

# Public Document Pack



To: Councillor Bell, Convener; Councillor Macdonald and John, Vice-Conveners; and Councillors Alphonse, Cormie, Delaney, Lesley Dunbar, Graham, Henrickson, MacKenzie, McLellan, Radley and Councillor Stewart, the Depute Provost.

Town House,  
ABERDEEN 20 May 2021

## **OPERATIONAL DELIVERY COMMITTEE**

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House on THURSDAY, 27 MAY 2021 at 2.00 pm.**

Members of the press and public are not permitted to enter the Town House at this time. The meeting will be webcast and a live stream can be viewed on the Council's website. [Aberdeen City Council webcasts.](#)

FRASER BELL  
CHIEF OFFICER - GOVERNANCE

### **BUSINESS**

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

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

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

- 2 There are no exempt items of business

#### **DECLARATIONS OF INTEREST**

- 3 Members are requested to intimate any declarations of interest

## **REQUESTS FOR DEPUTATION**

- 4 There are no requests for deputation at this time

## **MINUTE OF PREVIOUS MEETING**

- 5 Minute of the Previous Meeting of 11 March 2021 (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/21/101 (Pages 17 - 62)

## **GENERAL BUSINESS**

10. Review of the Council's Operational Agreements with Learning Centre  
1 Associations - CUS/21/111 (Pages 63 - 74)

10. Winter Maintenance Operations - Post 20/21 Winter Report - OPE/21/113  
2 (Pages 75 - 84)

10. Aberdeen City Autism Strategy Update Report - 21/078 (Pages 85 - 134)  
3

10. Various Small Scale Traffic Management Stage 3 - OPE/21/117 (Pages 135  
4 - 156)

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

To access the Service Updates for this Committee please click [here](#)

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

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

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## OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 11 March 2021. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Bell, Convener, Councillor Graham, Vice-Convener; and Councillors Cormie, Delaney, Lesley Dunbar, Henrickson, Lumsden, Macdonald, MacKenzie (as substitute for Councillor Wheeler), McLellan, Audrey Nicoll, Radley and Councillor Stewart, the Depute Provost.

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 13 JANUARY 2021

1. The Committee had before it the minute of the previous meeting of 13 January 2021, for approval.

#### The Committee resolved:-

- (i) to note that a Service Update in relation to Smart Bins was still to be circulated to members;
- (ii) to note the update provided by officers in relation to the Urgent Motion by Councillor Audrey Nicoll in regards to the Balnagask Energy Centre and the information on how to mitigate the additional heating costs incurred by residents using alternative costly heating options during the outage period; and
- (iii) to otherwise 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 (Domestic Abuse Policy), 6 (Equality Outcomes and Mainstreaming Report) and 7 (Payment to Foster Carers, Adopters, Kinship Carers and Associated Services), subject to the decisions taken in respect of items 4, 5, 6 and 7 later on the agenda;
- (ii) to agree to remove item 29 (Cycle Path for Ferryhill School Children), as this would now be considered through the Safe Routes to School and would be prioritised alongside works required at all schools in the city; and
- (iii) to otherwise note the information provided in the planner.

## OPERATIONAL DELIVERY COMMITTEE

11 March 2021

### PERFORMANCE REPORT - CUS/21/036

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 agree that the target for Child Protection conferences held within 21 days, be amended from 100% to 80%;
- (ii) to request that the Chief Officer – Early Intervention and Community Empowerment, send information to members by way of email in regard to the satisfaction surveys completed by tenants who had moved properties; and
- (iii) to otherwise note the information provided in the Performance Report.

### PAYMENT TO FOSTER CARERS, ADOPTERS, KINSHIP CARERS & ASSOCIATED COSTS - OPE/20/232

4. The Committee had before it a report by the Chief Officer – Integrated Children’s and Family Services, which sought agreement to increase the allowances paid to foster carers, adopters, kinship carers and carers who provided supported lodgings. It also proposed a new Payment for Skills levels scheme for foster carers and set out proposals to increase the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs.

**The report recommended:-**

that the Committee approve the following -

- (a) A new Payment for Skills Levels scheme (3.1)
- (b) With effect from 1st April 2021 a 1.5% increase in the level of:
  - Fostering Allowance (3.2)
  - Adoption Allowance (3.3)
  - Kinship Allowance (3.4)
  - Supporting Lodgings Allowance (3.5)
- (c) An increase in the level of fee charged for Inter-Country Adoptions (3.6);
- (d) An increase in the fee paid to Independent Chairs of Adoption and Permanence/Fostering Panels (3.7); and
- (e) With effect from 1st April 2021 a 1% increase in the fees paid to Curators-ad-litem/Reporting Officers (3.8)

## OPERATIONAL DELIVERY COMMITTEE

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

to approve the recommendations.

### **DOMESTIC ABUSE COUNCIL HOUSING POLICY - PLA/21/052**

5. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which sought approval for the Council Housing Domestic Abuse policy and approval of changes to the Delegated Powers under the Housing Allocations Policy.

### **The report recommended:-**

that the Committee -

- (a) approve the Domestic Abuse Council Housing Policy; and
- (b) approve the following new Delegated Power - “to offer alternative accommodation to perpetrators of Domestic Abuse providing they are engaging with housing staff and are willing to move on a voluntary basis. This should be accommodation of appropriate size and in an area of similar letting demand, as determined by the Chief Officer Early Intervention and Community Empowerment”

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

- (i) to request that officers provide updates to members on the Domestic Abuse (Protection) (Scotland) Bill, which was currently going through the Scottish Parliament; and
- (j) to otherwise approve the recommendations.

### **EQUALITY OUTCOMES AND MAINSTREAMING REPORT - CUS/21/051**

6. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided an update on the Council’s progress and plans for further mainstreaming Equality within the organisation. It also sought agreement for the proposed Equality Outcomes for 2021-25.

### **The report recommended:-**

that the Committee -

- (a) note the ongoing work to mainstream equality in the Council as detailed in the Equality Outcomes and Mainstreaming Progress Report 2021- 2025;
- (b) note the progress of the Equality Outcomes 2017 – 2021 as contained in Appendix 1 of the Equality Outcomes and Mainstreaming Progress Report 2021-2025;
- (c) note the report findings from engagement with communities as contained in Appendix 5;

**OPERATIONAL DELIVERY COMMITTEE**

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- (d) approve the Equality Outcomes for Aberdeen City Council for 2021 to 2025 including:
- Corporate Equality Outcomes,
  - Equality Outcomes for the Council as an employer,
  - Education Equality Outcomes
- all as detailed in the Equality Outcomes and Mainstreaming Progress Report 2021- 2025;
- (e) approve that the Equality Outcomes and Mainstreaming Progress Report 2021- 2025 (in so far as it relates to Aberdeen City Council) be published on the Aberdeen City Council website; and
- (f) approve that the Council's Employee Information, as contained in Appendix 2 to the Equality Outcomes and Mainstreaming Progress Report 2021- 2025, be published on the Aberdeen City Council website.

**The Committee resolved:-**

to approve the recommendations.

- **Councillor Philip Bell, Convener**



	A	B	C	D	E	F	G	H	I
1	<b>OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER</b>								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	<b>Report Title</b>	<b>Minute Reference/Committee Decision or Purpose of Report</b>	<b>Update</b>		<b>Chief Officer</b>	<b>Directorate</b>	<b>Terms of Reference</b>	<b>Delayed or Recommended for removal</b>	<b>Explanation if delayed, removed or transferred</b>
3	<b>27 May 2021</b>								
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
5	Review of Winter Maintenance Plan 2020/21	To review the winter maintenance plan 2020/21	On agenda	Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
6	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.	On agenda	Kevin Dawson	Health and Social Care Partnership	Health and Social Care Partnership	1.1.5		
7	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.	On agenda	Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1		
8	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		
9	<b>16 September 2021</b>								
10	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		

	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	Draft Tree and Woodland 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.	Delayed from November 2020. On the basis of recs from the Strategy Board the current draft of the Tree and Woodland Strategy has been altered to focus on implementation. Draft Tree and Woodland Implementation Plan now been approved and will be brought to committee in September seeking approval to undertake public consultation. A complementary high level Tree and Woodland Strategy is to be produced after the completion of an overarching environmental strategy, to ensure alignment.	Steven Shaw and David Dunne	Operations and Protective Services	Operations	1.1.1	D	See update section.
11									
12	Digital Connectivity - Care Experienced Young People	At the budget meeting on March 2021, it was agreed to approve £25,000 to support care experienced young people in relation to digital connectivity (wifi/broadband) and instruct the Chief Officer - Integrated Children's and Family Services to report to ODC on 27 May 2021 with details of a suitable scheme to deliver this.	Will now be reported to September Committee. A Service Update has been issued.	Graeme Simpson	Integrated Children & Family Services	Operations	1.1.1		
13	Annual Assurance Statement	To seek approval for the Council's Annual Assurance Statement. To be submitted by 31 October.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
14	Strategic Community Learning and Development Plan 2021-2024	To seek approval of the Strategic CLD Plan 2021-2024 prior to submission to Education Scotland.		Fiona Clark	Early Intervention and Community Empowerment	Customer	1.1.1		
15	Targeted Learning Package	At the budget meeting in March 2021, it was agreed to approve £90,000 and instruct the Chief Officer - Early Intervention and Community Empowerment to develop, with partners, a targeted learning package for those whose employment opportunities have been hardest hit by Covid-19, and report back to ODC in September detailing the package identified and how it is being implemented;		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1		



	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
2									
22	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		
23	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		
24	<b>18 November 2021</b>								
25	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		
26	Committee Annual Effectiveness Report	To report on the annual effectiveness report for this Committee.		Lynsey McBain	Governance	Commissioning	GD 8.5		
27	Cluster Risk Register and Assurance Map Reporting	To report on the cluster risk register.		Jacqui MacKenzie, David Gammie, Derk McGowan, Mark Reilly, Graeme	Various	Various	1.1.4		
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	<b>Future reports</b>								







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<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	May 27 <sup>th</sup> 2021
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Operational Delivery Performance Report
<b>REPORT NUMBER</b>	CUS/21/101
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Louise Fox
<b>TERMS OF REFERENCE</b>	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 report Appendix A.

