the notices as entered onto the Aurora noticing system to ensure that the areas of concern are addressed.
- 3.5 Greater emphasis has also been placed on ensuring that all teams within the Council that require works to be noticed on Aurora, are aware of the timescales and requirements involved. This includes regular coordination meetings with the teams within the Tullos roads depot.
- 3.6 Throughout the period since the Improvement Plan was introduced, there has been a steady improvement across each of the categories. The most recent set of figures, submitted by the Council in October 2020 (Appendix 2), indicated

that across the five areas originally highlighted, three were at, or within the accepted parameters as set by the Commissioner.

- 3.7 On the 25th August 2020, the Commissioner issued his annual performance review to the Chief Executive (Appendix 3). Within the summary section of the letter it indicated that 'little improvement' had been observed since the improvement plan was introduced. A request was included within the summary to arrange for a further joint meeting to discuss the contents in more detail.
- 3.8 A Teams meeting was convened on the 11th November 2020, which was attended by the Roads Infrastructure Manager / Team leader Roadworks Co-ordination along with representatives from the Commissioner's office.
- 3.9 At the meeting it was agreed that the contents of the letter did not in fact reflect the true position of the Council in the first half of 2020 (quarters 1 and 2), due to the impact that was being felt as a result of the ongoing COVID-19 restrictions. It was also agreed that an anomaly within the Commissioners works recording process, which had been raised by the Council on the 8th September 2020, had also adversely impacted onto the figures within the Noticing Failures report (Report 2a). With regards to the above factors, it was agreed that a final decision on the position of the Council within the Improvement Plan would be delayed until the end of Quarter 3 (end Dec 2020). A further meeting would be convened between the Council and the Commissioner's Office in early 2021.
- 3.10 At the meeting of the 11th November it was also indicated that all 7 local authorities still on improvement plans were subject to similar delays in their reviews, until early 2021.
- 3.11 Following the submission of this report to the pre agenda meeting on the 18th December 2020, an update was received from the Commissioner's Office, dated 23rd December 2020 (Appendix 4). This letter confirmed that the Commissioner was satisfied that Aberdeen City Council had attained the required level of performance and would be removed from the Improvement Plan with immediate effect.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 Please refer to 'Financial Implications'.

6. MANAGEMENT OF RISK

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

7. Outcomes

Aberdeen City Local Outcome Improvement Plan	
	Impact of Report
Prosperous Economy Stretch Outcomes	Closer monitoring and programming of works will reduce disruption to road users and assist in maximising the economy of the city.
Prosperous People Stretch Outcomes	Better management of roadworks associated with the roads and footways, street lighting and traffic safety measures will assist in making safe and resilient communities for people to live in.
Prosperous Place Stretch Outcomes	Supporting and promoting more efficient working methods in an effort to reduce the overall disruption to all road users on a day to day basis will ensure that works are undertaken in a safe and managed method which will be an overall benefit to everyone.

	Impact of Report
Regional and City Strategies	Aberdeen City Council has a statutory duty to ensure that all planned works are undertaken within the parameters as set by the Scottish Roadworks Commissioner. Failure to achieve certain key targets has the potential to adversely impact on the delivery of schemes by other statutory undertakers. Regular monitoring of all information as uploaded onto the Roads Commissioner's website is vital to ensure that disruption to the road network is minimised. Better management of all planned works, in terms of multi-utility coordination is essential to maximise productivity and reduce long-term, or multiple occupations on the adopted roads network, which merely serves to increased disruption and delays to all road users.
Organisational Design	Our organisational structure is such that it reflects our services and the statutory duties we have to deliver.
Governance	The Chief Officers from Finance and Governance have been consulted in the preparation of this report and the report complies with the scheme of Governance and relevant legislation.
Workforce	Need to ensure that there are sufficient adequately trained staff resources to deliver the required noticing

	information , within the prescribed timescales as set by the Scottish Roadworks Commissioner.
Process Design	Requirement of Technical staff to understand both the noticing requirements of the Commissioner’s website and the need to ensure that works programmes are managed in terms of works durations / advanced noticing.
Technology	There is a need to ensure that all relevant staff receive full training on the Commissioners new operating system (Aurora).
Partnerships and Alliances	Continue to improve the internal communication channels between ACC’s Roads Maintenance and Roadworks Coordination teams in order to ensure that all planned works are recorded correctly and undertaken within the agreed timescales. Roadworks Coordination team to continue to liaise with all statutory undertakers in order to ensure that disruption within Aberdeen City’s roads network is carefully managed in order to minimise delays as much as possible.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix 1 - Performance Review letter dated 11 September 2018
Appendix 2 - Improvement Plan for Aberdeen City Council – latest figures
Appendix 3 - Performance Review letter dated 25 August 2020
Appendix 4 - Aberdeen IP sign off letter 23 December 2020

11. REPORT AUTHOR CONTACT DETAILS

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

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

11 September 2018

Contact: Nisha Bunting
Direct Tel: 0131 244 9937

Our Ref: PER/NB/2018/ACC

Dear Mrs Scott

Scottish Road Works Commissioner 2017/18 Annual Performance Review

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

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

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

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

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

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

Management and Performance Reports

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

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

APPENDIX 1

Aberdeen City Council Road Works Performance – Primary Indicators

	Indicator	Performance				Notes
		Aberdeen City Council	Expected	RA Average	Utility Average	
Administrative Functions	Gazetteer Submissions	4	4			
	Noticing Failure rate (%)	26%	< 4%	9%	7%	
	Notices without correct Contact Details	389	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing.
	Notices without Traffic Management Type	0	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less.
Works Planning and Operational Functions	Works requiring Early Start (%)	12%	< 15%	17%	8%	
	Works requiring Late Start (%)	7%	< 1%	2%	1%	
	Works requiring Works Extension (%)	14%	< 10%	14%	8%	
	Overrunning Works	37	0	1%	4%	
	Unplanned Works (%)	5%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation.
	Works Awaiting Closure at year end	0	0			
Sample Inspections	Works registered per 100km	79		69		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - City.
	Category A Undertaken	77%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.
	Category B Undertaken	98%	100%			
Category C Undertaken	100%	100%				
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	212	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 20 authorities issue FPNs.
	Attendance at Area RAUC meetings	100%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works.
	Vault Submissions	4	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning.

Commentary

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

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

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

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

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

Specific action is required in respect of:

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

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

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

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

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

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

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

Yours sincerely



Angus Carmichael
Scottish Road Works Commissioner

APPENDIX 2

OFFICE OF THE
SCOTTISH ROAD WORKS COMMISSIONER

IMPROVEMENT PLAN

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

Organisation:	Aberdeen City Council
Responsible Manager:	Doug Ritchie
Contact Telephone Number:	01224 523325

Issue	Noticing Failures	Contact Details	Late Starts	Overrunning works	Category A Inspections YTD	
Source	R2a	R24	R10	R6	Quarterly Inspections	
Expectation of Performance	<4%	0	<1%	0	100%	
Current Organisation Performance (SRWC PR 17/18)	26%	389	7%	37	77%	
Identified cause(s) of failure	incorrect information entered onto Symology.	A message appeared when an early start request was issued - the was no issue with the information as contained within the mandatory fields and we are unsure as to why this has appeared ?	No late starts have been recorded for Q1 although a number of early starts have been required. This is due to the requirement to get the annual works programming up and running, which was delayed due to later than usual confirmation from the relevant Committee.	Greater emphasis has been placed on ensuring that better coordination is carried out at all stages of the works.	Previously, a shortage of inspectors, along with their requirements to undertake other duties, resulted in a number of Cat 'A' inspections being missed.	
Proposed Action	The 9 identified failures all have the prefix code of S0030 and are all linked to jobs previously halted due to the lockdown. Clarification is requested as to what this refers to, in order to avoid similar issues at a later date. Also, all are listed as potential failures, rather than actual and clarification is required to the status of this.	on track	5 jobs required Late starts and these were due to both the ongoing Spaces for People project and the extreme flooding which took place in August.	No jobs closed late this quarter.	on track	
Expected Delivery Date	Limited resources, and the continued short-notice redeployment onto 'Spaces for People' project is impacting on delivery and communication across the relevant parties internally. This should settle down soon.	ongoing	Limited resources, and the continued short-notice redeployment onto 'Spaces for People' project is impacting on delivery and communication across the relevant parties internally. This should settle down soon.	now on track	ongoing	
Summary	Position at End Q3 2018/19	4%	12	8%	25	116%
	Position at End Q4 2018/19	4%	0	2%	22	229%
	Position at End Q1 2019/20	2%	1	0%	1	211%
	Position at End Q2 2019/20	1%	1	1%	2	124%
	Position at end Q3 19/20	1%	4	1%	2	166%
	Position at end Q4 19/20	6%	0	11%	4	100%
	Position at end Q1 20/21	8%	1	15%	0	144%
	Position at end Q2 20/21	20%	0	11%	0	90%
	Position at end of Q3 20/21					
Date Achieved						
Reason for variance						

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Mrs Angela Scott
Chief Executive
Aberdeen City Council
Marischal College
Business Hub 12, Level 2 West
Broad Street
Aberdeen AB10 1AB
25 August 2020

Contact: Graham Milne
Direct Tel: 0131 528 5518

Our Ref: PER/GM/2020/ACC

Dear Mrs Scott

Scottish Road Works Commissioner 2019/20 Road Works Performance Review

Please find enclosed Aberdeen City Council's 2019/20 annual road works Performance Review in respect of the period 1 April 2019 to 31 March 2020.

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

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

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

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

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

Management and Performance Reports

Organisations are expected to routinely monitor their own performance utilising reports which are downloadable from the Scottish Road Works Register (SRWR). This ongoing performance review process allows your organisation to take appropriate action throughout the year to improve performance. If your performance falls at any point during the year, it is expected that an explanation will be provided to my representative at your Area RAUC meeting. Organisations can also generate reports to assist benchmarking against similar authorities. Your organisation's performance against the expected targets is detailed on page 2.

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

Aberdeen City Council Road Works Performance – Primary Indicators

Number of Road Works		456					
	Indicator	Current	Expected	RA Average	Utility Average	Notes	
Administrative Functions	Gazetteer Submissions	3	4				
	Noticing Failure rate (%)	4%	< 4%	4%	5%		
Operational Functions	Notices without correct Contact Details	0%	0			Originator and Contractors names and telephone numbers must be recorded prior to works commencing.	
	Notices without Traffic Management Type	0%	0			Prior to works commencing the correct traffic management type must be recorded on all notices of 7 days or less.	
	Works requiring Early Start (%)	22%	< 15%	13%	9%		
	Works requiring Late Start (%)	4%	< 1%	1%	1%		
	Works requiring Works Extension (%)	12%	< 10%	7%	7%		
	Overrunning Works (%)	2%	< 1%	1%	3%		
	Unplanned Works (%)	7%	< 4%			Excessive use suggests poor works planning and a lack of co-ordination and co-operation.	
	Works Awaiting Closure at year end	0%	0				
	Works awaiting Final Site Reinstatement Details Notice at year end	5%	<1%				
	Works registered per 100km	47		65		This metric considers a roads authorities performance against their respective SCOTS peer group. The RA Average is shown for SCOTS Group - City.	
Sample Inspections	Category A Undertaken	101%	100%				
	Category B Undertaken	99%	100%			It is expected that all roads authorities undertake all target sample inspections in each of the 3 categories.	
	Category C Undertaken	100%	100%				
Miscellaneous	Fixed Penalty Notices (FPNs) Issued	260	> 0			All roads authorities are encouraged to issue FPNs to drive improvement of utility performance. Currently 22 authorities issue FPNs.	
	Attendance at Area RAUC meetings	75%	100%			Regular attendance at Area RAUC meetings demonstrates a commitment to meeting your statutory obligations to co-ordinate road works.	
	Vault Submissions	4	4			Whilst not a statutory requirement, organisations are encouraged to submit regular updates in the interests of safety and to assist good works planning.	

Specific action is required in respect of:

Gazetteer Submissions – Authorities have a statutory requirement to submit regular quarterly gazetteer updates to the SRWR. If Aberdeen City Council does not have an update, a nil return must be submitted to the SRWR provider, confirming that there have been no changes to your road network.

Early Starts – The managed use of Early Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities on average use Early Starts in 13% of their road works. At 22%, your use of Early Starts is in excess of the expected performance of <15% which is regularly achieved by a number of roads authorities and utility companies. Early Starts are largely a co-ordinating function and improvements should be achieved through training and works planning and management. Action is required to reduce your failures.

Late Starts – The managed use of Late Starts can be viewed as good co-ordination. However, excessive use suggests that works are not being well planned and managed. Across Scotland, roads authorities on average use Late Starts in 1% of their road works. At 4%, your use of Late Starts is high and suggests a lack of co-ordination. It is expected that <1% can be achieved by your authority through improved works planning and management.

Works Awaiting Final Site Reinstatement Notice – At the 2018/19 year end, Aberdeen City Council had 24 outstanding works awaiting their final site reinstatement notice. This is a simple administrative task and should be completed in all cases.

Summary

In general terms, the road works performance of Aberdeen City Council was poor during 2019/20.

Administrative Functions

Please ensure that all the required gazetteer updates are submitted.

Works Planning and Operational Functions

Early starts (22%) and works extensions (12%) both exceed the required targets and are currently unacceptable. It is acknowledged that the year-end figures are influenced by earlier performance and a consistent delivery across all quarters is required. Works requiring the final site reinstatement details to be uploaded to the register reported a significant increase in Q4 to 24. This is a simple administrative task and should be completed without delay.

Road works registered decreased to 47/100km (59/100km in 2018/19) of road network. This is below the average of 65/100km for the SCOTS city group and this decrease should be reviewed.

Miscellaneous

The number of FPN's (260) issued by your organisation at 93% is acknowledged.

In 2018 your organisation was placed on an Improvement Plan and I acknowledge the progress delivered during the latter part of the reporting year. It was envisaged that with sustained improvement, the plan would be closed at the end of Q1 2020/21. However, given the limited works undertaken by organisations due to the uncertainty of the current pandemic, closure has been delayed. My staff are working with your road works team on this matter at present.

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

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne at: enquiries@roadworks.scot

Yours sincerely



Angus Carmichael
Scottish Road Works Commissioner

THE SCOTTISH ROAD WORKS COMMISSIONER

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

Contact: Graham Milne
Direct Tel: 0131 528 5518

23 December 2020

Our Ref: IP/GM/2020/Aberdeen

Dear Mrs Scott

Scottish Road Works Commissioner - Improvement Plan 2018/19

I refer to the above matter and correspondence between this office and your organisation over the last 24 months. As you will be aware, your organisation was placed on an oSRWC Improvement Plan as a result of poor road works performance over the period 2018/19.

I am encouraged by the actions of your staff and note that these appear to have translated into improvement in road works performance. Aberdeen City Council's performance since the 2019/20 Performance Review has shown improvement and an acceptable level of engagement between your staff and my office has been maintained.

There are however still further improvements to be made on Late Starts, Unplanned Works and Works Awaiting Final Site Reinstatement Details. It is my expectation that the necessary targets will be achieved by the end of Q4 2020/21. That said, I am content that the improvement plan should be closed at this time.

Should you wish to discuss any part of this letter please do not hesitate to contact my Performance Manager Graham Milne (graham.milne@srwc.gov.scot).

Yours sincerely



Kevin Hamilton
Scottish Road Works Commissioner

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	13 th January 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Waste and Recycling Policy
REPORT NUMBER	OPE/20/236
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Hannah Lynch
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

To seek approval of the revised and amalgamated waste policies dealing with excess waste and additional bins, missed bins, contamination of recycling bins, assisted collections and unadopted road collections.

2. RECOMMENDATION(S)

That the Committee approves the proposed revised and amalgamated waste and recycling policy contained within appendix 1: Waste and Recycling Policy.

3. BACKGROUND

- 3.1 The waste and recycling policy contained in this report is subject to regular review and the changes therein are intended to improve the content or address gaps that had been identified.
- 3.2 This waste and recycling policy is a current and approved document. Each section of the policy has had minor revision/corrections that do not have any significant implications or impact on the spirit of the policy and these changes are not highlighted. Significant changes to the policies are highlighted in red text in the appendices and a summary is provided in Table 1 below.

Table 1. Summary of key changes to the policy

Policy section	Change	Reason
2. Excess waste: 2.3.3 Additional Food & Garden Waste Bin (Brown Bin): A maximum two additional	An additional bin for food and green waste bin can be supplied on request	To provide householder with more opportunity to recycle food and garden waste

brown bins may be requested per eligible household.		
4. Assisted collections: 4.1.5 The uplift location for an assisted collection must not compromise the collection crew's health and safety requirements. If this is an issue, a suitable alternative will be identified.	Specific reference to importance of Crew's health and safety when emptying from non-standard locations	To ensure the Crew's safety at all times through risk assessing the location.
5. Unadopted roads: 5.4.1 In cases where the unadopted road does not meet the required criteria for collection defined in Paragraph 5.3.1, residents may be required to place their waste or recycling in the container provided on the pavement or verge at the nearest practical point.	Defining suitable location for the bin to be collected from until the road meets the standard required.	To remove the risk of injury to our crew and/ or damage to our collection vehicles.

4. FINANCIAL IMPLICATIONS

- 4.1 The efficient management of the waste and recycling services is imperative in ensuring that the authority gains best value from both its collection service and the materials collected. This policy aims at encouraging good participation and behaviour by householders as well as ensuring efficient use of the collection resources. Poor quality of materials and poor or incorrect participation results in a less effective service with a higher overall cost to the authority. The continual review and development of this policy helps to ensure that there is clarity and consistency in the approach and will result in better service delivery.

5. LEGAL IMPLICATIONS

- 5.1 The recommendations will ensure that the Council will comply with its legal obligations and statutory waste and recycling targets.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Customer	Public acceptability of policy content	L	Ongoing communications, raising awareness of waste services and how to use them. Appropriate training of Waste Team and Contact Centre Staff.
Collection crew	Manual handling issues of bins e.g. being too heavy to safely move Contact with hazardous materials	M	Ongoing training for the collection crew to risk assess bins e.g. weight, hazardous materials
Environment	Risk of increased fly-tipping or littering due to contaminated bins not being emptied.	L	Provision of adequate information and support to assist householders. Monitoring impact implications, with appropriate action as necessary.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Place	These policies help improve the local environment by reducing the likelihood of littering.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	EHRIA completed
Data protection impact assessment	not required

9. BACKGROUND PAPERS

n/a

10. APPENDICES

Appendix 1: Waste and Recycling Policy

11. REPORT AUTHOR CONTACT DETAILS

Name	Hannah Lynch
Title	Waste Strategy Officer
Email Address	halynch@aberdeencity.gov.uk
Tel	07970 067627

Waste and Recycling Policy

Approved by Committee on
xx January 2021 with an implementation date of xxx

Document Control

Approval Date	13 th January 2021
Implementation Date	
Policy Number	
Policy Author(s) and Owner	Hannah Lynch Policy author Kris Hultman Policy owner
Approval Authority	Operational Delivery Committee
Scheduled Review	Annual
Changes	n/a

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1. Purpose Statement

1.1 This policy document sets out how the Council collects and processes household waste and recycling and details can be found in Appendix 1

2. Application and Scope Statement

2.1 The policy applies to all households in Aberdeen, receiving either a communal or kerbside domestic waste collection.

This policy does not apply to commercial waste and recycling collection services.

3. Responsibilities

3.1 The Operations and Protective Services Chief Officer is responsible for managing policy and associated guidance.

3.2 Non-compliance with any section of this policy should be reported in accordance with the supporting documentation detailed in section 4.

3.3 Any feedback on the waste and recycling policy or suggestions for improvement can be communicated to the Waste Strategy Officer in the first instance. The information and data collected above will help us understand the impact of activities and assist in identifying any potential improvements

4. Supporting Procedures & Documentation

4.1 Supporting documentation

- ACC Waste strategy 2014-2025
- Government waste and recycling targets

4.2 Supporting procedures

- Contamination of recycling bins
- Excess waste
- Missed bins
- Unadopted roads collections
- Assisted collections

5. Policy Statement/s

5.1 This policy document details how the Council collects and processes household waste and recycling and the standard level of service provided. It also makes clear what is expected of the customer and what happens when there is noncompliance to the policy.

6. Definitions

Additional bins: a Council approved additional bin is provided when the household meets the criteria stated in the Additional bins section of the policy.

Assisted collections: this service is provided when a household is unable to put their bin out for collection and must meet criteria set out in the Assisted Collections part of the policy.

Contamination of recycling bin: this happens when incorrect items are disposed of in the recycling bin

Excess waste: this is any additional waste over and above the standard service and will not be emptied as it is unauthorised.

Fly tipping: this activity is the illegal dumping of any type of waste.

Missed bins: this occurs when a Council approved bin is missed during the normal scheduled collection due to fault of the householder, the Council or due to adverse conditions or unforeseen events

In cab system: the Council's digital waste management system, which has an in-cab element, enabling transfer of information between the collection vehicle and the back office (including the Council's CRM system) in real time.

Side waste: this is waste which is placed for collection at the side of or on top of, but outside, the normal Container.

Unadopted road: a private road which is not maintained by the Council.

Unauthorised bin: this is an unofficial Aberdeen City Council issued bin

Waste strategy 2014-2025: this strategy sets out the Council's plans to reduce the social, economic and environmental consequences of waste.

7. Risk

7.1 The policy seeks to reduce risks and enhance the Council's reputation through compliance with legislation, increased recycling rates and more efficient operations. This results in associated environmental and financial benefits and improves our customer service.

7.2 The waste and recycling policy will reduce health and safety risks to both householders and employees by providing guidance for a safe and efficient collection service. This will be reviewed and amended when necessary to ensure this standard is maintained at all times.

7.3 There are no unintended effects, consequences or risks directly resulting from the update of this policy.

8. Policy Performance

8.1 The effectiveness of the policy can be reflected by improvements in householder behaviour and operational efficiencies.

8.2 Performance is measured directly as the collection crews record excess waste, contaminated bins and unauthorised additional bins each of these can be quantified, with numbers reflecting changes in behaviour. In addition, behavior change can also be derived from the Council's waste and recycling tonnage data e.g. recycling rates, waste minimisation.

The impact of the policy will also impact operational performance. Less excess waste and contamination, together with fewer unauthorised bins should help maintain or improve route efficiencies. Operational reporting (e.g. overtime) can be used as an indicator of performance.

The number of relevant customer complaints can also indicate success e.g. number of reported missed bins not collected within timescale.

8.3 Waste and recycling data are reported annually to SEPA which is available to the public and performance data is reported quarterly to the Operational Delivery Committee. In addition, the Waste and Recycling Service has its own internal reporting schedule, where information is reviewed and used to inform plans and activities.

9. Design and Delivery

9.1 This policy and supporting documentation fully support the delivery of the Target Operating Model (TOM) and strategic outcomes contained within the LOIP. The policy will help deliver the Council's LOIP ambition to provide a clear blueprint for collaborative actions to address the challenges facing the city in four strategic themes: Prosperous Economy- Prosperous People- Adults- Prosperous People- Children- Prosperous Place.

Specifically, the policy will address the LOIP stretch outcome 14 of reducing Aberdeen's carbon emissions by 42.5% by 2026, through increasing diversion of materials from landfill which lowers Greenhouse Gases such as carbon monoxide and methane.

10. Housekeeping and Maintenance

10.1 This policy replaces and consolidates the following policies:

- Contamination of recycling bins
- Excess waste
- Missed bins

- Unadopted roads collections
- Assisted collections

10.2 The supporting documentation specified within this policy will be reviewed and updated as and when required.

10.3 A new set of accompanying department procedures will need to be created to support the Waste and Recycling policy.

11. Communication and Distribution

11.1 The Waste and Recycling policy will be available on the Aberdeen City Council website to be accessed by householders and shared with relevant Council staff ensuring all relevant parties are aware of its content.

The reviewed policy will be used as part of internal induction training for waste and recycling staff

12. Information Management

12.1 Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and Supporting Procedures.

Appendix 1

The purpose of this consolidated policy details Aberdeen City Council service for providing domestic recycling and waste collections.

For householders using the wheeled bin service, the Council's standard service provision is:

- 1 x 180 litre household waste wheeled bin
- 1 x 240 litre mixed recycling bin (blue lid)
- 1 x 240 litre garden and food waste bin (brown lid)

General waste, mixed recycling and garden and food waste is collected on a fortnightly basis

1. Missed Collections

1.1 Purpose of policy

To define what constitutes a 'missed' wheeled bin collection and to outline the Council's policy when a householder reports that their bin has been missed.

This policy applies to household wheeled bins; it does not apply to commercial properties or communal bins.

Wheeled bins cannot be reported missed by the householder until the route has been completed.

1.2 There are four categories of missed bins:

1. The bin was not presented correctly by the householder – either the bin was not presented on time (by 7am) on collection day or it was presented on the wrong day.
2. The bin was presented by the householder on the correct day and time, but the collection vehicle passed by it and did not empty it.
3. The bin was not collected due to adverse weather conditions or other unforeseen circumstances (road closures, accidents, riots, etc).
4. Missed assisted collection.

1.3 Where a bin has been left by the crew due to incorrect use, this will not be classed as missed bin and the Council will not return to empty it (please refer to contamination policy).

Incorrect use is:

1. Bin contents contaminated by wrong materials.

2. Bin filled with material that makes it unsafe to empty due to excessive weight (this is judged on an individual basis to assess whether safe to move bin)

3. Unauthorised additional bin or non-standard bin.

In these cases, the householder would be notified of the reason their bin was not collected and the steps they need to take to safely dispose of their waste.

1.4 Where there is a reason for the bin being missed as per 1.2 (2) and 1.2 (4), every effort will be made to return and empty the bin within 5 working days.

2. Excess waste & additional bins

2.1 Purpose of policy

2.1.1 To establish a policy which ensures that only waste or recyclables presented in authorised containers is collected

2.1.2 The policy does not apply to commercial properties

2.2 Excess waste

2.2.1 Any additional waste bin over and above the standard service will only be emptied if they are authorised. Only bins supplied under the terms of this policy will be emptied.