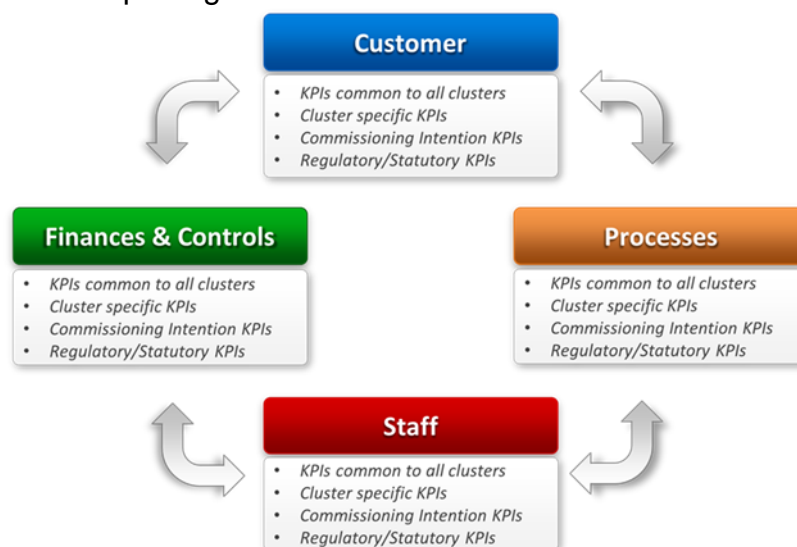
2.2 That the Committee approve the reduction in the target for Service Standard ‘% Foster carers and adopters approved within a timescale of 6 months from application’ from 90% to 75%.

**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 3rd 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 March 2021 or Quarter 4 2020/21, as appropriate. In this instance, the Appendix also includes annual measures reported as part of the Scottish Local Benchmarking Framework to the end of 2019/20 (most recent available published data). These indicators enable comparison of Council performance with the national outcomes and those of other local authorities.
- 3.7 Appendix A provides an overview of performance across the Operations (non-Education) function, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as exceptional. These are listed below:
- % of complaints resolved within timescale (stage 1 and 2) - Building Services
  - YTD % of Void Path Maintenance completed within timescale
  - % Foster carers and adopters approved within 6 months of application
  - Net cost per waste disposal per premise
  - Average Call Wait Time (IT Helpdesk)

- Rent loss due to voids as a percentage of gross rent due - year to date average
- 3.8 Within the Appendix analysis for Service Standard ‘% Foster carers and adopters approved within 6 months of application’ the Chief Officer – Integrated Children and Family Services outlines reasons for the recommended reduction in target for this Standard from 90% as agreed by Council on 10<sup>th</sup> March 2021 to 75%.
- 3.9 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.
- 3.10 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

Where narrative analysis of progress against Service Standards is provided and has been attributed with a RAG status by the relevant Service Manager, these are defined as follows:

#### **RAG Status**

- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing minor delays/issues emerging and are being closely monitored
- **RED** - Actions are experiencing significant delays/issues with improvement measures being put in place

## **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
<b>Strategic Risk</b>	None		
<b>Compliance</b>	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
<b>Operational</b>	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
<b>Financial</b>	No significant related financial risks.	L	N/A
<b>Reputational</b>	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.
<b>Environment / Climate</b>	No significant related environmental risks.	L	N/A

## 7. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
	<b>Impact of Report</b>
<b>Aberdeen City Council Policy Statement</b>	<b>None</b>
<b>Aberdeen City Local Outcome Improvement Plan</b>	
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.
<b>Regional and City Strategies</b>	None
<b>UK and Scottish Legislative and Policy Programmes</b>	None

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Impact Assessment</b>	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
<b>Data Protection Impact Assessment</b>	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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.44%		99.29%		99.27%		96.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	91.49%		89.22%		89.02%		80%

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	22		47		59		
% of complaints resolved within timescale stage 1 and 2) - Building Services	50%		23.4%		42.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	21.4%		31.9%		33.9%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		0		3		

\*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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.18		4.19		4.04		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	6.17		5.77		5.18		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.09%		92.07%		92.01%		93.6%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	93.3%		94.4%		95.2%		100%
YTD % of ROUT Void Path Maintenance Completed Within Timescale	14.1%		14.3%		14.2%		100%
YTD % Death Voids Path Maintenance Completed within Timescale	31.8%		31.1%		28%		100%
YTD % Major Works Void Path Maintenance Completed within Timescales	10.5%		14.3%		13%		100%

## 3. Staff – Building Services

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		0		3		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		1		4		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	3.6		3.5		3.4		10
Establishment actual FTE	421.99		421.31		421.33		
Staff Costs - % Spend to Date (FYB)	78.5%		86.6%		94.9%		100%

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

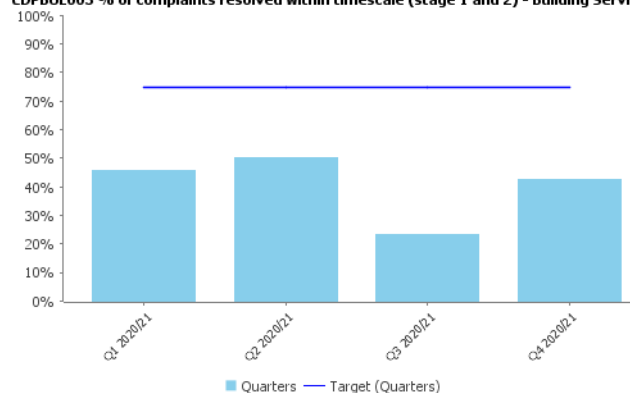
## 4. Finance & Controls – Building Services



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



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



**Why is this important?**

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

**Benchmark Information:**

No benchmarking from other Local Authorities is available.

**Target:**

The target for 2020/21 has been set as 75% of all complaints responded to within timescale (5 working days for stage 1 complaints and 20 working days for stage 2 complaints). There is no target set for the identification of lessons learnt or the percentage of upheld / not upheld complaints.

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

The data notes that in Q4, 42.4% of complaints relating to Building Services were responded to within the agreed timescale.

**This is the trend:**

The data indicates a 19% increase on the previous quarter targeting steady improvement.

**This is the impact:**

Some of the consequences of this performance are:

- An inconsistent customer experience
- Some customers are experiencing a longer wait than originally advised, potentially resulting in poorer customer satisfaction levels.

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

Necessary adjustments in 2020/21 created new challenges which had an impact on performance, but the commitment remains to achieve the agreed targets. Activities to improve performance are now in place to ensure we return our complaints handling to our previous performance levels and aim to achieve our target of 75%. This includes:-

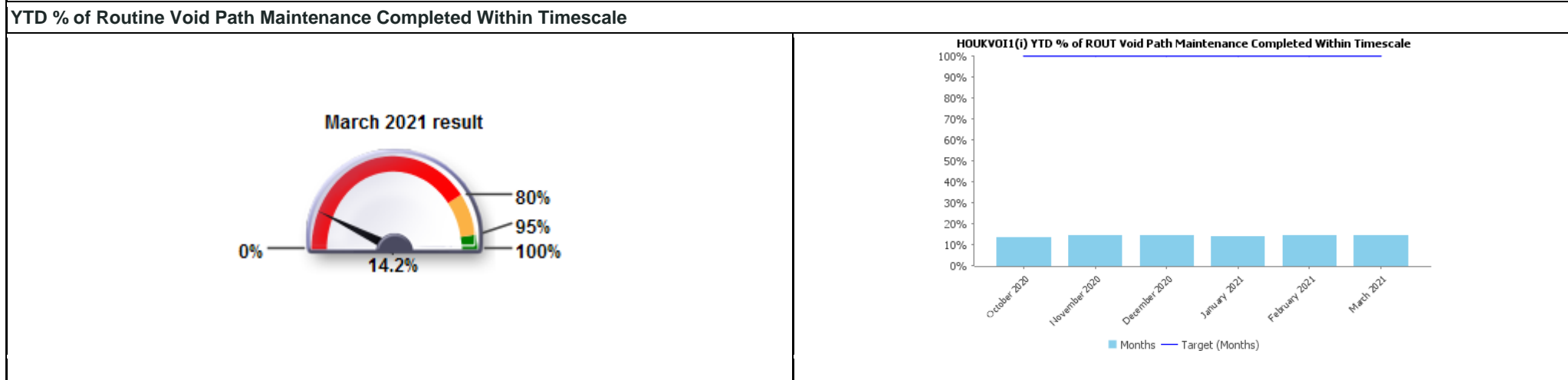
- Reinforcing the importance of capturing complaints and providing response within timescale across all teams.
- Additional monitoring to identify poorer performing teams and support from the Customer Feedback Team and senior management provided to upskill and address any issues.