2.2.2 Where it has been identified or is suspected that a householder has unauthorised additional waste bins, the bins may be removed.

2.2.3 Black bags or waste presented in other unauthorised containers (not wheeled bins)

2.2.3.1 Aberdeen City Council will not collect any waste outwith the authorised containers as this will be treated as side waste, fly-tipping or littering and may be subject to enforcement action.

2.2.3.2 Only waste presented in accordance with this policy will be emptied/ uplifted.

2.2.4 Over-filled bins

2.2.4.1 Where a wheeled bin is presented and is judged by the collection crew to be overloaded, it will not be emptied on health and safety grounds.

2.2.4.2 The resident is responsible for the removal and disposal (e.g. taking to a Household Waste and Recycling Centre or booking a bulky uplift) any excess waste or recycling and ensuring that the bin is safe to empty on their next

scheduled collection day. The wheeled bin will only be emptied on the next collection cycle provided it is deemed 'safe' by the collection crew.

2.2.5 Open lids

2.2.5.1 For safety reasons, and to ensure that wheeled bins and lids are not damaged during the collection and lifting process, bin lids of all wheeled bins presented for collection should be fully closed.

2.2.5.2 Bin lids should always be kept closed to deter access by flies and vermin and to avoid rainwater entering the bin.

2.2.5.3 Bins presented with lids open that are considered hazardous by the collection crew will not be emptied. It is the resident's responsibility to ensure that the lid is closed.

2.3 Approval for an Authorised Additional Bin

2.3.1 Additional general waste bin

Where a household meets at least one the criteria below, they may apply for a maximum of 1 additional general (non-recyclable) waste.

2.3.1.2 A household can request an additional mixed recycling or garden waste bin without having to meet these criteria.

2.3.1.3 The additional bin will be the same size as the standard household general waste bin. In exceptional circumstances (e.g. individuals with medical conditions), additional capacity will be provided at the discretion of the Council.

2.3.1.4 The householder must meet at least one of the following criteria to apply for an additional general waste bin:

Five or more permanent resident(s) in the household

One or more resident(s) in the household with a medical condition/disability resulting in production of additional non-clinical waste

Two or more residents in the household under the age of 3 years and in nappies

2.3.1.5 The household must demonstrate they are making full use of the recycling facilities available.

2.3.1.6 If the additional general waste bin is approved, a charge (the current charge is available on the Council website) will apply for the provision of the bin, except where the bins is supplied because of a medical need.

2.3.2 Review of additional general waste bin

2.3.2.1 Recipients of an authorised additional general waste bin will be contacted after 2 years to check if the service is still required.

2.3.2.2 The Service has the right to remove additional bins if there is a change in circumstances, bins are no longer required or being misused.

2.3.3 Additional Food & Garden Waste Bin (Brown Bin)

2.3.2.1 A charge will also be made for any additional 240 litre garden and food waste bins (first bin provided free) to encourage home composting (details of applicable charges will be displayed on the Council website).

2.3.2.2 Only two additional brown bins may be requested per eligible household.

2.3.2.3 Large amounts of garden waste can be taken to a local Household Waste and Recycling Centre (HWRC) and deposited free of charge.

2.3.4 Additional Recycling Bin

No charge will be made for an additional bin which will be the same size as the standard recycling bin.

3. Contamination of recycling bins

3.1 Purpose of policy

To establish a policy that details how contaminated dry mixed recycling and food/ garden waste bins will be dealt with and to define what contamination is.

3.2 Acceptable Materials

3.2.1 The 240-litre dry mixed recycling bin is only for the items that can be recycled as listed below:

- Steel and aluminium cans, tins and foil
- Glass bottles and jars
- Paper and cardboard
- Plastic bottles, trays, tubs and yoghurt pots (all colours)
- Food and drink cartons (e.g. Tetrapak)

Items should be predominantly clean and free of food waste and plastic bags/ film.

3.2.2 The 240-litre food/garden waste bin is for the following materials:

All cooked and uncooked food waste including:

- Tea bags and coffee grounds
- Egg shells and bones

And where a permit is purchased:

Garden waste including:

- Small branches, bark and twigs that readily fit into the bin with the lid closed
- Grass cuttings

3.3 Defining Contamination

3.3.1 Collection crews follow Council guidance to assess evidence of contaminants within dry mixed recycling bins and food/ garden waste bins.

Items that cannot be put in the dry mixed recycling bin include:

- food waste
- plastic bags or film
- polystyrene
- garden waste
- nappies
- clothing
- other general waste materials that cannot be recycled

Items that cannot be put in the food/garden bin include:

- Household waste or mixed recyclables
- Nappies
- Dog waste, cat litter or other animal waste (see guidance)
- Stones, slabs, rubble or rubber
- Plastic bags
- Plastic flowerpots, seed trays or plant labels
- Soil or turf

3.3.2 Dry mixed recycling bins and food/ garden waste bins containing any of the items listed in paragraph 3.3.1 may not be emptied. It is the responsibility of the householder to remove any contamination from the dry mixed recycling or food/ garden waste bin before it will be emptied on the next scheduled collection day.

4. Assisted collections

4.1 Purpose of policy

4.1.1 To establish a policy which makes provision for an 'assisted collection' on a temporary or permanent basis in certain circumstances

4.1.2 An assisted collection is provided when a householder is physically unable to present their bins and there is no other assistance available

4.1.3 The assisted collection service covers household waste bins including 180l residual waste, 240l mixed recycling and 240l food/ garden waste. This policy applies to all authorised containers. Refer to section 4.4 for properties served by communal bins.

4.1.4 An assisted collection to a property on an unadopted road is only provided if the householder meets the criteria for collection according to the "Unadopted Roads Waste & Recycling Policy"

4.1.5 The uplift location for an assisted collection must not compromise the collection crew's health and safety requirements. If this is an issue, a suitable alternative will be identified.

4.2 Criteria for receiving an Assisted uplift

The service will be provided if:

- The permanent householder(s) suffer(s) from a medical condition or disability that prevents them from putting out the container(s)
- There is no other assistance available for putting out the container(s)
- The permanent householder(s) suffer(s) from a temporary incapacity*

4.2.2 The container(s) will be collected from, and returned to, an appropriate and agreed outdoor point.

4.3 Review of Assisted uplift

4.3.1 Assisted uplifts are will be reviewed every two years (or as otherwise appropriate in the case of temporary incapacity). As the review date approaches, residents will be sent a letter asking them to confirm whether or not they still require the service.

If the householder does not respond within the allocated timeframe or no longer meets the criteria, the Assisted Collection service will be removed, and the service will revert to standard collection terms.

4.4 Properties served by communal bins

Options will be discussed with the resident on a case by case basis for householders who are serviced by communal bins and meet criteria in Section 4.2 of this policy.

**Temporary Incapacity is defined as curable impairment of mental or physical facilities that may impede the affected person from functioning normally only so far as he or she is under treatment*

5. Unadopted roads

5.1 Purpose of policy

To establish a policy defining the criteria for collecting waste and recycling containers from unadopted roads. 'Unadopted' roads (known as private roads) are those roads not entered in the list of public roads and consequently not maintained by the Roads Authority under the Roads (Scotland) Act 1984.

5.2 Standard Service

The Environmental Protection Act 1990 (EPA) places a duty upon local authorities, as the Waste Collection Authority, to collect household waste within its area. The Waste Collection Authority can specify the placement of the receptacles for the purpose of accessing and emptying them for that purpose.

5.3 Criteria for collecting from unadopted roads

5.3.1 For collection via an unadopted road to be provided the following must be met:

- The road must be in a good state of repair and free of obstructions which may cause damage to waste collection vehicles. There must also be a sufficient turning area.
- No health and safety risks to recycling and waste collection vehicles and/ or employees arising from unsafe road conditions

5.4 Criteria not met

5.4.1 In cases where the unadopted road does not meet the required criteria for collection defined in Paragraph 5.3.1, residents may be required to place their waste or recycling in the container provided on the pavement or verge at the nearest practical point.

5.4.2 Where the condition of the unadopted road falls below an acceptable standard, the service has the right to refuse collection until the road is assessed to be in an acceptable state of repair. Collections will be on the verge or pavement at the nearest practical point.

5.4.3 Owners of the unadopted road will be notified and are responsible for remediation. Once the road is assessed to meet an acceptable standard, collections will recommence from the unadopted road.

5.5 Assisted Collections

5.5.1 Householders who have been granted an Assisted Collection (in accordance with the Assisted Uplift Policy), are only entitled to a collection service from their doorstep, provided it meets criteria of section 5.3. However, where the criteria are not met in section 5.4, this may mean an alternative arrangement to the standard service.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	13 th January 2021
REPORT TITLE	Child Poverty Action Report
REPORT NUMBER	CUS/21/009
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Derek McGowan
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide the Committee with the Child Poverty Action report for 2019/20, as required by the Child Poverty (Scotland) Act 2017.

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 approve the joint Aberdeen City Council and NHS Grampian Child Poverty Action Report 2019/20 for submission to the Scottish Government.

3. BACKGROUND

- 3.1 The Child Poverty (Scotland) Act 2017 (the Act) fully entered into force on the 1st July 2019. The Act sets out steps required by the Scottish Government, Local Authorities and Health Boards to tackle child poverty. The Act identifies four definitions for poverty; identifies targets to be achieved by 2030, and a requirement for Local Authorities and Local Health Boards to agree a Child Poverty Action Plan, to be report to Scottish Ministers on this annually.

- 3.2 Poverty is defined in the Act under four different headings:

- Relative poverty
- Absolute poverty
- Combined low income and material deprivation
- Persistent poverty

- 3.3 At Operational Delivery Committee on the 17th September 2019, the Committee agreed to adopt the Local Outcome Improvement Plan as the Council's Child Poverty Action Plan for the years 2019-22.

4 Child poverty targets

- 4.1 Section 1 of the Act sets out targets that the Scottish Ministers must meet by 2030. These are that, of children living in households in Scotland:
- (a) less than 10% fall within relative poverty
 - (b) less than 5% fall within absolute poverty
 - (c) less than 5% fall within section 5 combined low income and material deprivation
 - (d) less than 5% fall within section 6 persistent poverty
- 4.2 Section 2 of the Act sets out Interim targets, that must be met by the Scottish Ministers in the financial year beginning with 1 April 2023. These are, that, of children living in households in Scotland—
- (a) less than 18% fall within relative poverty
 - (b) less than 14% fall within absolute poverty
 - (c) less than 8% fall within combined low income and material deprivation
 - (d) less than 8% fall within persistent poverty
- 4.3 These measures cannot yet be defined at a Local Authority level. However, the most recent data [available](#) suggests that in Aberdeen 21.5% of children are living in poverty, defined as ‘below 60% median income after housing costs’. This is reducing, having reached 22.8% in 2016/17. This demonstrates that the positive steps being taken by the Council and partners in tackling child poverty are having an impact.

5 Local Child Poverty Action Reports

- 5.1 The Child Poverty (Scotland) Act 2017 (the Act) requires each Local Authority and NHS Board to publish a Child Poverty Action Report (CPAR) and undertake annual monitoring and reporting to demonstrate progress against agreed targets.
- 5.2 A local child poverty action report must describe any measures taken in the area of the local authority during the reporting year by the local authority and each relevant Health Board for the purpose of contributing to the meeting of the child poverty targets, and measures that are proposed to be taken to meet these targets.
- 5.3 Additionally, a local child poverty action report must describe any income maximisation measures taken in the area of the local authority during the reporting year to provide pregnant women and families with children with—
- a) information, advice, and assistance about eligibility for financial support,
 - b) and assistance to apply for financial support; and any measures taken during the reporting year, or which are proposed to be taken, in the area of the local authority in relation to children living in households whose income

is adversely affected, or whose expenditure is increased, because a member of the household has one or more protected characteristics.

6 Scrutiny of the targets.

- 6.1 The Act states that progress against these targets will be scrutinised nationally by the Poverty and Inequality Commission. However, at a local level it is the responsibility of the Local Authority and Health Board to publish, as soon as practical after the end of each financial year, a report on progress locally. The submission of this report is later than anticipated this year, this is due to the focus on responding to Covid-19 and the late availability of some data sets required to provide a more comprehensive view of work that has been undertaken.

7 Child poverty in Aberdeen.

- 8.1 The most recent Strategic Needs Assessment identifies that around 5500 children in Aberdeen are living in poverty. The priority around child poverty is also monitored through the Integrated Children's Services plan.
- 8.2 As stated earlier in this report, the most recent data suggests that in year 2018/19, 21.5% of children living in Aberdeen were living in poverty, defined as 'below 60% median income after housing costs'. A key tool in identifying local measures required to tackle this is the Population Needs Assessment (PNA). The current PNA will be refreshed in early 2021 to inform the refresh of the LOIP. This will provide an opportunity to look afresh at poverty in all its forms across the City and ensure that the correct partnership approaches and measures are being taken to address the issue.
- 8.3 Due to the Act requiring joint reporting, this report consists of two separate submissions. The first, at Appendix A, is the joint Aberdeen City Council and NHS Grampian report for Aberdeen City, and this details the service level work that has been ongoing to tackle child poverty locally. The second report is the Annual Report on Aberdeen's Local Outcome Improvement Plan. This is the first annual report on the LOIP and demonstrates the partnership work being delivered to tackle child poverty locally.

9. FINANCIAL IMPLICATIONS

- 9.1 The financial implications relating to this report stem from failure to achieve the outcomes sought for children and families across the City. Public services face significant challenges on expenditure currently, with financial projections indicating that these pressures will remain. Demand management is a key driver in helping meet these challenges, and failing to address child poverty may mean that costs associated with child poverty do not reduce, adding to projected pressures in coming years.

10. LEGAL IMPLICATIONS

10. The preparation and publication of the CPAR fulfils Aberdeen City Council's duty to produce a Local child Poverty Action Report under section 13 of the Act .

11. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	Risk relates to non-achievement of targets long term and failing to reduce demand through early intervention in key drivers. Failure to achieve the outcomes desired will mean residents requiring support from public agencies for longer.	M	Joint working and multi-agency service redesign to identify appropriate measures.
Legal	Risk relates to failure to comply with statutory requirements	L	Provision of the LOIP as Aberdeen City Child Poverty Action Plan; annual reporting.
Employee	None	L	
Customer	Failure to meet statutory targets	L	This work will improve outcomes for children and families across the City.
Environment	Risk as opportunity	L	Meeting the LOIP outcomes will improve the environment for children.
Technology	None	L	
Reputational	Risk relates to failure to meet the statutory targets.	L	Meeting the LOIP outcomes.

12. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.

Prosperous People	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.
Prosperous Place	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.
Enabling Technology	

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	This report demonstrates the priority being given to children in poverty. Children are our current and future customers and improvement made here will impact on their whole lives.
Organisational Design	<p>The TOM design allows for work on child poverty to be delivered in several Clusters, as well as through strategic work such as the LOIP, Local Development Plan and Local Housing Plan.</p> <p>The focus on Early Intervention in tackling poverty clearly manifests in work undertaken by Early Intervention and Community Empowerment; Integrated Children and Family Services; Capital; Corporate Landlord and Place Planning.</p>
Governance	This relates to the tracking of the outcomes, which will be undertaken through existing scrutiny of the LOIP, and through Council governance structures at annual intervals.
Workforce	As we move to the final Target Operating Model in March 2021, roles and responsibilities will be checked to ensure work around poverty is relevant.
Process Design	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Technology	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Partnerships and Alliances	As we are presenting the LOIP as the Child Poverty Action Plan, we are confident that partners across the City have been involved in the creation of this plan, and will be involved in delivering the outcomes identified.

13. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	There is no adverse impact on any protected characteristic.
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	The aim of the LOIP is to improve outcomes for all. The Fairer Scotland Duty is considered against strategic decisions.

14. BACKGROUND PAPERS

14.1 [Committee report of 17th September 2019](#)

15. APPENDICES

Appendix A – Joint Aberdeen City and NHS Grampian Child Poverty report

Appendix B – [Annual Return on Aberdeen City LOIP 2019/20](#)

Appendix C – [Local Outcome Improvement Plan](#)

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Aberdeen City Local Child Poverty Action Report 2019 - 2020

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Foreword

The publication of our second, joint Local Child Poverty Action Plan, coincides with the remobilisation of services as we emerge from lockdown and begin to shape what will be a very different future. Working hard to reduce inequalities as a result of poverty has always been high on the public health and wellbeing agenda, but now more than ever, the impact of Covid-19 compels us to place an even greater urgency on the actions that we need to take to support our communities.

Tackling poverty and addressing inequalities requires a multiagency approach and we have strong relationships and shared values across our Community Planning Partnerships that enable this. The complex origins of poverty require us to be creative in our response and this presents us with opportunities to work in innovative ways with our voluntary sector colleagues too. We will be exploring opportunities across our organisations to support our staff, many of whom may be experiencing the impacts of poverty in their own lives. We want them to feel supported and secure, and to know where to turn to for help. We also want them to be well equipped to identify and respond appropriately to those in their care who are experiencing poverty.

The most important stakeholders in helping us to understand the impacts of poverty and informing our actions to address it are those experiencing it. Children and families have been less visible during lockdown, and for that reason we know that there is a lot for us still to understand about their experiences during that time. What has been particularly difficult for them? What are their fears for the future? What would help them the most? We are committed to listening to the voices of children, young people, and families to help us shape our response to tackling child poverty in Grampian and you will read about our plans within the report.

We are fully committed to eradicating child poverty by 2030. Indeed, **Every Child** does deserve **Every Chance**.

Caroline Hiscox
Chief Executive
NHS Grampian
Council

Angela Scott
Chief Executive
Aberdeen City

Introduction

The Child Poverty (Scotland) Act 2017¹ (the Act) sets out four interim income targets to be met by 2023, and four statutory targets to be met by 2030, encouraging Local Authorities and Health Boards to work towards those targets. The Act introduced a statutory requirement that Local Authorities and Health Boards must jointly produce an annual report and action plan that outlines the actions that they are taking, and will take, to reduce child poverty.

It is a complex task to measure poverty accurately and as such, four measures have been introduced to aid in measuring against the targets set out in the Child Poverty (Scotland) Act 2017. The targets are set on an 'after housing costs' basis; the income families have left after they have paid for their housing:

- **Relative poverty:** a child is in relative poverty if they live in a household where equivalised income for the financial year in question is less than 60 per cent of the median equivalised net income for that financial year.
Target: Less than 10% of children will live in households that are in relative poverty
- **Absolute poverty:** a child is in absolute poverty if they live in a household with an income below 60 per cent of the median equivalised net income in 2010–11.
Target: Less than 5% of children will live in households that are in absolute poverty.
- **Combined low income and material deprivation:** a child is in combined low income and material deprivation if they live in a household with an income below 70 per cent of the equivalised median net income for that year and are unable to afford a number of basic goods and services (material deprivation).
Target: Less than 5% of children will live in households with combined low income and maternal deprivation
- **Persistent poverty:** a child is in persistent poverty if they have been living in Scotland and in relative poverty for three of the past four years.
Target: Less than 5% of children will live in households in persistent poverty

¹ <http://www.legislation.gov.uk/asp/2017/6/contents/enacted>

Context

The Child Poverty (Scotland) Act 2017, aligns with other statutory duties and local reporting requirements to support the direction towards tackling child poverty. The **Fairer Scotland Duty**² places an overarching statutory duty on public bodies to have due regard to exercising functions in such a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage. The **Children and Young People (Scotland) Act 2014**³ (specifically Articles 3, 6, 12, 26 and 27) are of particular support to the Child Poverty (Scotland) Act 2017.

The **United Nations Convention on the Rights of the Child**⁴(UNCRC) is the most widely ratified human rights treaty in the world, coming into force in the UK in 1992. The vision and ambition to help children and young people experience their rights has been set out within the 'progressing the human rights of children in Scotland: 2018-2021 Action Plan'⁵. This includes raising awareness of children's rights and involving them in policy decisions.

Each Community Planning Partnership (CPP) must prepare and publish a Local Outcome Improvement Plan (LOIP) which sets out local outcomes as prioritised by the CPP, and in doing so is required to endeavour to reduce inequalities to outcomes that result in socio-economic disadvantage. This is a duty placed on CPP's under the **Community Empowerment (Scotland) Act 2015**⁶. In September 2019, Aberdeen City Council adopted Community Planning Aberdeen's LOIP as the Child Poverty Action Plan for the years 2019-22. Equally, the **Education (Scotland) Act 2016**⁷ requires that education authorities must apply due regard to the need to carry out school functions in a way designed to reduce inequalities of outcome for those pupils experiencing them as a result of socio-economic disadvantage.

² <https://www.gov.scot/publications/fairer-scotland-duty-interim-guidance-public-bodies/pages/>

³ <http://www.legislation.gov.uk/asp/2014/8/contents/enacted>

⁴ <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

⁵ https://www.basw.co.uk/system/files/resources/progressing_human_rights_children_scotland.pdf

⁶ <http://www.legislation.gov.uk/asp/2015/6/contents/enacted>

⁷ <http://www.legislation.gov.uk/asp/2016/8/contents/enacted>

Child Poverty in Aberdeen City

In 2019 Aberdeen City was home to 228,700 people, and of these 35,423⁸ (15.4%) were children aged from birth to age 16. There are 48 primary schools and 11 secondary schools, and as of March 2019 there were 542 Care experienced children and young people in the city. 93.2% of school leavers achieved a positive destination. Of Aberdeen City's 283 data zones 29 are in the 20% most deprived, which is 2.08% of the national share. 104, 7.45% of the national share, are in the 20% least deprived.

78.5% of the population aged over 16 are employed which is slightly higher than the Scotland comparison (74.5%), with average gross weekly pay (by place of residence) being £599.40; slightly higher than the Scottish average of £577.70. 19.4% of those over age 16 in Aberdeen City are 'economically inactive'. This includes students, those with long or short term illness, retired people, people looking after family or home, and those that may be discouraged from working. Of these, 24.6% want to be working and are actively seeking employment. There are 13,900 workless households in Aberdeen City, however the sample size is too small to give an accurate estimation as to the number of these households with a child (or children) up to the age of 16.

The most recent Strategic Needs Assessment identifies that around 5500 children in Aberdeen are living in poverty. A standard definition of child poverty means growing up in families without the resources to 'obtain the type of diet, participate in the activities and have the living conditions and amenities' which are the norm in 21st century Scotland. Existing strategies to tackle poverty in Aberdeen include ['Towards a Fairer Aberdeen that Prospers for All 2017-2020'](#). This identifies a number of priorities that we have been tackling along with partners, placing an emphasis on a partnership approach. Activity against these priorities can be seen in our progress table later in this report. The [Local Housing Strategy 2018-2023](#) identifies six strategic outcomes including adequacy and improvement of housing supply; the prevention of homelessness; improvement in private sector renting, and reducing fuel poverty. These are supporting outcomes which create the right conditions for tackling child poverty through a focus on mitigation for all families.

⁸ <https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2019>

The Scottish Public Health Observatory (ScotPHO)⁹ gives us some high level data that enables a comparison against certain indicators as a gauge of poverty over recent years. These cannot be mapped across as a direct measure against the targets in the Child Poverty (Scotland) Act 2017, but can be used to monitor child poverty and its drivers at a local level.

Percentage of children living in poverty in 2017/18 by Parliamentary Constituency¹⁰	Before Housing Costs	After Housing Costs	Percentage change since 2016/17 (after housing costs)
Aberdeen Central	18%	22%	+3%
Aberdeen Donside	13%	15%	-4%
Aberdeen South and North Kincardine	13%	14%	-3%

Values

NHS Grampian host a Child Poverty Working Group, chaired by the NHS Child Poverty Lead, with representation from the three Local Authorities. The objectives of the working group are to determine and manage child poverty actions that specifically relate to health that are deliverable on a Pan-Grampian basis, and to determine ways in which to support partnership delivery of actions against the wider impacts of poverty. In Aberdeen City the Tackling Poverty Action Group is chaired by Aberdeen City Council's Poverty Lead, with engagement and participation from NHS Grampian. The joint Child Poverty Action Report has passed through single agency and multiagency governance routes for ratification prior to publication. Within NHS Grampian the System Leadership Team have ratified and approved the plan. It also has the endorsement of both NHS Grampian and Local Authority Chief Executives.

Our joint Child Poverty Action Plan has been developed through the Community Planning Partnership, with a commitment from all partners to work together in tackling child poverty. Actions to address child poverty are also embedded throughout the LOIP. Specific child poverty actions are developed through the Tackling Poverty Action Group, which has good engagement from all Community Planning Partners, including the Third Sector. The Tackling Poverty Action Group is accountable to the Integrated Children's Services Board who has oversight of the LOIP as it relates to children and young people, and a responsibility to drive forward the integration of children's services.

⁹ https://scotland.shinyapps.io/ScotPHO_profiles_tool/

¹⁰ <http://www.endchildpoverty.org.uk/poverty-in-your-area-2019/>

Getting it right for every child (GIRFEC)¹¹ is the national approach to supporting children and young people. It is intended as a framework that will enable organisations who work on behalf of children and their families to provide a consistent, supportive approach for all. GIRFEC is based on children's rights and the principles reflected in the UNCRC¹². The aim is for children in Scotland to grow up feeling loved, respected and able to meet their full potential at home, at school and in the wider community. Every child and young person should be **Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included**. GIRFEC recognises that every child and young person is unique and that their wellbeing will be influenced by their own experiences and changing needs as they grow, therefore there are no set levels of wellbeing, but rather the provision of a framework by which to identify and address needs early. It is an approach that requires a united and integrated multiagency system, and is the foundation on which we develop our action plan to tackle child poverty in Grampian.