**Responsible officer:**

Graham Williamson

**Last Updated:**

Q4 2020/21



**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 (EESH) 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 2020/21 performance for those properties on a:

- Routine Void path is **14.2%**
- Death Void path is **28%**
- Major Works Void Path is **13.0%**

**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:**

The Voids Improvement Plan was agreed in March 2020 and is led by Chief Officer (Early Intervention and Community Empowerment), supported by Corporate Landlord and Chief Officer (Operations and Protective Services). This is a corporate improvement project reporting to the new Improvement Board. Significant actions being implemented include:

- Maximise access to complete improvement works before the current tenant leaves, to achieve a reduction in time taken to repair major works during the void period.
- New digital procedure for undertaking property standards checks prior to offer being made to new tenant. This improves the understanding of the condition of properties at termination, therefore improving the planning of repairs required during void periods.
- Temporary reallocation of Building Services resource, to join the Voids Repairs team, to increase capacity to return void properties for re-let.
- Completion of procurement for external contractors with an expected start of early June 2021, to supplement in-house teams and to increase capacity to return void properties for re-let.
- The challenge of Covid-19 limits efficiency due to managing risks, changes to process, material availability etc. but the focus to return voids for re-let remains high priority within the service. There are regular reviews of the initiatives in place to manage social distancing to meet Covid interventions and these are adjusted as the situation and restrictions change. Review of procedures and processes to maximise work in progress viewings for quicker reletting on completion of repair work.

Responsible officer:

Last Updated:

Graham Williamson	March 2021
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Environmental Services

**1. Customer – Environmental Services**

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Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	21		14		10		
% of complaints resolved within timescale (stage 1 and 2) - Environment	81%		71.4%		80%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	66.7%		42.9%		40%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		1		0		

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	No activity Q2		168		No activity Q4		







Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*% of adults satisfied with street cleaning (three year rolling figure)	68%		65.3%		60%		62.6%
*% of adults satisfied with parks and open spaces (three year rolling figure)	87.7%		89.0%		88.0%		83.5%










\*Target and status based on Scottish national average

## 2. Processes - Environmental Services

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	95%		No activity Feb-Mar				80%
Grounds - LAMS (Land Audit Management System)	No activity Jan-Mar						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%		100%		100%		100%

## 3. Staff - Environmental Services

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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)	3		2		2		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	7.1		7		7.1		10
Establishment actual FTE	312.58		314.82		315.06		
Staff Costs - % Spend to Date (FYB)	82.4%		90.7%		98.9%		100%

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

Performance Indicator	2017/18		2018/19		2019/20		2018/19 Target
	Value	Status	Value	Status	Value	Status	
*Cost of Parks and open spaces per 1,000 of population	£12,465.00		£11,764.00		£12,918		£20,103
*Net Cost of street cleaning per 1,000 of population	£9,257.00		£9,571.00		£7,784		£15,440

\*Target and status based on Scottish national average

N.B. Cost related data is published by the Local Government Benchmarking Framework group prior to completion of the validation auditing of Local Finance Return submissions and release of Scottish Local Government Finance Statistics for 2019-20 and is subject to the document revision policies of the data owners, the Scottish Government's Local Government and Communities Directorate (refers to all annual cost based measures in this Appendix).

#### Facilities Management

##### 1. Customer – Facilities Management

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	7		1		1		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	71.4%		100%		0%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	5		0		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	1		0		0		

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		Target 2020/21
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	139,265		460,774		592,653		1,047,651

Performance Indicator	Current Status	2020/21 Target
<b>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</b>		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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	95.5%	✓	98.3%	✓	97%	✓	95%
% Response cleaning alerts responded to within priority timescales	100%	✓	95.2%	✓	96.8%	✓	95%
% Void cleaning alerts responded to within priority timescales	100%	✓	85.7%	⚠	100%	✓	95%

Performance Indicator	Current Status	2020/21 Target
<b>We will deliver 39 weeks contracted school cleaning</b>		95%
<p>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.</p>		






### 3. Staff – Facilities Management

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Quarter)	0		1		1		
Accidents - Non-Reportable - Employees (No in Month - Quarter)	3		3		3		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	9.1		8.7		8.4		10
Establishment actual FTE	485.11		481.7		482.31		
Establishment actual FTE (Cleaning)	223.53		222.19		222		
Establishment actual FTE (Janitorial)	52.16		51.14		51.36		
Staff Costs - % Spend to Date (FYB)	85.5%		93.9%		99.7%		100%

### 4. Finance & Controls - Facilities Management

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Inspection - Number of overdue corrective actions requests as at month end	1		1		0		0

## Fleet and Transport

## 1. Customer – Fleet and Transport

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	1		0		0		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	100%		No complaints received in Q3/Q4				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	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% HGV's achieving first time MOT pass	83.3%		No tests Q3		87.5%		100%
% Light Vehicles achieving first time MOT pass	87.5%		90.9%		94.7%		100%
% of Council fleet - alternative powered vehicles	7.6%		7.8%		8.2%		100%
% of Council fleet lower emission vehicles (YTD)	96.8%		85.2%		85.5%		100%

## 3. Staff – Fleet and Transport

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	1		0		1		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	1.9		2.4		3.1		10
Establishment actual FTE	35.6		35.6		35.6		
Staff Costs - % Spend to Date (FYB)	82.7%		91%		99.2%		100%

#### 4. Finance & Controls – Fleet Transport

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	19		34		39		30
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	0		0		0		4
Fleet Management - First Use Check Exceptions (Roads) – Year to date	0		2		6		4
Fleet Management- First Use Check Exceptions (Waste) – Year to date	6		10		12		35
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	3		3		3		16
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	0		0		1		4
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	4		4		4		30

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	74.21%		65.54%		78.33%		80%
Fleet Services - % of large HGV vehicles under 7 years old	70.63%		62.69%		69.57%		80%




















## Integrated Children's Services (excluding Education)

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







Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	7		11		10		
% complaints resolved within timescale (stage 1 and 2) - CSW	42.9%		63.6%		70%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	14.3%		16.7%		10%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		0		







Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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 (%)	3.9%		4.2%		4.7%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	6.6%		6.6%		6.4%		6%
Looked After Children looked after at home (%)	21.2%		19.3%		19.7%		26%
Looked After Children looked after in Kinship (%)	18.0%		19.4%		20.3%		28%
Looked After Children looked after in Foster Care (%)	47%		46.7%		44.8%		34%

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

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Child Protection joint interviews completed within 5 days	Data not available				89.5%		100%
% Initial child protection conferences held within 21 days	70%		64%		60%		100%
% Child Protection Case Conference decisions issued to families within 24 hours	98.7%		98.8%		100%		95%
% Child Protection Plans issued within 5 calendar days	46.2		40.2%		42.6%		95%
% Care experienced children and young people with 2 or more consecutive placements away from home in 12 months	17%		19%		16%		30%
% Care experienced children and young people with a pathway plan by age 15	100%		100%		100%		100%
% Foster carers and adopters approved within a timescale of 6 months from application	100%		25%		4.35%		100%

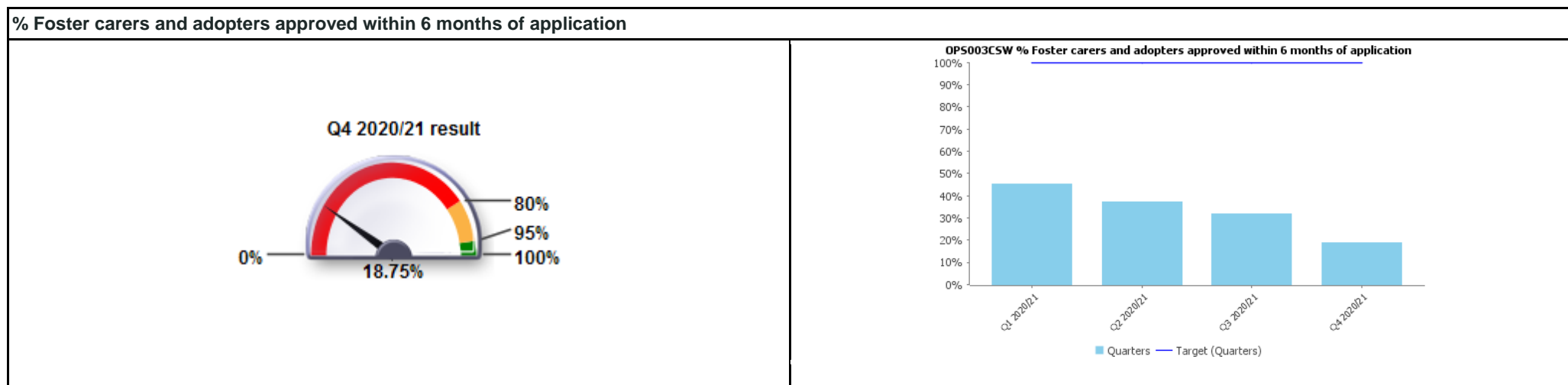
## 3. Staff - Integrated Children's Services (ex-Education)

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	3.7		3.9		4.3		5
Establishment actual FTE	352.59		350.93		347.55		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	83.3%	✓	91.7%	✓	100%	✓	100%

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



**Why is this important?**

The recruitment of foster carers and adopters is important to ensure that we enable children, who cannot be looked after by their families, to remain local to their communities and relationships that are important to them and to minimise the cost to the Local Authority.

**Benchmark Information:**

There is no local or national benchmarking data to be drawn on.

**Target:**

The target of 100% was identified to reflect agreed National Standards. The Standards recognise that for some the assessment timeframe will need to reflect their lived experiences and current circumstances. As such there will always be circumstances which necessitate an assessment exceeding the 6-month time frame. Such instances should be kept to a minimum and agreed on an individual basis with the prospective carers. Accordingly, and having reviewed this target it is proposed to vary the target to 75%.

Locally given the implications of working in the Oil and Gas sector this can mean individuals working away from home for extended periods of time. This impacts on their availability to undertake the assessment. The service has increasingly embraced the use of technology over the course of the past year to engage with prospective carers to limit the impact of such working arrangements.