In February 2020 the Independent Care Review¹³ published a series of reports highlighted the strong link between poverty and looked after children, and the need for a systemic change in how we support families particularly by recognising and responding to the stresses of living in poverty. The **Promise**¹⁴ (and the **Pinky Promise**¹⁵ for younger readers) was informed by carefully listening to over 5,500 care experienced children and adults, families and the paid and unpaid workforce to properly understand what needs to change. The **Plan**¹⁶ outlines what we need to do to make sure that required change happens, and how Scotland can better invest in our children and families is reported in **The Money**¹⁷ and **Follow The Money**¹⁸. **The Rules**¹⁹ discuss the current legislative framework and how this must change to achieve the **Promise**. The Care Review identified foundations by which Scotland needs to focus its improvements to achieve better outcomes for children. One of these is 'family'. Families reported the difficulties and stress cause by worrying about not having enough money to live on, often having to make very difficult choices between basic needs. These are very important reports and they should inform our local planning in response to addressing inequalities as a result of poverty.

¹¹ <https://www.gov.scot/policies/girfec/>

¹² <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

¹³ <https://www.carereview.scot/conclusions/independent-care-review-reports/>

¹⁴ https://www.carereview.scot/wp-content/uploads/2020/03/The-Promise_v7.pdf

¹⁵ <https://www.carereview.scot/wp-content/uploads/2020/02/Pinky-Promise.pdf>

¹⁶ https://www.carereview.scot/wp-content/uploads/2020/02/The-Plan_pages.pdf

¹⁷ <https://www.carereview.scot/wp-content/uploads/2020/02/The-Money.pdf>

¹⁸ <https://www.carereview.scot/wp-content/uploads/2020/02/Follow-the-money.pdf>

¹⁹ https://www.carereview.scot/wp-content/uploads/2020/02/The-Rules_pages.pdf

Reflections on feedback for year one reports from the Poverty and Inequality Commission

In November 2019 the Poverty and Inequality Commission published their report following a review of the first set of LCPARs. 10 reports were selected to represent a range of local authority size, urban/rural coverage and rates of child poverty. There were several key areas that the Commission had a particular interest in; reference to the UNCRC, actions taken to support particular vulnerable groups (asylum seekers, homeless people, victims of domestic abuse for example), and how the reports are being communicated and disseminated.

The Commission was instructed to look for evidence of involving people with **lived experience**; not just whether or not the views of people with lived experience of poverty were being sought, but how their experience was being used to inform the development of local plans. Included in our priorities for 2020/21 are clear actions to capture the lived experience of children, young people and their families with regard to their experiences of poverty and within different contexts. We will take a strategic approach to ongoing engagement and will ensure that what we learn through the voice of lived experience is translated into action within our plans. To this end, a proportion of the annual Healthier, Wealthier Children funding allocated to Boards this year will be directed at enabling a research proposal through Robert Gordon University that will capture both women's experience, and professional's experience of the implementation of the Financial Inclusion Pathway. In addition, we have commissioned a project in partnership with CFINE (Community Food Initiatives North East)²⁰ to capture the experience of children living in poverty across Grampian, and while the impact of COVID-19 will delay initial timescales, this work will be prioritised when it is safe to proceed.

Tackling child poverty is one of our key priorities and it is acknowledged that **leadership** at all levels is crucial to achieving this. The Commission assessed how this was reflected at local level. While it is important to align our action plans specifically to the drivers of child poverty and that the steps taken to achieve progress towards the outcomes are explicit and detailed, it is also important to ensure that child poverty is realised as a priority locally, and work to raise the profile of the child poverty agenda is supported at the most senior level within the organisation. The adoption of the LOIP in Aberdeen demonstrates the desire to tackle Child Poverty using a Community Planning approach.

²⁰ <https://www.cfine.org/>

Year One reports showed good contextual knowledge of child poverty across the local area. Strengths, challenges and opportunities were well defined. There are challenges being faced by all local authorities in that the four **data** measures used in relation to the targets are not available at local authority level. While there are various data sources that provide a proxy measure and build a picture of poverty at a local authority level, these do not correspond to the measures precisely. Recent ISD Data published in December 2019 shows the three local authority areas across Grampian faring much better than the Scottish average with regard to the percentage of children living in low income families. In Aberdeen, the most recent assessment is that 21.5% of children are living in poverty, defined as 'below 60% median income after housing costs'. This is however, not representative of those pockets of our communities where we know hidden poverty and 'in work' poverty exists.

There is no single preferred measure of child poverty locally, so in year one we used a range of data sources to build a picture of where low income families are likely located. It is felt that even with clear local measure/s it would be very difficult to influence using local levers alone as there are too many external influences (wider political and economic shifts, or pandemics for example) that would make it difficult to set a local target with any confidence. However, including monitoring and evaluation targets is important in helping us to respond accordingly if actions are not having the desired impact.

Through taking a **partnership** approach to producing a shared report and action plan we can make our aspirations to tackling child poverty clear, enabling shared needs assessment, shared priorities and the development of greater clarity around governance. In an endeavour to share best practice we are encouraged to reflect on the successes and challenges of working in partnership, and to include local experiences within our reports. We should also look beyond our local authority/ health board partnerships and to consider how we engage with third sector and private sector partners. The plans that we have for this year, to capture lived experience and to expand our Financial Inclusion Pathway, will further build on relationships with our third sector partners and will extend to wider corners across all organisations.

The commission identified four categories of actions within the first year plans.

1. Actions which are fundamental to tackling poverty and are very closely linked to the drivers (payment of the living wage, maximising uptake of benefits, advice on reducing food and energy costs).

In Grampian we have embedded a Financial Inclusion Pathway into practice through routine enquiry within the Universal Health Visiting and Family Nurse Pathway. This includes routine enquiry about finances at pre-birth, 11-14 days, 13-15

months and 4-5 years. This complements Aberdeen City Council's Financial Inclusion Team by providing services in routine settings.

We are working hard with pregnant women to reinforce the importance of attending for antenatal care, with the aim to increase the number of vulnerable mothers eligible and in receipt of the Best Start Maternity grant.

2. Actions which tackle child poverty but need a clearer articulation of how they do so (expansion of early years childcare, closing the attainment gap)

We are continuing to grow and sustain Making Every Opportunity Count (MEOC) as an overall approach across public and third sector partners in Grampian to support cultural shift - with everyone, every system and service doing a little to enable people to live as well as they can.

We are endeavouring to put in place an intelligence led and evidence based approach for the Pupil Equity Fund, so that the allocation of funding to schools will help close the poverty related attainment gap.

3. Supporting actions which create the right conditions for tackling child poverty (transport, availability of affordable housing)

Aberdeen has seen significant investment in our housing stock, with work beginning on the Council's 2000 new Council House programme, and almost £33m invested in Affordable and Mid-Market rent properties in the City during the year 2019/20.

4. Actions which do not directly tackle child poverty but are around the mitigation of poverty or focused on all families.

The development of plans for Aberdeen to be awarded Child Friendly City status.

Community benefit clauses in procurement activities requiring tenderers to commit to undertaking some form of social benefit in addition to the core purpose of the contract.

The total amount awarded through the Scottish Welfare Fund in the year was £892,215

Poverty is defined against the reasonable expectation that everyone should be able to meet their basic needs; which includes the need to be able to function as a citizen of society. Child poverty in Scotland is mainly due to causes, or drivers, partially or wholly outside a parents control and usually completely outside children's control. These include aspects of social security, income from employment and the costs of living.

COVID-19

As we plan and prepare our report and action plan we are in the midst of the COVID-19 pandemic which is having an unprecedented impact on our country. Many families are experiencing extensive challenges, such as loss of employment and financial insecurity, less support and protection with regard to pre-existing vulnerabilities, and the additional strain that lockdown may have placed on family relationships. We know that the impact of these challenges will be felt far into the future as our families and communities take time to establish a new 'normal' and this will be reflected in our action and improvement plans for the coming year and beyond. The significant measures taken to support families through the response to this Pandemic will feature as part of next year's report, as they have almost all been delivered since 1st April 2020.

Progress Overview: 2019/20

The following templates provide an overview of progress against the actions that we said we would take to start tackling child poverty in year one. Feedback from the Poverty and Inequality Commission has been particularly helpful in enabling us to refine our approach and applying this to the development of our future plans.

The three main drivers of Child Poverty:²¹

Employment: Income from parent's work and earnings is not sufficient to lift them from poverty

Household costs: The costs of living that household have to cover are too high

Social Security: Income from social security, particularly for families with children, and is now inadequate to lift families from poverty

	On target and within timescales.
	Some risk to targets or timescales. Mitigation required.
	Significant risk to targets, timescales or objective. Requires escalation.

²¹ <https://www.gov.scot/publications/child-chance-tackling-child-poverty-delivery-plan-2018-22/>

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
<p>Reinforce and promote the importance of attending for antenatal care, with the aim to increase the number of vulnerable mothers eligible and in receipt of the Best Start Grant</p> <p>Income maximisation teams to continue supporting people to claim for their eligible benefits.</p>	Increased uptake of social security	<p>NHS Grampian</p> <p>ACC Department of Work and Pensions</p> <p>Social Security Scotland</p>	March 2022	March 2020	
Progress					
<p>A report on the take up of the Best Start Grant to the end of March 2020 gives an overview of high level statistics for the period December 2018 to December 2019; and for Best Start Foods (August 2019 to March 2020)²². 9,245 applications were received from households across the NHS Grampian - 6% of the total number of applications received. 69% of these were authorised. Quarterly figures are made available, however there is currently no function to compare each quarter.</p> <p>Aberdeen City Council, Department for Work and Pensions, and Social Security Scotland have made £4.7million available to households in backdated benefit claims through the work of Income Maximisation Teams.</p>					

²² <https://www.gov.scot/publications/best-start-grant-and-best-start-foods-high-level-statistics-to-31-march-2020/>

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Promote the Neonatal Expenses Fund with the aim of identifying vulnerable parents who are eligible, so that they may can be supported so spend as much time as possible with their babies while they are receiving care in the neonatal unit.	Reducing the cost of living	NHS Grampian Friends of the Neonatal Unit	March 2022	March 2020	
Progress					
All parents who have a baby admitted to the neonatal unit are provided with the information that they require with regard to the Neonatal Expenses Fund. Through liaison within the clinical management structure, an application form has been included within the universal information pack provided to all families on admission. The aspiration for the future is to develop a mechanism for data collection, enabling an oversight of uptake of the fund and to use this information to further target promotion so that all vulnerable, eligible families can benefit.					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Provide more support to children and families in the earliest years through delivery of the Universal Health Visiting Pathway (UHVP) and Family Nurse Partnership Programme.	Increased uptake of social security Reducing the cost of living	NHS Grampian	March 2022	March 2020	
Progress					
<p>All Health Visitors and Family Nurses are talking to families about financial inclusion and income maximisation through routine enquiry within the UHVP. Generic email addresses have been set up with Financial Support Services in each of the three Local Authorities, and data requirements have been determined. There is still an Information Governance obstacle to overcome, in that NHSG IG have requested further information on the referral process and how information will be shared (with an agency external to NHSG).</p> <p>Health Visitors and Family Nurses feel that they would benefit from group workshops/ shared learning as to their experiences of implementation of the Financial Inclusion Pathway. This will present an opportunity to promote MEOC. Online training, events, updates will be added to the partnership websites.</p> <p>Online updates, training and shared learning opportunities will be applied to the NHSG website.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
<p>Develop an intelligence led and evidenced based approach for the Pupil Equity Fund (PEF), so that the allocation of funding directly to schools will help to close the attainment gap</p> <p>Use of Scottish Attainment Challenge (SAC) Funding totalling £ 635,732.56 to benefit those pupils in each of the 7 identified Challenge Schools</p> <p>Minimise the costs of the school day and maximise the uptake of free school meals and school clothing grants by eligible families.</p> <p>All schools to consider poverty proofing within their own unique context</p>	<p>Reducing the cost of living</p> <p>Income from Employment</p>	<p>Partnership Child Poverty Action Groups</p> <p>Social Security Scotland Education and Children's Services Social Security Scotland Local Authority Poverty Action Groups</p>	<p>March 2021</p>	<p>March 2020</p>	<p style="background-color: green; color: white; text-align: center;">On Track</p>
Progress					
<p>Scottish Attainment Challenge (PEF) Funding totalling £ 2,845,080 has been used to benefit those pupils in receipt of free school meals. All schools analysing the poverty related attainment gap in their own context, and the impact of poverty on pupil attainment, to plan appropriate targeted interventions to address this. Around 2,400 children and young people across the city accessing targeted interventions in primary and secondary schools.</p> <p>7 SAC schools – 4 primary and 3 secondary utilising funding to minimise the impact of poverty on children and families and mitigate against its most adverse effects in respect of pupil attendance, engagement, attainment, opportunities and achievement.</p> <p>4 pledges have been agreed by the Education Service</p> <ul style="list-style-type: none"> • <i>No child or young person will start school without a breakfast</i> • <i>All children and young people will have access to affordable school uniform and appropriate clothing for the North East</i> • <i>Costs will not prohibit the participation of children and young people in the life of the school</i> • <i>Parents, carers and children and young people will have easy access to financial advice</i> <p>A guidance leaflet has been developed for schools to inform thinking on how to reduce the cost of the school day.</p> <p>A visual guide on how DSM scheme will be influenced by the need to reduce the costs of the school day has also been developed.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Continue to grow and sustain 'Making every Opportunity Count' (MeOC) at a Community Planning Partnership level	<p>Reducing the cost of living</p> <p>Increased uptake of social security</p>	All services within the Community Planning Partnership	March 2022	March 2020	
Progress					
<p>The aspiration is that MeOC be the framework by which conversations could be had about all aspects of Financial Inclusion. It was agreed that the ethos and principles of MeOC would provide the structure for the development of the Child Poverty Action Report, incorporating all that is being delivered.</p> <p>Opportunities to introduce the MeOC model have been identified, however there is still work to be done to roll it out more widely and embed it as a sustainable framework.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Via Healthier, Wealthier Children: (Developing financial inclusion referral pathways in Scotland's funding plan) develop and implement a Midwifery and Early Years Practitioners pathway, policy and procedure to financial support services across Grampian.	Reducing the cost of living. Increased uptake of social security.	NHS Grampian Local Authority Poverty Action Groups Social Security Scotland	March 2021	March 2020	
Progress					
<p>Around £8k was allocated to NHSG through the Healthier, Wealthier Children's fund for 2018/19. This was used to fund Health Improvement staff to establish and implement the process, guidance, resources and governance for the Financial Inclusion Pathway. There is still an Information Governance obstacle to overcome, in that NHSG IG have requested further information on the referral process and how information will be shared (with an agency external to NHSG).</p> <p>An allocation of £22k has been issued for 2019/20. See planned actions for 2021/22 against the funding below.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Working with national and local partners to support the Universal Credit provision, including the creation of an advice booklet; assisted digital learning through Libraries, and training of Housing staff to ensure knowledge of the system and its impact	Reducing the cost of living. Increased uptake of social security.	Aberdeen City Council NHS Grampian Department of work and Pensions Police Scotland Scottish Fire and Rescue Service Community Food Initiatives North East (CFINE) Social Security Scotland	March 2021	March 2020	
Progress					
Housing staff have been trained, an advice pack has been created and is available. Assisted Digital learning is being provided.					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Investment in Scottish Housing Quality Standard , including replacement window and insulation work to address fuel poverty in homes	Reducing the cost of living	Aberdeen City Council	March 2021	March 2020	
Progress					
<p>The percentage of Aberdeen City households considered to be in fuel poverty is 21.1%. In 2018/19- 83.29% of homes met the Scottish Housing Quality Standards In 2018/19 245 new window installations were undertaken In 2018/19 299 new doors were installed</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
<p>Attainment and Transitions to Adulthood Improvement Group established to increase the number of young people living in priority areas who progress to a positive and sustained destinations</p> <p>Increase in the number of apprenticeships offered in priority areas</p>	Income from Employment	<p>Aberdeen City Council</p> <p>Skills Development Scotland</p>	March 2021	March 2020	
Progress					
In 2017/18 91.5% of school-leavers went on to a sustained positive destination.					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
10,000 free meals will be provided to children through the award winning Food and Fun initiative	Reducing the cost of living	Aberdeen City Council CFINE ACVO Community Groups	March 2021	March 2020	
Progress					
In 2018/19 the number of meals provided was 10,699					




Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Continue to expand the provision of free sanitary products	Reducing the cost of living	Aberdeen City Council NHS Grampian CFINE	March 2021	March 2020	
Progress					
The number of sites where free sanitary products can be accessed continues to grow.					

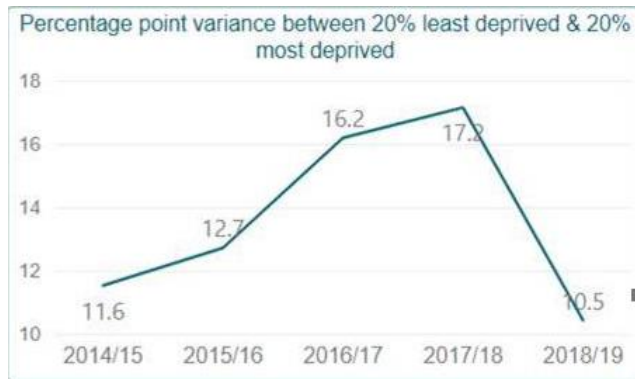
Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Development of UNICEF Child Friendly Cities accreditation programme	Reducing the cost of living	Aberdeen City Council NHS Grampian Police Scotland UNICEF	March 2021	March 2020	
Progress					
Action currently being refined with responsibilities shared across the partnerships.					

Activity undertaken	Partners involved in activity	Assessment criteria
Economy		
Support to those on, or transferring to, Universal Credit, and those on benefits.	<p>Aberdeen City Council</p> <p>NHS Grampian</p> <p>Department of work and Pensions</p> <p>Community Food Initiatives North East (CFINE)</p> <p>Social Security Scotland</p>	<p>All Housing Officers trained in advising and supporting on Universal Credit issues.</p> <p>At the end of 2019/20 there were 3976 Council tenants on Universal Credit.</p> <p>Financial Inclusion Team assisted 154 new households with children and 89 households with children that were opened before 1 April 2019 to access unclaimed benefits. This enabled a cumulative gain of £652,096.51 for these households in 2019/2020.</p>
Investment in Scottish Housing Quality Standard, including replacement window and insulation work to address fuel	Aberdeen City Council	<p>21.1% of households are believed to be in fuel poverty in Aberdeen.</p> <p>Number of homes meeting SHQS – 2019/20 – 88.14% (19,252 properties)</p> <p>Number of replacement windows</p> <p>Windows: 2019/20 – 291 properties</p> <p>Heating systems – 1245 energy efficient heating systems installed</p>

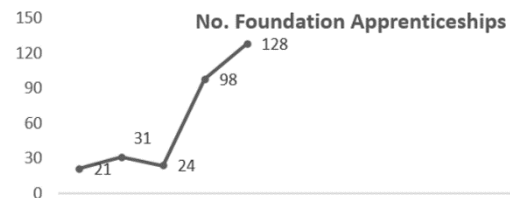
poverty in homes		Energy Efficient Standard for Scottish Housing (EESH) – 92.5% of properties within scope of EESH (20,285 are within scope)
Provision of Heat with Rent for Council Housing	Aberdeen City Council Aberdeen Heat and Power Ltd	Number of 2 bedroom or larger family homes benefitting from Heat with Rent – 1882
Use of Scottish Attainment Challenge (PEF) Funding totalling £ 2,845,080 to benefit those pupils in receipt of free school meals	Aberdeen City Council Third Sector partners School Communities	<p>All schools analysing the poverty related attainment gap in their own context, and the impact of poverty on pupil attainment, to plan appropriate targeted interventions to address this. All SAC plans quality assured by the central education quality team and by the Education Scotland Attainment Advisor.</p> <p>Around 2,400 children and young people across the city accessing targeted interventions in primary and secondary schools.</p> <p>The majority of city schools have implemented a range of interventions using PEF funding, some of these are targeted at specific pupils, others support a wider group. Many pupils, particularly in schools with high allocations of PEF funding, are accessing more than one intervention and it is therefore difficult to accurately identify which specific intervention has led to assessed improvements. In some cases, it is likely there has been a cumulative beneficial effect of several targeted interventions. Although this makes accurate evaluation and reporting more difficult, ultimately, of course, the result is positive for children and young people.</p> <p>Almost all schools report encouraging early evidence of improvements around mental health and wellbeing, resilience, emotional wellbeing and pupil engagement. As well as reference to specific data such as pupil attendance, schools report positive changes in areas such as improved pupil confidence in their own abilities and increased engagement in learning.</p>

		<p>The majority of schools are beginning to note improvements in attainment in literacy and numeracy for pupils targeted for specific interventions. In some schools this has led to a reduction in the poverty related attainment gap, as the rate of improvement for targeted pupils has outstripped others. This is particularly noticeable in the primary schools which also benefit from Scottish Attainment Challenge funding.</p> <p>Across the city there is evidence of the wider impacts associated with the additional funding. There has been an increase in collaborative working, both within and across schools and teachers planning and working together has contributed to the development of a more positive and collegiate ethos underpinned by the sharing of practice across individual schools and across Associated School Groups. In some cases, for example, this has included pooling of resources and collaborative working to source professional learning opportunities for staff on specific priorities e.g. The Visible Learning Approach.</p> <p>The majority of city schools have considered sustainability as part of their planning work, and this has led to a focus on building staff skills and capacity, sharing and embedding of practice, and improving use of data in planning and evaluation. However, it is recognised that the availability of additional resource has been key to achieving positive impacts, particularly for the most disadvantaged pupils.</p>
<p>Use of Scottish Attainment Challenge (SAC) Funding totalling £ 635,732.56 to benefit those pupils in each of the 7 identified</p>	<p>Aberdeen City Council Third Sector partners</p>	<p>7 SAC schools – 4 primary and 3 secondary utilising funding to minimise the impact of poverty on children and families and mitigate against its most adverse effects in respect of pupil attendance, engagement, attainment, opportunities and achievement.</p> <p>City schools have well-established relationships with a wide range of Third Sector partners, and we plan to continue to support and develop these partnerships to promote child and family learning. These include programmes such as breakfast clubs, designed to promote attendance and reduce lateness, activities to promote engagement and positive attitudes to learning, pupil counselling and family learning packages. Physical and mental health and wellbeing are fundamental to children and young people being able to engage fully with learning, as a result a number of partners are engaged in working with our schools to deliver programmes aimed at increasing confidence</p>

Challenge Schools		<p>& self-esteem, improving communication (talking & listening), improving literacy (reading & writing) and increasing motivation. A number of these focus on pupils participating in sporting activities, while others focus on developing social skills, supporting the wider family, establishing routines, offering practical advice and signposting other sources of support.</p> <p>There is evidence that some young children have delayed language acquisition and a subsequent need to ensure that we have a means of upskilling our workforce to address this. Our work with the PEEP (Parents as Early Educators) programme and recognises the importance of supporting parents in their vital role as early educators of their children. Post COVID-19 we will continue to work with our NHS colleagues to develop a shared, evidence-based approach to supporting the development of young children's speech, language and communication skills.</p>
Developing the Young Workforce	<p>Aberdeen City Council</p> <p>Skills Development Scotland</p>	<p>Data for 2019/20 is not yet available. The tables below show the most recent data available.</p> <p> Variance Tables - Sustained Leaver De</p> <p> Variance Tables - Initial Leaver Destin:</p> <p> Positive Initial and Sustained Destinatic</p> <p>Attainment and Transitions to Adulthood Improvement Group established to increase the number of young people living in priority areas who progress to a positive and sustained destinations.</p>



Increase in the number of apprenticeships offered in priority areas



Children and Young People		
Provision of £1.6million Fairer Aberdeen Fund through Participatory Budgetting approach to support local organisations to deliver support to communities	Aberdeen City Council Aberdeen Council for Voluntary Organisations (ACVO) Community groups	Annual returns on activities as required under grant agreements from the following projects: Cummings Park Community Flat Printfield Community Project STAR Community Flat Tillydrone Community Flat CFINE Tackling Food Poverty Middlefield Community Project Under 11s Middlefield Youth Flat Fersands Youth Work Fersands Family Centre Twos Group and Family Support Worker St Machar Parent Support Project Home Start CAB Money Advice Outreach CFINE SAFE Pathways St Machar Credit Union
Free meals provided to children through the award winning Food and Fun initiative	Aberdeen City Council CFINE ACVO Community Groups	2019-20: 10,732 meals provided
Continuing support for	Aberdeen City Council	Recommissioning of Big Noise Torry for the period 2020-26. At mid-March 2020, Big Noise Torry was engaging regularly with around 530 children and young people from the Torry

Big Noise Torry / SISTEMA programme	SISTEMA Scotland	community. That included: around 15 babies/toddlers signed up to Little Noise; 125 Nursery children; 260 P1-3s receiving Big Noise sessions during the school day (including around 50 also participating in after-school); and 180 participating in the after-school club. An outline of the programme delivered is contained in the table below.		
		Little Noise	Weekly	Babies and Carers
		Nursery Sessions	Weekly	All children attending Walker Road and Tullos nursery classes
		Primary 1-3 In-school sessions	Twice Weekly	All P1-3 children at Walker Road and Tullos primary schools
		Additional Support Classes	Weekly	Targeted at young people across the stages in primary school. Focus on developing literacy skills
		Big Noise After-School Club	Delivered Monday to Thursday weekly	For young people from P3 – P7 from Walker Road and Tullos Primary Schools
		Big Noise Holiday Clubs	Delivered Monday to Thursday weekly	Open to all after-school participants for eight weeks during the spring, summer and October school holidays
		Priority Families Additional Support	Ongoing support as and when required	Targeted engagement with approximately 30 families to provide individual input / relationship building towards engagement.
		Adult Orchestra	Weekly	For parents and community members in Torry
		Volunteering Programme	Ongoing	Opportunities for adults from Torry community and across Aberdeen
	Aberdeen – Wide Holiday Programme	Defined weeks within holiday programmes	Extending the music education offer to children from across Aberdeen (working alongside the Big Noise Torry children)	
Provision of free sanitary products	Aberdeen City Council NHS Grampian CFINE	Free sanitary products are available in all primary, secondary schools as well as Westburn and Craigelea Children’s Centre. In 2019/20, approximately 159,264 products were delivered to these sites. 54 sites in total are providing access to free sanitary products.		