The undertaking of an assessment requires input from medical professionals. Due to the COVID pandemic many of the medical staff involved in such have been moved to other roles. The delays in completing medical assessments have contributed to noted performance. Similarly, the restrictions imposed by lockdown have limited the ability of social work staff to undertake aspects of the assessment which require to be done in person and by visiting the prospective carers home. The service has and continues to experience staffing challenges, which has impacted on the services capacity to complete the assessments within the noted timescale. While there has been some limited success in addressing this recruitment challenge, it will take time for these new staff members to be supported to grow and develop into this role. The recruitment of suitably qualified social work staff however remains a challenge and something we are working with RGU to address.

The staff who undertake adoption and fostering assessments are also responsible for completing Court mandated adoption reports. These often have a tight legal deadline and as such require to be prioritised impacting on other work.

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

The data is reflecting performance for past quarter has, for the reasons noted above dropped. While there have been some positive steps taken to mitigate these, it is acknowledged that it will take some time to work through the delays and complete the delayed assessments.

**This is the trend:**

The trend is not a positive one and one the Service Manager is actively tracking with the relevant managers. Where it is identified delays are at risk of arising and the responsibility for such sits with the Service then exploration is given to the flexible use of staff/resources to address this. However, where the delay is due to the circumstances of the prospective carers there are limits as to what the service can do.

**This is the impact:**

The impact of the delay in completing these assessments placed increased risk of children being placed out with the city and further from their communities and relationships that are important to them. It also potentially places financial pressures on the service of either children remaining within the "system" longer than necessary or adding to the financial costs experienced.

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

The service is currently undertaking 17 assessments of prospective adopters or foster carers. Many remain on track for completion within the agreed timescale. There are others where delays are anticipated. The team manager and service manager are working closely to track each assessment to understand the reasons for potential delay and what further mitigation can be put in place to address.

Responsible officer:













Last Updated:

Graeme Simpson













Q4 2020/21

## Protective Services

## 1. Customer – Protective Services

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	5		2		1		
% of complaints resolved within timescale - Protective Services	80%		50%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		0%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0		

## 2. Processes - Protective Services

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	97.7%		100%		95.1%		100%
High Priority Pest Control % responded to within 2 days	100%		100%		100%		100%
High Priority Public Health % responded to within 2 days	96.4%		98%		98.4%		100%
Dog Fouling - % responded to within 2 days	100%		100%		100%		100%



Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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	No activity in Q2/3				3.75%		
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	No activity						
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	No activity in Q2/3				7.9%		
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	No activity						
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	85.2%		76.6%		Data not available		80%




\*Since the beginning of April 2020, an exemption from the Food Law Code of Practice (Scotland) has been granted in relation to routine food inspections. Work is ongoing in relation to the restart process and how this will be achieved. As part of this work, Protective Services will aim to identify the most appropriate PIs to capture food hygiene data based on the new risk rating system which came into force on 01/07/2019. This system now rates premises across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings.






### 3. Staff - Protective Services

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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)	2		0		1		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.4		1.2		1		10
Establishment actual FTE	62.41		63.51		63.2		
Staff Costs - % Spend to Date (FYB)	82.7%		91%		97.9%		100%

## 4. Finance &amp; Controls - Protective Services

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	95.2%		92.8%		100%		95%

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Cost of trading standards, money, and citizen's advice per 1,000 of population	£6,316		£5,229		£5,103		£5,952
*Cost of environmental health per 1,000 of population	£20,411		£15,231		£16,307		£13,771

\*Target and status based on Scottish national average

## Road and Infrastructure Services

## 1. Customer - Roads

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	34		40		70		
% of complaints resolved within timescale - Roads	61.8%		50%		82.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	52.6%		65%		15.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	1		2		1		

## 2. Processes - Roads

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	64.77%		87.8%		91.45%		90%
Number of Street Light Repairs completed within 7 days	114		288		556		
Potholes Category 1 and 2 - % defects repaired within timescale	49.74%		67.28%		91.79%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	568		728		1,085		

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Percentage of A class roads that should be considered for maintenance treatment	22.6%		24.8%		23.4%		30.6%

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
Percentage of B class roads that should be considered for maintenance treatment	22.45%		20.9%		23.27%		35.7%
Percentage of C class roads that should be considered for maintenance treatment	27.42		26.37%		22.97%		35.14%
Percentage of unclassified roads that should be considered for maintenance treatment	31.86%		31.8%		37.83%		31.92%

\*Target and status based on Scottish national average

### 3. Staff - Roads

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	3		0		3		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	2.8		2.8		2.9		10
Establishment actual FTE	158.46		161.96		162.6		
Staff Costs - % Spend to Date (FYB)	77.1%		86.1%		95.2%		100%

### 4. Finance & Controls - Roads

## Waste Services

## 1. Customer - Waste

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	75		52		28		
% of complaints resolved within timescale - Waste	76%		78.8%		85.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	48.1%		63.5%		92.9%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	1		6		2		

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*% of adults satisfied with refuse collection ( three year rolling figure)	81.67%		83.03%		80.37%		74.30%

\*Target and status based on Scottish national average

## 2. Processes – Waste

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value%	Value	Status	Value	
% Waste diverted from Landfill	81.8%		86.9%		87.6%		85%
Percentage of Household Waste Recycled/Composted	48.2%		46%		44.5%		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	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	0		0		2		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	0		2		7		

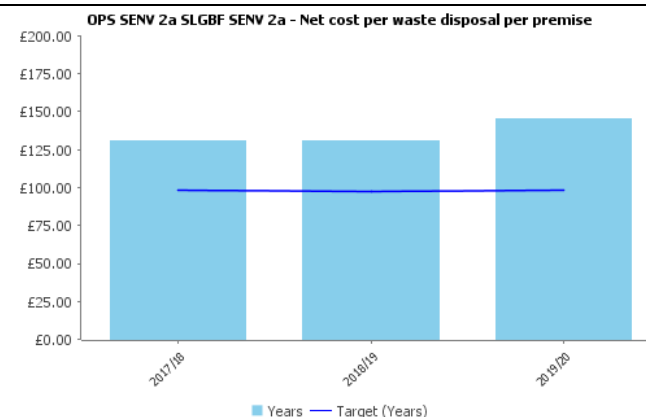
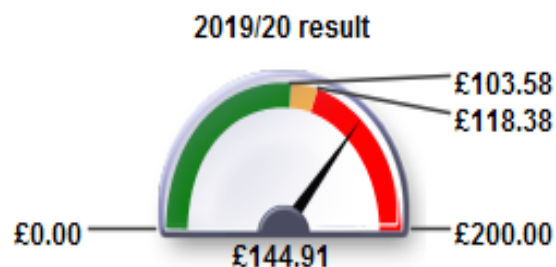
Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	9.1		9.5		9.9		10
Establishment actual FTE	191.97		189.77		186.85		
Staff Costs - % Spend to Date (FYB)	83.4%		92%		100.3%		100%

### 4. Finance & Controls – Waste

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Net cost per waste collection per premise	£55.61		£56.53		£48.87		£68.77
*Net cost per waste disposal per premise	£130.39		£130.86		£144.91		£98.65

\*Target and status based on Scottish national average

**Net cost per waste disposal per premise**



**Why is this important?**

Aberdeen City Council has a statutory function as Waste Disposal Authority meaning it is responsible for arranging the disposal of all controlled waste collected by the Waste Collection Authority (which is also ACC) in its area. This figure gives an overall indication of the cost of waste disposal per household for the authority.

**Benchmark Information:**

This is an extremely difficult area to benchmark. Waste disposal costs and activities vary greatly from area to area, for example, some authorities run waste disposal entirely as an in-house operation, others may contract it out, or partially contract it out. Similarly, what is included and defined as “waste disposal” may vary greatly – for example Aberdeen has two closed landfill sites within its area which it is responsible for ongoing monitoring and maintenance, some authorities may not have any. The costs of running Household Waste & Recycling Centres are included in this figure – level of provision of these, both in number and in quality, varies greatly from area to area depending on the geographical area, population and level of service provision of an authority. The figure is currently calculated by taking the waste disposal budget (which includes but is not limited to the Suez contract costs) and dividing it by the number of households.

**Target:**

The target figure given is the national average for 2019/20 taken from the Local Government Benchmarking Framework. This is not a target set locally and does not take account of Aberdeen’s particular situation. It should be noted that the range of cost of disposal per premise nationally was between £44.57 and £198.21.

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

Aberdeen City Council sits towards the upper end of the table in terms of cost of waste disposal. Waste disposal in Aberdeen is contracted out to Suez Recycling & Recovery Ltd as part of a 25-year contract which is due to end in 2025. The fees for this contract include many investments and services that have been provided across this contract, including the £16 million restoration of Ness landfill site, the £27 million Altens East Materials Recovery Facility and Refuse Derived Fuel facility, and the development of the Hazlehead Household Waste & Recycling

Centre. Another contributions to cost is that of transporting waste from the North East – both for residual wastes and recyclable wastes. These costs are higher than for those authorities located closer to the end destination facilities. The level of capital investment in waste infrastructure also varies massively across the country.

**This is the trend:**

The net cost of waste disposal in Aberdeen has overall been reasonably stable over the past few years, whilst costs of disposal generally continue to increase, including the cost of landfill tax. However, the amount of residual waste being disposed of in Aberdeen has continued to drop with recycling continuing to increase. This helps to offset the continuing rise in the cost of disposing of waste.

**This is the impact:**

Waste disposal is an expensive activity and increasing regulation and requirements coupled with the desire and need to move to more sustainable waste management practices means that this is likely to continue to be the case. Not least of all is the impending landfill ban which takes effect in 2025. The most effective way to reduce the cost of waste disposal is to reduce waste. Waste disposal and recycling are both volatile marketplaces and prices can fluctuate greatly. It should be noted that whilst some recyclables do command an income stream, this is not the case for all and other materials, whilst perhaps costing less than disposal, still have a cost. Therefore, the only truly sustainable way to deal with waste is to not produce it in the first place. In addition, the impending Deposit Return Scheme (DRS) due to come in in 2022 is likely to remove some of the high value recyclables (aluminium cans, PET bottles) from our waste stream which will result in a loss of some of the income received for recycling, however, it is also true that the DRS may result in pulling out more recyclables from the general waste stream which may result in a decrease in disposal costs.

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

Construction of the energy from waste facility at East Tullos (Ness Energy Project) is well underway with the facility due to open in 2022. This will mean that the Council will have a secure, long term outlet for its residual waste and is protected from market fluctuations for the cost of disposing of its residual waste for the next 20 years. Work is also ongoing to review the options for the replacement of the current waste management contract to seek a best value solution for 2025 onwards for the remaining waste disposal and treatment services including the operation of Altens East Materials Recovery Facility and operation of the Household Waste & Recycling Centres

**Responsible officer:**

Pamela Walker

**Last Updated:**

2019/20



Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total number of Stage 1 complaints	263		273		251		
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	71.86%		66.67%		74,5%		75%
Total number of Stage 2 complaints	32		24		36		
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	40.63%		75%		63.89%		75%
Total number Escalated Stage 2 complaints	24		28		26		
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	66.67%		71.43%		80.77%		75%
No. of Non-complex Subject Access Requests received	43		54		24		
% Non-complex Subject Access Requests responded to within 1 month	86%		83.3%		66.7%		80%
No. of Complex Subject Access Requests received	10		13		5		
% Complex Subject Access Requests responded to within 3 months	10%		15.4%		40%		70%
No. of Environmental Information Regulation requests received	96		78		52		
% of Environmental Info Requests replied to within 20 working days - Corporate	67.7%		38.8%		84.6%		90%
No. of Freedom of Information requests received	210		281		253		
% of Freedom of Information requests replied to within 20 working days - Corporate	69.5%		52%		80.6%		90%
No. of Access to School Records requests received	0		0		3		
% Access to School Records requests responded to within 15 school days	No requests received				100%		100%

Performance Indicator – Corporate	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
No. of Data Protection Right requests received	4		3		6		
% Data Protection Right requests responded to within 1 month	100%		100%		83.3%		100%

Performance Indicator – Service	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Customer Experience	73		83		65		
% of complaints resolved within timescale – Customer Experience	90.4%		81.9%		86.2%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	53.4%		65.1%		61.5%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	8		12		8		

## 2. Processes – Customer Experience

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		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)	8.04		8.26		8.5		12
Correct amount of Housing Benefit paid to customer (monthly)	97.48%		97.44%		97.48%		95%
% Customer Contact Centre calls answered within 60 seconds	72.97%		71.96%		71.3%		70%
Percentage of invoices sampled and paid within 30 days	77.58%		86.57%		92.04%		90%

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Crisis Grant applications processed within 2 working days	96.37%		94.93%		Data not available		90%
% Community Care Grant applications processed within 15 working days	82.53%		56.15%				50%

Performance Indicator	2018		2019		2020		2020/21 Target
	Value	Status	Value	Value	Status	Value	
No. of Births, Marriages and Deaths registered	5,582		5,464		4,842		
% Accuracy Rate - Registration of Births, Marriages and Deaths	99%		98.6%		98.8%		90%




### 3. Staff – Customer Experience

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	2.6		2.5		2.4		5
Establishment actual FTE	301.56		298.41		296.02		
Staff Costs - % Spend to Date (FYB)	84%		92.2%		100.1%		100%

### 4. Finance & Controls – Customer Experience




Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£115.1m		£117.7m		£119.4m		£82.5

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Cost of collecting council tax per dwelling	£7.92		£7.20		£7.28		£6.58




\*Target and status based on Scottish national average

Data and Insights

## 1. Customer – Data and Insights

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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 Q2-Q4						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	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Reported Data Protection incidents receiving an initial response within 24 business hours	100%		100%		100%		100%

### 3. Staff – Data and Insights

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.3		0.3		0.2		5
Establishment actual FTE	31.09		30.09		30.99		
Staff Costs - % Spend to Date (FYB)	83.1%		91.1%		98.4%		100%

### 4. Finance & Controls – Data and Insights

Digital and Technology

#### 1. Customer – Digital and Technology

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Digital and Technology	2		4		1		
% of complaints resolved within timescale – Digital and Technology	50%		75%		0%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	66.7%		15.8%		0%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		0		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	427 sec		295		151		120 sec.
Abandonment Rate % (IT Helpdesk)	36.12%		27.97%		15.24%		10%

## 2. Processes – Digital and Technology

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99.9%		99.9%		99.9%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	83%		78.8%		81.2%		65%
% Priority 1 and 2 incidents closed in timescale	60%		52.9%		70%		99.5%
% Priority 3 – 5 incidents closed in timescale	82.5%		79.1%		77.5%		95%

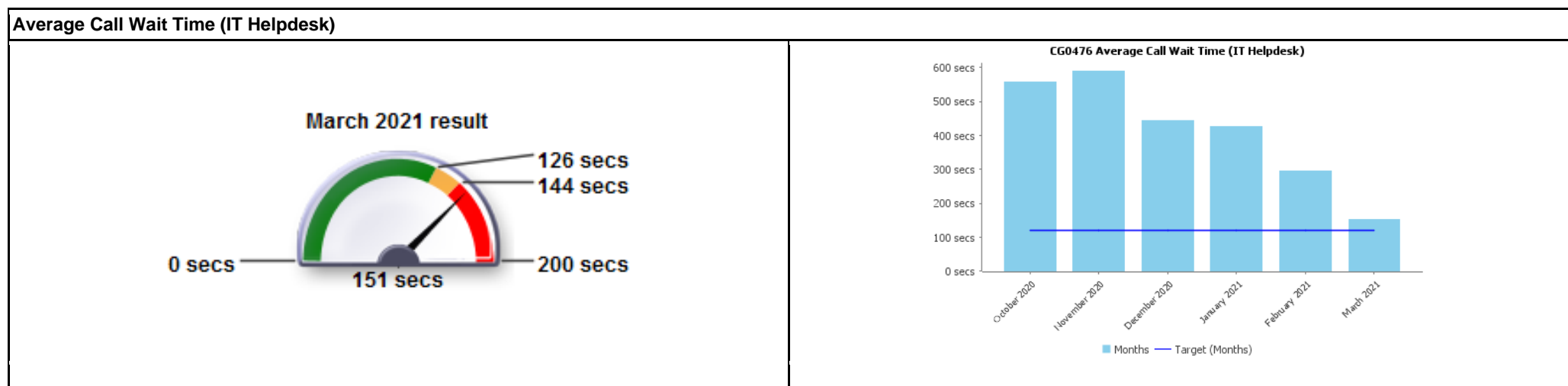
## 3. Staff – Digital and Technology

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 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	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.3		1.3		1.4		5
Establishment actual FTE	87.52		85.07		84.59		

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	91%	✓	100.4%	✓	100.7%	✓	100%

**4. Finance & Controls – Digital and Technology**



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**Why is this important?**

This indicator shows the monthly average call wait time for customers contacting the IT Service Desk and demonstrates whether the service has met the target time set .

**Benchmark Information:**

This measure is not currently benchmarked.

**Target:**

The 2020/21 target for Average Call Wait time is currently 120 seconds.

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

Reporting of this measure showed an average call wait time ranging between 698 and 121 seconds over the past 12-month period, sitting at 151 seconds during March 2021.

**This is the trend:**

The trend shows a continuing reduction in the average call wait time over recent months as causal issues have been addressed.

**This is the impact:**

Steps were put in place in February to increase staff resources at the Service Desk, which had been depleted due to long-term illness and vacancy. The Service Desk has moved from 60% to 100% of full strength, including the temporary reassignment of our IT apprentice to the vacant position.

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

Permission has been received to recruit a permanent replacement for the Service Desk vacancy. This is currently underway through the new Re.cr.uit process. Additional measures are also being introduced to improve the service that will have a positive impact on average call wait times, including extending self-service options to many more customers.

**Responsible officer:**

Alastair Beaton

**Last Updated:**

March 2021

Early Intervention and Community Empowerment

**1. Customer – Early Intervention and Community Empowerment**

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Early Intervention and Community Empowerment	41		33		62		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	56.1%		77.1%		80.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	29.3%		33.3%		29%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	2		1		0		



Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	56.8%		59.4%		60.3%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	72.6%		74.5%		Data unavailable		85%
Financial Inclusion - No of open cases and enquiries per month	277		277		267		
Number of visits to libraries - person	1,085		1,492		1,800		
Number of visits to libraries - virtual	98,136		98,804		99,996		
*% Libraries open during agreed opening hours	100%		100%		100%		98%

\*On 24 December 2020 8 reinstated libraries closed to public access. Two permissible services, Click & Collect and Home Service, continued in line with government advice from 28 December 2020. On 22 March 2021 limited Public PC access was reinstated by appointment only in the 8 libraries delivering Click & Collect and Home Service.