Expansion of Early Years provision	Aberdeen City Council	<p>Number of Pupil Support Assistants</p> <p>Early Years – 7.1 FTE</p> <p>Development of Integrated Children and Family Services family learning offer to ensure full utilisation from August 2020</p> <p>Development of Ready, Steady, Two to support delivery of high quality services to eligible 2s</p> <p>The Educational Psychology team have developed and offered Emotional Literacy for Support Assistants (ELSA). ELSA provides knowledge, practice and coaching on an incremental learning model for PSAs and mid-year evaluations are positive. In preparation for the expansion to 1140 hours of Early Learning and Childcare, the team have developed an invaluable Ready, Steady, Two resource to support staff to work with eligible 2s and those who have not met developmental milestones.</p> <p>Considerable work has been undertaken in preparation for the expansion of Early Learning and Childcare including the development of a new ELC admissions process. This will see the universal availability of PEEP in all ELC settings. The programme is currently being re-set in light of delays resulting from social distancing measures and will now be delivered virtually over 5 half day sessions. The course will cover the Why, What and How of the Peep Learning Together Programme (LTP), to enable staff to deliver it effectively to support the families that they work with. The LTP is an evidence-based programme that helps parents and carers to support their young children’s development by valuing and building on the play and learning opportunities in everyday life https://www.peeple.org.uk/ltp</p> <p>20 practitioners have recently undertaken the training with a further 3 suites of training fully booked which will result in 18 further trained practitioners. By August 2021 every ELC setting, both Local Authority and Funded Provider, will have a fully trained PEEP practitioner to work with and support families.</p> <p>Work has been undertaken to improve knowledge of the impact of poverty on families. The introduction of ELC Excellence and Equity practitioners has had a positive</p>
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		<p>impact on supporting children and their families in our priority areas. In partnership with community groups The Excellence and Equity Practitioners have been involved in initiatives such as 'Healthy Family Fun Day' which showcases a variety of services across the community that are available to support and advise families. Through the delivery of PEEP groups, outdoor learning sessions and Book Bug sessions they have supported the positive engagement of families in their children's learning. Early engagement with families through links with toddler groups has supported the building of relationships and smooth transitions into the ELC setting.</p>
GIRFEC	Aberdeen City Council	<p>Partnership Improvement Group in place to continually improve agreed partnership approaches</p> <p>A terms of reference has been agreed and the composition of the group is currently being refreshed.</p>
Aberdeen City Council National Improvement Framework Plan 2019/20 agreed.	Aberdeen City Council	<p>Scrutiny through Integrated Children's Services Board; Education Operations Committee and annual reporting to Council</p> <p>NIF self evaluation</p>
<p>Reducing the cost of the school day.</p> <p>Minimise the costs of the school day and maximise the</p>	Aberdeen City Council	<p>4 pledges were agreed by the Education Service</p> <ul style="list-style-type: none"> • <i>No child or young person will start school without a breakfast</i> • <i>All children and young people will have access to affordable school uniform and appropriate clothing for the North East</i> • <i>Costs will not prohibit the participation of children and young people in the life of the school</i> • <i>Parents, carers and children and young people will have easy access to financial advice</i>

<p>uptake of free school meals and school clothing grants by eligible families.</p> <p>All schools to consider poverty proofing within their own unique context</p>		<p>Almost all schools have in place arrangements to ensure children and young people can access food at the beginning of the school day if they require it. Recognising that food poverty and the availability of affordable, healthy food at anytime of the day continue to be of major concern for families, schools continue to work with other agencies and the third sector to improve access for all. Schools work with a range of suppliers to offer choice and reduce the costs of school uniform, also promoting cheaper, non-badged versions of uniform items which are widely available at much lower cost than badged items. Most schools offer one of a range uniform “recycling” provisions where donated school uniform can be accessed for free or in exchange for outgrown items.</p> <p>A few schools use PEF funding to provide school uniform to all pupils and the clothing grant application process is signposted to all parents, with support to complete this if required. There are a few informal arrangements between schools where unwanted clothing is donated and available free to those who need it. A guidance leaflet and posters for primary and secondary schools have been developed to inform thinking on how to reduce the cost of the school day and all schools have reviewed their practice to ensure all learners can access the curriculum and extra-curricular activities. A few schools use PEF or other funding to support this.</p> <p>Schools continue to work with third sector and other agencies to signpost families to sources of financial support and advice.</p>
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Library provision and access	Aberdeen City Council	<p>Number of young people (Under 16) joining the Library service 2018/19 - 2168</p> <p>Number of Bookbug gifting bags, Baby, toddler and Primary 1 - 13,833</p> <p>Number of Early Years Bookbug outreach sessions - 29 involving 211 children</p> <p>Number of library visits by educational establishments 986 with 13,933 children</p> <p>Aberdeen Reading Challenge participation:</p> <ul style="list-style-type: none"> • 637 children and young people • 137 families <p>Number of children attending library service events 2018/19 – 20,512 (some were cancelled latterly due to the Covid pandemic)</p>
Transport	Aberdeen City Council	<p>Lochside Academy in Aberdeen opened in August 2018 merging 2 established secondary schools (Torry and Kincorth). The area of Torry is one of the poorest areas in Aberdeen and the move to the new school requires children from Torry to travel between 2 to 3 miles. Free transport is provided for all children attending Lochside Academy from Torry (approx. 450). The provision of supported bus services was in recognition of the distance and safety concerns of the walk to the school, although the provision is not statutory and in normal circumstances a fare would be required to be paid, taking into account the deprivation in the area Aberdeen City Council has provided free travel for the children from Torry and this includes free travel on commercial bus services also between 07:00 - 18:00, so children can participate in extra-curricular activities and fully engage in the school community.</p>
Adults		
Provision of £1.6million Fairer Aberdeen	Aberdeen City Council	<p>Annual returns on activities as required under grant agreements from the following projects:</p> <p>Cummings Park Community Flat</p> <p>Printfield Community Project</p>

Fund through Participatory Budgeting approach to support local organisations deliver support to communities	Aberdeen Council for Voluntary Organisations (ACVO) Community groups	STAR Community Flat Tillydrone Community Flat CFINE Tackling Food Poverty Middlefield Community Project Under 11s Middlefield Youth Flat Fersands Youth Work Fersands Family Centre Twos Group and Family Support Worker St Machar Parent Support Project Home Start CAB Money Advice Outreach CFINE SAFE Pathways St Machar Credit Union
Provision of free sanitary products	Aberdeen City Council NHS Grampian CFINE	Free sanitary products are available in all primary, secondary schools as well as Westburn and Craigielea Children's Centre. In 2019/20, approximately 159,264 products were delivered to these sites. 54 sites in total are providing access to free sanitary products.
Expansion of Early Years provision	Aberdeen City Council	Number of Pupil Support Assistants Early Years – 7.1 FTE
Improved knowledge of Adverse Childhood Experiences	Community Planning Partners Care Experienced Young People	The phased roll out of the MCR Pathways programme to offer support to Care Experienced young people across the city continues with evidence that almost all pupils engaged with the programme to date have been increasingly able to talk positively about their school experiences. The wider achievement programme with Sport Aberdeen has offered greater engagement with the creative arts. Both programmes have helped increase timely attendance, increased confidence and reduced exclusions.

		The Champions Board met regularly throughout 2019/20, allowing Care Experienced Young People the opportunity to raise issues directly with Community Planning partners, and shape how services are delivered.
Reducing the cost of the school day	Aberdeen City Council	Provision of free school meals – 2202 enrolled for these in addition to those in P1-P3 who are automatically entitled: P1 – 2015; P2 1967, P3 1964 Provision of school clothing grants - 1946 Number of families auto-enrolled for privileges – 90 enrolled for free school meals through this process.
Place		
Investment in affordable housing through Strategic Housing Infrastructure Plan (SHIP)	Aberdeen City Council Registered Social Landlords Developers Scottish Government	The Aberdeen City Affordable Housing Programme, developed by the council details a range of affordable housing projects including RSL and Council Social Rent. It also includes RSL mid-market rent and LAR Housing Trust mid-market rent as well as Low-Cost Home Ownership (LCHO) which are properties that housing developers will deliver directly. In 2019/20 there were 401 affordable housing completions which is the highest number of affordable homes delivered in Aberdeen through the affordable housing supply programme. In total during 2019/20 Aberdeen City Council's total allocation for affordable housing was £32.537m.
Community Learning and Development Strategy 2018-22 agreed.	Aberdeen City Council	568 activities run by CLD team: 239 Youth Work 113 Healthy Minds 113 Family Learning 103 Adult Learning

		<p>1087 unique participants:</p> <p>554 Youth Work 227 Adult Learning 203 Family Learning 111 Healthy Minds</p> <p>New enrolments:</p> <p>819 Youth Work 442 Adult Learning 357 Healthy Minds 295 Family Learning</p> <p>Total learner hours: 24533</p>
<p>Agreement of Local Housing Strategy 2018-23. Aim of ensuring people in Aberdeen live in good quality sustainable homes, which they can afford and that meet their needs.</p>	<p>Aberdeen City Council</p> <p>Community Planning Partners</p> <p>Private Rented Sector</p> <p>Local Housing Associations</p>	<ol style="list-style-type: none"> 1. There is an adequate supply of housing across all tenures and homes are the right size, type and location that people want to live in with access to suitable services and facilities. 2. Homelessness is prevented and alleviated. 3. People are supported to live, as far as is reasonably practicable, independently at home or in a homely setting in their community. 4. Consumer knowledge, management standards and property condition is improved in the private rented sector. 5. Fuel poverty is reduced which contributes to meeting climate change targets. 6. The quality of housing of all tenures is improved across the city.

<p>Development of UNICEF Child Friendly Cities accreditation programme</p>	<p>Aberdeen City Council Police Scotland UNICEF</p>	<p>Significant work has been undertaken to evaluate our current practices and approaches and to inform the creation of a joint action plan which will be supported and delivered by a range of our Community Planning Partners. Through discussion with a range of professionals and young people, we will be prioritising a number of key areas in accordance with the award framework. These are:</p> <ul style="list-style-type: none"> • Culture • Communication • Co-operation and Leadership • Place • Participating and, • Child-Friendly Services. <p>These focus areas require all services to child and young person friendly and to routinely apply a child rights-based approach (CRBA) to design, develop and commission services. They also ask that children and young people are genuinely considered throughout the decision-making processes.</p> <p>Work towards achieving CFC status has seen a steady increase in the number of committee reports which consider children's rights and council officers are now more consistently seeking direct engagement with children and young people on issues that directly affect them.</p> <p>Examples of this include the engagement of 3343 children and young people during consultation around the review of holiday patterns. As we work to become a Child Friendly City, we have worked closely with our digital partner, Microsoft, to develop an Equalities and Child Rights Impact Assessment. This will embed a greater understanding and broader understanding of the importance of children's rights and ensure that all Council decisions are informed by the extent to which they help uphold these.</p>
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Community Benefit Clauses	Aberdeen City Council	<p>Clauses within contracts and frameworks requiring tenderers to commit to undertaking some form of social benefit in addition to the core purpose of the contract.</p> <p>Training & recruitment; providing sub-contracting opportunities or otherwise improving the social, economic or environmental wellbeing of the local authority's area.</p> <p>For example, the provision of apprenticeship and placement schemes, Real Living Wage provision, employability engagement activities, promotion of adopting and fostering.</p>																
Scottish Welfare Fund	Aberdeen City Council	<p>During the year 2019/20 the following numbers of grants were distributed:</p> <p><u>Crisis Grants</u></p> <table data-bbox="680 678 1120 821"> <tr> <td>Single parents</td> <td>1870</td> </tr> <tr> <td>Couples with children</td> <td>461</td> </tr> <tr> <td>Other with children</td> <td><u>128</u></td> </tr> <tr> <td>Total</td> <td>2459</td> </tr> </table> <p><u>Community Care Grants</u></p> <table data-bbox="680 901 1120 1045"> <tr> <td>Single parents</td> <td>809</td> </tr> <tr> <td>Couples with children</td> <td>158</td> </tr> <tr> <td>Other with children</td> <td><u>48</u></td> </tr> <tr> <td>Total</td> <td>1015</td> </tr> </table> <p>Total amount awarded - £892,215</p>	Single parents	1870	Couples with children	461	Other with children	<u>128</u>	Total	2459	Single parents	809	Couples with children	158	Other with children	<u>48</u>	Total	1015
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Priority Families	<p>Aberdeen City Council</p> <p>Action for Children</p> <p>Police Scotland</p>	<p>The Priority Families Service supports families who are affected by multiple problems and at risk of poor life outcomes. A whole family approach is delivered through a dedicated Support Worker and a Police Officer with families receiving up to 12 months of intensive and persistent support in their own home, school and community to address the issues affecting them. The team also comprises an Employment Coach and an Activity Support Co-ordinator and is registered with the Care Commission.</p>																

		<p>Outcomes for families supported in 2018/19 (comparing 6 months pre-intervention and 6 months post intervention) include:</p> <ul style="list-style-type: none"> · 96% reduction in criminal charges · 68% reduction in Police vulnerable person's reports · 62% improvement in parenting skills · 71% improvement in family routines · 58% improvement in home living conditions · 69% of children/young people and 83% of adults reported improved physical fitness/participation in sport and activities and an improved understanding of healthy living. · 76% of adults reported improved personal functioning and wellbeing · 84% of adults participated in employability activities
Fairer Scotland Duty	<p>Aberdeen City Council</p> <p>NHS Grampian</p>	Consideration of the impact of new strategies on socio-economic inequality.

Priorities for 2020/21

During 2020/21 there has been a very strong focus on mitigating the impacts of Covid-19 across the City, with high profile examples being the creation and disbursement of the Lord Provost's Charitable Fund; the distribution of Crisis Grants, delivery of free food packages; maintaining school lessons through Google classroom, and the development of the 'Fit Like' Hubs. This response will be reported on extensively in the Child Poverty Action Report for 2020/21, that will be delivered in mid 2021.

In addition to this work, work has continued where possible to work towards the LOIP outcomes through identified Improvement Charters. The following priorities have also been identified:

New Actions for 2020/21					
Via Healthier, Wealthier Children Fund (HWCF): Capturing the lived experience of children in poverty	Reduce the cost of living. Engagement and participation Enabling Tackling stigma	NHS Grampian Aberdeen City Council CFINE Robert Gordon University	March 2022	March 2021	
Update to March 2021					
In the generic feedback received against the first year LCPAR's, the need to capture the lived experience of people in poverty was highlighted as an opportunity whereby regions could strengthen their action plans by enabling those experiencing poverty in their communities to inform and influence planning activities. Further emphasis was put on this with the recommendations of the Independent Care Review (previously referenced) published in February 2020. The recommendations were based on the voices of care experienced children and young people; many of whom had experience of poverty.					

A proportion of the HWCF has been allocated to develop a creative approach to capturing the lived experience of children in poverty. A creative based approach to engage with children attending a holiday programmes with CFINE was intended, but has had to be deferred due to Covid-19. While this activity will indirectly give children and young people some knowledge and skills that may reduce the cost of living in the home (cost effective cooking, recycling), it will have added benefits not directly linked to the drivers of poverty, such as helping to tackle the stigma of poverty.

Seeking to understand the lived experience of children in poverty has become more important than ever as we begin to see the impacts of COVID-19 on our society. We will apply the GIRFEC framework in working with children to continue to hear their voices, and will support and enable them to inform and influence actions.


Via Healthier, Wealthier Children Fund (HWCF): Research into the implementation of the Financial Inclusion Pathway	Increasing uptake of social security Reducing the cost of living	NHS Grampian Robert Gordon University	March 2022	March 2021	
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Update to March 2021

A research proposal to understand the experiences of women, and of Health Visitors and family Nurses, around the implementation of the Financial Inclusion Pathway has gained ethics approval. Focus groups were due to start in summer 2020, however there is likely to be some delay due to Covid-19.

This research will let us know how women feel about enquiries being made with regard to their financial situation. The output will enable us to share learning with clinical colleagues and financial support agencies. If there are things that can be done to improve the pathway or make it more acceptable to women then modifications can be made at an early stage. Where the pathway is working well will share these experience, letting colleagues know that their efforts are valued by women.

The research report will be published and appended to our 2021/22 LCPAR.

<p>Capturing the lived experience of low income families</p>	<p>Increasing uptake of social security</p> <p>Reducing the cost of living</p> <p>Increasing income through employment</p>	<p>NHS Grampian</p> <p>Robert Gordon University</p> <p>CFINE</p> <p>Fersands Project</p>	<p>March 2022</p>	<p>March 2021</p>	
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Update to March 2021					
<p>NHSG has commissioned a study to capture lived experience of low income families. The study will be undertaken by Robert Gordon University in partnership with CFINE, the Woodside Pantry and the Fersands project. It had been anticipated that participants would be recruited and interviews conducted in March and April 2020, however this has been deferred due to Covid-19. It is hoped that the study will now be able to commence in late summer/ early autumn.</p> <p>Measures to determine 'in work' poverty are difficult to determine, but one of the indicators used is the number of working families claiming Working Tax Credits. In data published for 2017/18 showed that working families in Aberdeen City were least likely to be claiming Working Tax Credits, indicating that as a local authority area the comparative rates of in work poverty are less than other parts of Scotland.²³ However local data tells us that there are still families, where at least one adult is working, that are still experiencing poverty across Aberdeen. This is anticipated to be even more so, as we emerge from COVID-19.</p>					
<p>Providing more support to children and families in the hospital setting by providing advice, signposting and warm hand-overs to specialist financial support services, with regard to all aspects of income maximisation</p>	<p>Engagement and participation</p> <p>Tackling stigma</p> <p>Increasing uptake of social security</p> <p>Reducing the cost of living</p>	<p>NHS Grampian</p> <p>Aberdeen City Council</p> <p>SAMH</p>	<p>March 2022</p>	<p>March 2021</p>	

²³ <https://www.scotpho.org.uk/life-circumstances/income-and-employment/data/working-age-poverty>

Update to March 2021					
<p>SAMH has been commissioned to deliver pilot project for 6 months starting in summer 2020. A Primary Care Link Worker with experience in engaging with families, income maximisation/ financial inclusion knowledge, and strong links with support services would attend the hospital setting one day per week (RACH and Aberdeen Maternity Hospital) to offer direct support to families and/or provide warm hand-over to specialist financial support agencies as required. The service would include all aspects of 'money matters', including debt advice, support to apply for social security benefits, budgeting, and employability for example.</p> <p>Clinical staff would benefit from the increased confidence of having an 'expert' colleague to offer this support to families, and who will share their knowledge with the wider team as required. This work will also link well with Child Protection and neglect priorities.</p> <p>Anonymised data will be collected over the pilot period to provide information with regard to numbers of contacts, types of support required, onward referrals and outcomes. The pilot will be evaluated to inform a sustained service implementation. Unfortunately the pilot start has needed to be deferred due to the impact of COVID-19.</p>					
Promote and distribute information and resources designed to address aspects of poverty	Increasing uptake of social security Reducing the cost of living Increasing income through employment	NHS Grampian Aberdeen City Council Third Sector Partners	March 2022	March 2021	
Update to March 2021					

Several new measures to support people experiencing poverty as a result of COVID-19 have been introduced, such as the furlough scheme, and financial grants for certain groups. Many third sector agencies are also offering support, such as One Parent Scotland Families, Scotland who are launching an energy fund²⁴ on 12th June to support single parent families. We have a role in ensuring that those that can benefit from such opportunities are aware of them and can be supported to access them if required, and as such we will develop a forum/mechanism whereby people can access information easily, and in one place where possible.

Investment in affordable housing through Strategic Housing Infrastructure Plan (SHIP)	Reducing the cost of living	Aberdeen City Council Registered Social Landlords Developers Scottish Government	March 2022	March 2021	
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Update to March 2021

²⁴ <https://opfs.org.uk/get-involved/news-and-events/news/100k-funding-for-fuel-payments-secured-by-one-parent-families-scotland/>

351 units completed, £29.4m budget to deliver these.					
Improve knowledge of Adverse Childhood Experiences with a view to better understanding the long term impacts of poverty and interconnected work-streams	Reducing the cost of living Income from employment	Community Planning Partners Care Experienced Young People	March 2022	March 2021	
Update to March 2021					
Actions to engage directly with care experienced young people are reflected in Corporate Parenting action plans. Learning and reflection as a result of the recent Care Inspectorate report ²⁵ on the review of inspections for children and young people in need of care will be incorporated into our planning.					

²⁵

<https://www.careinspectorate.com/images/documents/5817/Review%20of%20findings%20from%20inspection%20programme%20for%20CYP%202018%20to%202020.pdf>

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	13 January 2021
EXEMPT	Yes – Appendix 1 6. Information relating to the financial or business affairs of any particular person (other than the authority). Information is not exempt if it is required to be registered under the Companies Acts (as defined in section 2(1) of the Companies Act 2006) or similar legislation. 8. The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services provided that disclosure to the public of the amount there referred to would be likely to give an advantage to a person or organisation entering, or seeking to enter, a contract with the Council.
CONFIDENTIAL	No
REPORT TITLE	Update on Housing First Position
REPORT NUMBER	CUS/21/003
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Graeme Gardner
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Committee on the Housing First programme in Aberdeen and to seek Committee approval on the recommended option/s for continuance.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Notes the report at Appendix 1.
- 2.2 Approves Option 4 at Appendix 1.

3. BACKGROUND

- 3.1 Housing First provides ordinary, settled housing as the first response for people with multiple and complex needs who are homeless. It operates under 7 principles which are:

- People have a right to a home
- Flexible support is provided for as long as it is needed

- The housing and support are separate
- Individuals have choice and control
- Active engagement.
- The service supports people to identify their strengths and goals
- A harm reduction approach is used

3.2 Since August 2018 a consortium of Aberdeen Cyrenians, Aberdeen Foyer, Aberdeen City Council, Aberdeenshire Council and Turning Point Scotland have been operating a Housing First service in Aberdeen and Aberdeenshire.

3.3 This programme is funded via [The Housing First Scotland Fund](#) and the current funding arrangements are due to end on 31 March 2021.

3.4 The Scottish Government wrote to Aberdeen City Council and the Housing First board on the 22 December 2020 outlining their proposals to fund the 50% of the service for one year in 2021/22.

3.5 The Aberdeen / Aberdeenshire Housing First board are considering the future funding options available to continue funding beyond this, for example applying for grant funding available to third sector organisations.

3.6 As part of the board, Aberdeen City Council needs to consider its' preferred option in relation to Housing First and also plan should the programme end.

3.7 The report at Appendix 1 sets out an evaluation of the current Housing First programme and an options appraisal for members to consider.

4. FINANCIAL IMPLICATIONS

4.1 Potential financial implications are outlined in Appendix 1

5. LEGAL IMPLICATIONS

5.1 The Housing Support Duty is in Section 32B of the of the Housing (Scotland) Act 1987 inserted by Housing (Scotland) Act 2010) and states there is a duty on local authorities to conduct a housing support assessment for applicants who are unintentionally homeless or threatened with homelessness and that they have 'reason to believe' need the housing support services prescribed in the Housing Support Services (Homelessness) (Scotland) Regulations 2012/331. After an assessment, the Council must ensure that housing support services are provided to those who are assessed as needing them

6. MANAGEMENT OF RISK

Risk Assessment for the options are contained within Appendix 1.

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
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Strategic Risk	There is a risk that outcomes in the LOIP, and Council Delivery Plan would not be met	M	There are existing housing support services and changes to homeless pathways within the city which will continue to meet LOIP and Council delivery plans. One outcome relates specifically to Housing First and this could not be met without a programme being in place.
Compliance	N/A		
Operational	There is a risk that if the Housing First programme ceases in the city there is an increase in customer demand on the Council and other statutory services	M	Pathways and services related to housing support in the system and significantly changed since Housing First started in the city and there are now more appropriate options should Housing First cease.
Financial	N/A		
Reputational	There is a reputational risk to the Council being associated with the pathfinder that ceases. Customer on programme have been offered support with no time limit and therefore will have an expectation that it will continue	M	A communication plan will have to be put in place alongside the Housing First pathfinder to communicate to customers of the programme what the future will be.
Environment / Climate	N/A		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	<p>The proposals within the report the Council Delivery Plan related to Stretch Outcome 11</p> <p>Key Driver: 11.1 Supporting vulnerable and disadvantaged people, families and groups</p> <p>Commissioning Intentions Ensure that all homeless people and people at risk of homelessness are offered support to find a home</p> <p>Key Measures</p> <ul style="list-style-type: none"> • Tenancy sustainment rates • Number of tenants in temporary accommodation who remain in that locality upon accessing permanent accommodation • Number of evictions from Council housing due to tenancy arrears • Number of homeless presentations which repeat within a 12-month period • Number of previously homeless households who do not sustain their tenancy for at least one year, unless for positive reasons • Length of homeless and support assessment periods • Use of hostel accommodation and temporary properties • Average homeless journey (days) <p>Commissioning Intentions Increase number of homeless people receiving health and wellbeing support</p> <p>Key Measures</p> <ul style="list-style-type: none"> • Number of homeless people receiving support • Number of referrals to Substance Misuse support agencies • Length of sustained engagement with support agencies
Aberdeen City Local Outcome Improvement Plan	
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 11 – Healthy life expectancy is five years longer by 2026.

	<p>The paper seeks to continue the Housing First programme within the city.</p> <p>Stretch Outcome 11 contains an improvement project to “Improve Health and Wellbeing Outcomes for at least 50% of homeless people participating in the Housing First programme by 2021”</p>
<p>UK and Scottish Legislative and Policy Programmes</p>	<p>The report sets out our intentions in relations to Housing First within the city, this reflect the aspirations set out in the Ending Homeless Together Action Plan produced by the Scottish Government and COSLA.</p>

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	A full impact assessment will be carried out as necessary, depending on the decision reached.
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Ending Homeless Together Action Plan](#)
[A National Framework to Start up and Scale Up Housing First in Scotland \(Draft\)](#)

10. APPENDICES

Appendix 1 – Housing First Evaluation and Options Appraisal

11. REPORT AUTHOR CONTACT DETAILS

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Exempt information as described in paragraph(s) 6, 8 of Schedule 7A of the Local Government (Scotland) Act 1973.

Document is Restricted

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