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*% of adult population expressing satisfaction with library services within Aberdeen City (Three year rolling average)	72.3%		73%		72.7%		72%

\*Target and status based on Scottish national average










## 2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		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)	3.7%		3.7%		3.7%		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	143.8		143.5		143		
YTD Percentage of anti-social behaviour cases reported which were resolved	97.8%		97.9%		97.8%		100%










Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
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	356		341		317		
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)	121.5		117.3		114.4		100.9
Voids Available for Offer Month Number - Citywide	531		496		522		
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	89%		89.6%		89.6%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	78.2%		77.5%		78.8%		93.5%
Welfare Rights - % of Successful Appeals	88%		71%		85.71%		
HMO License Applications Pending	186		173		173		
HMO Licenses in force	1,154		1,139		1,150		
% Library item requests satisfied within 21 days	No service		71.3%		71.8%		85%




**3. Staff – Early Intervention and Community Empowerment**

Performance Indicator	Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		1		1		

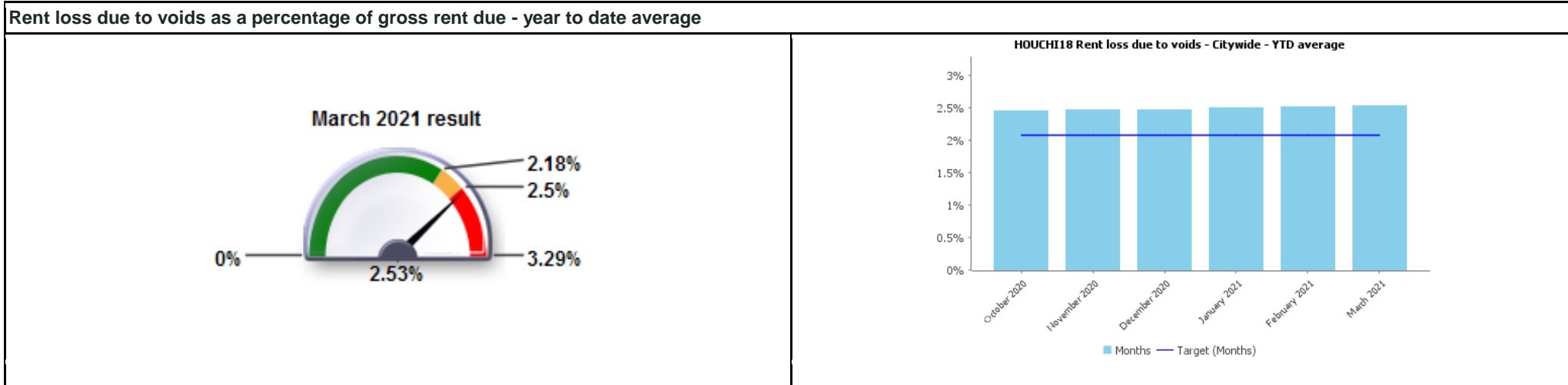
Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	5.7		6		6.2		8
Establishment actual FTE	386.91		393.05		389.72		
Staff Costs - % Spend to Date (FYB)	75.2%		82.7%		86.9%		100%

#### 4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Jan 2021		Feb 2021		Mar 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£299,805		£392,935		£256,602		
Gross rent Arrears as a percentage of Rent due	11.59%		12.17%		11.31%		11.5%
Rent loss due to voids - Citywide - YTD average	2.51%		2.52%		2.53%		2.08%

Performance Indicator	2017/18		2018/19		2019/20		2019/20 Target
	Value	Status	Value	Status	Value	Status	
*Cost Per Library Visit	£2.82		£2.67		£2.17		£2.00

\*Target and status based on Scottish national average



**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:**

**2020/21**

- Rent Loss due to Voids was **2.53%** the Scottish Local Authority Average for 2019/20 was **1.1%**

The 2020-21 Scottish Local Authority average is currently not available.

**Target:**

Targets **2020/21**

- Rent Loss due to Voids was set at **2.08%**

2021-22 Targets will be set following submission of our annual figures to the Scottish Housing Regulator and all Scottish LA figures are available.

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

The Void Rent Loss figure for the 2020/21 financial year was **£2,306,569**, this equates to **2.53%** of the gross debit (rent due) for the financial year, the target being **2.08%**. **2.53%** of rent lost due to voids is an increase on 2019/20 figure of **1.86% (£1,623,519)**.

**This is the trend:**

Void Rent Loss has steadily increased year on year from **1.47%** in 2018-19, **1.86%** in 2019-20 to **2.53%** in 2020-21  
 The lengthy relet times of void properties has resulted in the substantial increase in void rent loss.  
 The 3-year trend shows the increase year on year from **53.8** days in 2018-19, **69.5** days in 2019-20 to **113.9** days in 2020-21.

**This is the impact:**

Some of the consequences of this performance are:

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

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

The Chief Officer – Early Intervention and Community Empowerment and the Chief Officer – Operations and Protective Services are leading a corporate improvement project aiming to transform void property management performance with reporting to the Performance Board. Key actions to reduce void periods are:

- Commissioning of an external contractor to undertake repair work on 200 void properties on a rolling programme. This is a significant additional resource which is intended to rapidly numbers of void properties and in turn void periods.
- Building Services to continue to prioritise deployment of its workforce to void repair work which is also contributing to the anticipated performance transformation.

The improvement plan contains numerous further improvement actions which will streamline and strengthen processes including for property viewings, allocations, and property inspections.





**Responsible officer:**

Neil Carnegie/Graham Williamson

**Last Updated:**

March 2021

**Traffic Light Icons Used**

	On target or within 5% of target
	Within 5% and 20% of target and being monitored
	Below 20% of target and being actively pursued
	Data only – target not appropriate

## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	27 May 2021
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Review of the Council's Operational Agreements with Learning Centre Associations
<b>REPORT NUMBER</b>	CUS/21/111
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Derek McGowan
<b>REPORT AUTHOR</b>	Alan Mulvie
<b>TERMS OF REFERENCE</b>	1.1.1

### 1. PURPOSE OF REPORT

- 1.1 This report provides Committee with the outcome of the review, instructed by Committee on 9 January 2020, of the Council's operational agreements with learning centre associations and seeks authorisation for the approval of new operational agreements.

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note that the learning centre associations are satisfied with the proposed new operational agreement as appended to this report;
- 2.2 Authorise the Chief Officer – Early Intervention and Community Empowerment to approve the operational agreement for each individual learning centre association;
- 2.3 Authorise the Chief Officer – Early Intervention and Community Empowerment to approve any alterations to the operational agreements as may be required from time to time.

### 3. BACKGROUND

- 3.1. A review of Leased Community Centres and Learning Centres was undertaken in the Summer/Autumn of 2019 and a report taken to this Committee in January 2020. The Committee resolved 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.
- 3.2. The operational agreement is of relevance to the Council's learning centres which are:-

- Beacon Centre
- Bridge of Don Community Centre
- Cornhill Centre
- Cummings Park Centre
- Dyce Community Centre
- Froghall Learning Centre
- Hazlehead Learning Centre
- Kaimhill Learning Centre
- Manor Park Centre
- Mile End Learning Centre
- Rosemount Learning Centre
- Seaton 3Rs Learning Centre
- Sunnybank Community Centre
- Torry Youth and Leisure Centre
- Tullos Learning Centre
- Woodside Fountain Centre

### **Consultation Process**

- 3.3. Following the Committee meeting, officers met with the Chairperson's Forum, which is a group that represents the interest of the learning centre associations, in March 2020, and agreed that a questionnaire would be developed and circulated to gather the associations' views on the operational agreement.
- 3.4. A consultation questionnaire was circulated to learning centre associations in April 2020 to ascertain their views on the existing operational agreement and how it could be improved. A similar questionnaire was also circulated to officers who work directly with, and support, the learning centre associations.
- 3.5. In August 2020 a virtual meeting was arranged to report back to the Chairperson's Forum on results from this exercise and, following this, the operational agreement was redrafted to reflect the comments that had been raised through the consultation questionnaires.
- 3.6. In February 2021, the redrafted operational agreement was circulated to learning centre associations and officers who work directly with, and support, the learning centre associations for final comment.
- 3.7. Following the comments received, further minor changes were made to the operational agreement and discussed at the Chairperson's Forum on 13<sup>th</sup> May 2021. Those present at the Forum meeting were satisfied with the proposed operational agreement which is attached as appendix 1. No learning centre association has objected to the proposed operational agreement.
- 3.8. The revised operational agreement does not alter, in principle, the arrangements already in place. It provides clarity to the existing arrangements and gives the option to include specific information regarding any local arrangements for additional support.



- 3.9. It should be noted that the local arrangements section will be customised for each association depending on what has been agreed at a local level. Any local arrangements will be as authorised by the Chief Officer - Early Intervention and Community Empowerment.
- 3.10. The operational agreement indicates that the Council's booking system and the standard terms and conditions of hire will be used.
- 3.11. While the proposed operational agreement does not alter the existing arrangements, it should be noted that there is a potential loss of income if these arrangements continue. These associations could be asked to pay a hire charge as would be the case with other organisations. However, by working with associations to ensure their Community Programme of activities meets the needs of the local community, some of the Council's priorities are met and the benefit outweighs any potential lost income.

#### 4. FINANCIAL IMPLICATIONS

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

#### 5. LEGAL IMPLICATIONS

- 5.1 The associations will be bound by the Council's Space Hire Terms and Conditions. The Council is able to terminate the operational agreement at which time the Council would no longer waive the hire charges and the association would simply be treated like any other organisation.
- 5.2 The operational agreement provides more clarity than the previous version, including as to the relationship between the Council and the associations.

#### 6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Strategic Risk</b>	The granting of priority access to learning centre associations may result in a lack of space for some other activities.	L	Improved communication will hopefully allow flexibility to alter bookings by mutual consent and the Council has the ability to end the operational agreement with notice.
<b>Operational</b>	Lack of clarity over who is responsible for a particular activity or building.	L	The proposed operational agreement provides more clarity. One to one engagement sessions should be carried out with each learning centre association when agreeing local arrangements, which

			should also clarify responsibilities.
<b>Financial</b>	By waiving the hire charges there is a risk that potential income is lost.	L	By ensuring that charges are only waived for activities that benefit the local community and Council priorities, this ensures that the benefit outweighs any potential lost income.

## 7. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
	<b>Impact of Report</b>
<b>Aberdeen City Council Policy Statement</b>	<p>The proposals within this report facilitate learning centre associations to deliver a community programme addressing local identified needs. While this will vary across the city, it is likely to have a positive impact on some of the Council's Policy statements in relation to People.</p> <p>Many of the learning centre associations provide activities which will support the delivery of Policy Statement 7 - Commit to closing the attainment gap in education while working with partners across the city and Policy Statement 9 - Promote diversion activities for youths and adults in our city with enhanced focused on our three locality areas</p>
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous Economy Stretch Outcomes	The activities delivered by learning centre associations have a positive impact on the LOIP stretch outcomes particularly in relation to stretch outcome 2 - 90% of working people in Living Wage employment by 2026.
Prosperous People Stretch Outcomes	<p>The activities delivered by learning centre associations have a positive impact on the LOIP stretch outcomes particularly in relation to stretch outcomes:-</p> <p>4 - 90% of children and young people will report that they feel mentally well by 2026.</p> <p>7 - Child Friendly City which supports all children to prosper and engage actively with their communities by 2026</p> <p>11 - Healthy life expectancy (time lived in good health) is five years longer by 2026.</p>

Prosperous Place Stretch Outcomes	The activities delivered by learning centre associations have a positive impact on the LOIP stretch outcomes particularly in relation to stretch outcome 13 - No one in Aberdeen will go without food due to poverty by 2026.
<b>Regional and City Strategies</b>	The proposals within this report support the Community Learning and Development Plan 2018-2021 by supporting communities to deliver activities to meet their local communities' needs and helping to build Stronger, more resilient, supportive, influential and inclusive communities.

## 8. IMPACT ASSESSMENTS

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

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES

Appendix 1 – proposed operational arrangement

## 11. REPORT AUTHOR CONTACT DETAILS

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## **Learning Centre Operational Agreement**

Operational Agreement between Aberdeen City Council and NAMED Learning Centre Association.

### **Underlying Principles**

Aberdeen City Council wishes to be supportive of organisations which can provide a community programme to meet the learning needs of their local communities as detailed by the Council's Community Learning and Development Strategic Plan 2018-2021 and local needs analysis.

To this end the Council has recognised NAMED Learning Centre Association as a learning centre association. A learning centre association is an independent voluntary organisation which superseded the former area management committee.

The Council recognises the important role that NAMED Learning Centre Association has in ensuring a community programme is delivered from NAMED Learning Centre. While the association delivers a community programme for the direct benefit of the local community, meeting agreed community priorities, the Council will waive the hire charges for the association's use of NAMED Learning Centre. The Council will also endeavour, within existing resources, to provide staff support to assist the association to prosper and develop its community programme.

This agreement will be reviewed on an annual basis, with the first review to take place on or around July 2022.

The regular review will not preclude the carrying out of any consultation with the association and/or others where there is a likelihood that any proposed changes will impact upon those using the centre.

Either party may terminate the agreement by providing three months' notice to the other party. On termination of the agreement NAMED Learning Centre Association shall remove its property from the Council's premises within 14 days.

### **The Association**

The association will be independent of the Council and democratic.

The association will have no remit or responsibility for the management and operation of the Learning Centre premises and will only be responsible for the management and operation of its own activities.

The association will not be charged for its use of NAMED Learning Centre to deliver community learning and development activities, a community programme. This is not transferable to any other organisation.

The association may wish to provide activities in other premises. Where practicable, if the other premises are managed and operated by Aberdeen City Council, and the

activity is part of an agreed Community Programme, then the Council may decide to waive the hire charges.

The association will be responsible for their staff, workers and volunteers.

The association will operate lawfully at all times.

The association is identified as a Priority Booker within the Council's Space Hire Terms and Conditions. The association must adhere to these terms and conditions.

The association cannot provide free space, or hire out, any part of NAMED Learning Centre, to any third party or External Customer.

The association shall provide Aberdeen City Council with a copy of its constitution and provide an updated copy within 28 days after any changes are made.

The association shall provide Aberdeen City Council with a copy of its independently examined annual accounts within 6 months of its year end.

The association shall ensure that it has appropriate public liability insurance in place. The Council will reimburse the association for this cost up to a maximum £260 per annum. The Council will also reimburse the association for the cost of indemnity insurance up to a maximum £500 per annum. Details of how to claim this reimbursement will be provided by the Council to the association at the start of each financial year.

## **Programming**

The association will only be responsible for the programme of activities that they provide. The overall programme for NAMED Learning Centre is likely to include activities provided by the Council and third parties and not only the association.

While the association delivers a community programme that meets identified community needs (as detailed within local plans such as the Local Outcome Improvement Plan 2016 – 2026, the Community Learning and Development Strategic Plan 2018-2021 and highlighted through Education Scotland inspections) the Council will waive the charge for the association's use of NAMED Learning Centre.

The association may wish to develop their programme to meet local identified needs. The association will be encouraged to join the relevant formal bodies (e.g. Locality Inclusion Partnerships, Local Empowerment Groups etc.) to ensure that discussion takes place with relevant parties and that best use is made of staff, volunteers and other resources available.

The association's programme requires to be submitted to the Council on an annual basis using the Priority Booking window of the online booking process.

The association can request changes to their programme throughout the year using the online booking process.

Arrangements for priority bookings are outlined within the Council's Space Hire Terms and Conditions document and forms part of Corporate Bookings Policy.

The Council will decide on the final overall programme for NAMED Learning Centre.

## **Staffing**

The Council will be responsible for the day to day management and operation of the centre premises, ensuring the centre is fit for purpose and that appropriate procedures are in place to ensure the Health and Safety of all users.

The Council wants learning centre associations to thrive and will therefore endeavour to provide practical and developmental support from appropriate staff as resources allow.

The association will ensure they have appropriate staff (paid or voluntary) in place to support their needs.

## **Links with Other Users of the Building**

Third parties and External Customers using NAMED Learning Centre will hire space directly with the Council without any involvement from NAMED Learning Centre Association.

The association will be responsible for any of their activities carried out on their behalf by third parties. In such a case, all risk assessments and insurances will be the responsibility of the association and all income and expenditure from the activity must be recorded within the association's cashbook.

The online booking system should be used for all hires requested by the association. The Council will decide which lets requests are authorised in accordance with the Corporate Bookings Policy.

While the association will not have any formal relationship with any External Customers who hire space directly from the Council it is hoped that those delivering activities from the centre will be able to develop good relationships with each other. Therefore, the Council may wish to establish a Building Users Group (BUG) where the organisations using the centre can come together to share their views on the centre and the overall programme of activities being delivered from NAMED Learning Centre. The BUG will be facilitated by the Council and agendas will be agreed in advance.

## **Local Arrangements**

In order to support NAMED Learning Centre Association to deliver the association's programme of activities, for 2021/22, Aberdeen City Council will endeavour to provide the following support to the association as the Council's resources allow. This will be reviewed regularly (in consultation with the association) and may change at short notice depending on the needs of priority Council services. It should be noted that community access to learning centres is unlikely to be possible during the coronavirus crisis.

*NB: To be completed as determined by local arrangements or availability. It would include such information as:*

Any storage space available (if any)

Any office space available (if any)

Detail of key holder access and conditions (if any)

And any other local arrangements agreed between the Council and association.

*It would be presented in a way similar to this example, however the details would be different for each association.*

In order to support NAMED Learning Centre Association to deliver the association's programme of activities, Aberdeen City Council will provide the following to the association:

- Waive the charges for the association's bookings of NAMED Learning Centre to deliver the Association's community programme.

Provide access to secure storage in the front hall for 16 laptops.

- Provide access to the main Office on Tuesday 9 am – 11am, Wednesday 1pm – 4pm and Thursday 6pm – 9 pm.
- Provide use of a shared desk in the main office on Tuesday 9 am – 11am, Wednesday 1pm – 4pm and Thursday 6pm – 9 pm.
- PAT test any electrical equipment belonging to the association that is made accessible to the Council at the time the tests are being carried out.
- Allow the clerical receptionist to assist the association, in relation to the community programme administration, for three hours per week.

For the Association

For the Council

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Signature

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Signature

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Name

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Name

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Position

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Position

Date:

Date:

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	27/05/2021
<b>EXEMPT</b>	Yes / No
<b>CONFIDENTIAL</b>	Yes / No
<b>REPORT TITLE</b>	Winter Maintenance Operations – Post 20/21 Winter Report
<b>REPORT NUMBER</b>	OPE/21/113
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Paul Davies
<b>TERMS OF REFERENCE</b>	1.1.1

### 1. PURPOSE OF REPORT

- 1.1 This report is intended to provide Members with an overview of the strategy that the roads operations operated throughout the city during the winter of 2020/21.

### 2. RECOMMENDATIONS

That the Committee:

- 2.1 Note the content of this report; and
- 2.2 Instruct the Chief Officer of Operations and Protective Services to bring back a further report to this Committee in September 2021 incorporating a revised Roads Winter Service Plan in advance of the 2021/22 winter period.

### 3. BACKGROUND

- 3.1 Winter operations commenced for 2020/21 on the morning of the 19<sup>th</sup> of November. Winter treatments were carried out on 77 days between that date and the 12<sup>th</sup> of April (please note that any finance figures quoted will not include the 8 days in April during which winter treatments were carried out). Treatment was carried out in line with the winter service plan, available here: [Roads winter maintenance report appendix 1.pdf \(acc.gov.uk\)](#)
- 3.2 Winter 2020/21 was significantly more severe in Aberdeen than previous recent winters and, set against a backdrop of the global pandemic, presented some new challenges.
- 3.2.1 Weather patterns this past winter saw significant temperature variations throughout the day, particularly challenging conditions to treat for. Day time temperatures would rise enough that precipitation was regularly in the form of rain but would then be followed with sharp drops in temperature into the evening and night-time. This had the effect of causing widespread ice formation across

the network. This challenge would be compounded by the daytime rain having the effect of washing off the salt spread during the preceding gritting operations.

3.2.2 This winter also saw more snowfall than in recent years with snow accumulations at various points between December and March.

3.2.3 It should be noted that current resource levels are geared for a winter which is around 'average' level, in terms of severity. While this may limit the service that can be provided, having an excess supply of winter resource may result in poor resource utilisation in the event of a mild winter (such as we have had in recent winters) and therefore may result in poorer service value; for instance, having gritting vehicles unused represents a significant service overhead.

3.2.4 The Roads service acknowledged well in advance of the commencement of winter operations that an outbreak of Covid 19 in one or more of the squads could severely affect ability to deliver a winter service. Careful planning helped ensure that no major staffing issues were encountered as a result of the pandemic, with a range of sanitisation measures implemented, as well as measures such as staggering staff start times and minimising the sharing of vehicles. Eight staff from grounds and waste were trained as City and Guilds Gritter/Plough drivers as a resilience measure. It should be noted that inter-service cooperation with grounds is normal for winter operations and without the help of grounds operatives, the roads service would be unable to deliver the service that it does. Grounds staff are key to our treatment of footways, as well as helping with tasks such as the replenishment of grit bins. Supervisory staff were largely working from home which afforded a level of protection and engineers trained as winter duty officers were available as resilience if required.

### 3.2 Winter service delivery summary – Statistical highlights

- 77 days on which winter service took place
- 10 Priority one routes - 4 Gold and 6 Silver
- 479 Gold routes completed\* over 77 days, covering 31,400 miles and spreading 3,500 tonnes of rock salt
- 605 Silver routes completed\* over 72 days, covering 42,500 miles and spreading 3,600 tonnes of rock salt
- Priority two and three roads treated on 38 days covering 18,400 miles and spreading 1300 tonnes of rock salt\*\*
- 195 one tonne salt bags delivered for community use

\*Including multiple running's of the same routes on some days due to rain/refreeze events and snowfall

\*\*Please note this may only have been partial treatment and does not mean all priority 2/3 roads were treated. Treatment was prioritised by need and completed within resource limitations.

### 3.3 Footpath & Cycle Path Operations

Footpath operations were given additional support from Environmental Services when necessary. With over 1200km of footways it was not feasible to have widespread coverage as anticipated by some members of the public. With a further 480 km of remote paths and areas within Council housing estates requiring treatment, the widespread expectation of "black" footpaths and car parks is not achievable with the resources available. Only priority one footways

were treated on a preventative basis and other areas were treated on a reactive basis.

### 3.4 Grit bins

Grit bins were filled prior to the start of the winter season and maintained throughout the period. This proved challenging as the freeze/thaw nature of the winter, combined with regular rain washing off salt meant that operatives were forced to re-run gritting routes throughout the days in time that could otherwise have been used to replenish bins. Over 500 requests for refills were received, more than half the total number of bins on the network. The committee agreed policy of not adding further new grit bins to the network was continued, with the struggles to keep existing bins filled illustrating the reasoning behind this decision. The larger “community grit bins” remained from previous years and allowed residents to collect quantities of salt.

### 3.5 One Tonne Salt Bags

3.5.1 The one tonne salt bag scheme attracted 268 applications for 20/21. These resulted in 195 bags being delivered with other applicants failing to continue with their applications or their applications being deemed unsuitable.

3.5.2 During the winter period, and in response to high demand in several locations, some slight loosening of scheme requirements was made in the interest of improved customer experience. This included the delivery of salt bags beside several unadopted grit bins, allowing residents to fill an unadopted grit bin. The locations where this exception was made were steep sections of adopted road where developers had left grit bins. The service will carry out a review of eligibility criteria prior to winter 21/22 to see if further changes can be made to give an improved customer service, but whilst continuing to work with the resources available and not compromising other operations in the process. Plans for changes to the scheme will be outlined in the pre-winter committee report which will be presented to committee in September 2021.

### 3.6 Salt

3.6.1 A total of around 11,760 tonnes of rock salt was used treating the council’s network during winter 2020/21. This compares to around 4,500 during winter 19/20.

3.6.2 From customer feedback, it is apparent that for a number of customers, the purpose and limitations of salt are unclear. It became apparent during the periods of snowfall that customers were using excessive quantities of salt – from both grit bins and the one tonne bags – in a bid to clear snow. While salt will have a melting effect on snow, it will be extremely localised and is not at all effective as a snow clearance tool. For this, there is no substitute for a plough or shovel. Where snow is compacted by traffic – foot or vehicle – the mechanical action of this will turn the compacted snow to slush rather than ice, but it will still not clear it. Even without the presence of salt, vehicles can have a clearing effect on snow, and with a significant reduction in traffic levels as a result of Covid restrictions, it was observed that roads were not clearing as

quickly as when subject to normal traffic levels in both treated and untreated areas.

3.6.3 Customers using large quantities of salt on snow was one factor which led to an elevated number of grit bin and salt bag refills during the periods of snowfall. With operatives at the time primarily engaged in snow clearing activities, grit bin refills became a secondary task which in turn led to some customer dissatisfaction as a long backlog of refill requests resulted. It may be desirable to seek to educate customers on the best use of salt. An example given as a response to some enquiries is that a standard household bucket can hold enough salt to treat one third of the footways of Union Street. Whilst there is no suggestion that excess salt use was the sole reason for a backlog of grit bin refill requests, it did certainly play a role.

3.6.4 Salt levels dropped extremely close to resilience levels (4485 tonnes remaining) during the winter period. Had it not been possible to obtain further supplies of salt, the service level would have had to be cut back to resilience levels with only priority one routes treated. The difficulty in obtaining salt was largely attributable to the ongoing pandemic and, hopefully, will not be repeated in future winters. Before the start of winter, salt stores were maximised as the possibility of difficulties in obtaining salt had been foreseen.

### 3.7 Complaints, enquiries and compliments

3.7.1 Through the official complaint channels, the winter service received 46 complaints about the winter service throughout the winter period. The two biggest areas of complaint were slow response to grit bin refill requests and lack of gritting at the customers location. As discussed in section 3.6, excessive salt use by some customers exacerbated the challenges of keeping grit bins filled with snow periods meaning that operatives were not available to refill bins. The backlog of refill requests exemplifies why the policy of not placing new bins on the network was agreed, as doing so would only serve to compound the issue.

3.7.2 Complaints about a lack of gritting at a particular location are always expected as it is well out-with Council capabilities to maintain all roads in a snow and ice-free condition throughout winter. The complaints further highlighted that some customers have an expectation that a treated road will be “black” and free of signs of snow or ice when the reality is that treatment does not necessarily mean this will be the case. Complaints came from across the network and did not come from one or more specific areas.

3.7.3 A number of complaints were made direct to officers, despite requests for these to come through the official channels. As these are not possible to track it is difficult to comment on how many there were, or the areas they concerned, however Anguston Road and Heathryfold Circle were subject to higher levels of complaint. Both were removed from priority one gritting routes prior to winter 19/20 when the adoption of the former trunk roads (A92 and A96) along with budget update required officers to review winter priority winter routes. Both locations were targeted as a priority following the completion of the priority one routes. Anguston Road was discussed in the pre-winter report (section 3.3.3 –

available here: [Roads winter maintenance report.pdf \(acc.gov.uk\)](#)). It remains officer's opinion that this road has been correctly classified and it should be noted that the steepest section of the road, and entrance to it, lies within Aberdeenshire who do not treat it as a priority one route either.

3.7.4 Members enquires followed a similar trend to customer complaints with most concerning why there had been a lack of service in a particular location. In total 73 were received through Firmstep. Many of these were complaints that had been made to members and then passed to the service to respond to as opposed to coming in direct through the customer complaints channel. Requests for new grit bins featured highly on the list of enquiries, however as mentioned previously, policy is not to issue new bins and so these requests were rejected. The higher and more exposed areas of Kingswells, the North Deeside Road corridor (especially Peterculter) and the higher roads such as Lee Crescent North (Bridge of Don) were each the subject of several enquiries. These areas were prioritised once primary routes had been completed.

3.7.5 The C128C which runs north from Blacktop Road to the A944 (Kingswells roundabout), was the subject a selection of enquiries. The area between the two locations has been extensively developed and a new route between them is now in use. Sections of the old road have become cul-de-sacs and little of the original road is now used by through traffic. The gritting route follows the new roads between the two locations. Prior to the commencement of winter operations, these sections were reclassified and removed from priority one routing. One section which used to be the main through road now serves only around 7 properties and so was removed from a priority one route. This led to some dissatisfaction from customers who were used to living on a priority one route. It is officer's opinion that the sections were correctly reclassified. An additional one tonne salt bag was delivered to the location to aid residents.

3.7.6 As well as the complaints and enquiries, officers were also pleased to receive a number of service compliments from members and the public. The one tonne salt bag scheme had particularly good feedback with 15 of the recipients feeding back praise and appreciation.

### 3.8 Media team

The communications team first approached the roads team in the autumn of 2017 with the suggestion of being more proactive with informing the public through social media about what winter maintenance for the forthcoming winter, building on an already-established winter maintenance communications plan. A series of social media graphics were produced, and these are used alongside posts informing the public about which areas we are gritting, why we have to prioritise routes, how we prioritise routes for roads and pavements, why we cannot be everywhere at the same time, where grit bins are located, weather forecasts, information on roads badly affected by snow or ice, and updates on school closures or bin collections or other council services adversely affected by the weather.

The social media graphics are complemented by a video showing the day in the life of a gritter driver, animated versions of the infographics, and the ability to see where gritters are around the city through a gritter tracker.

The social media graphics are used throughout the day and evenings and, in periods of heavy snowfall or ice, about 10 messages can be put out in a day. They are also used, alongside media releases, to warn the public of snow forecast in the days beforehand.

Since the introduction of the proactive social media messages, it is estimated inquiries and complaints by telephone to ACC have reduced by about 50%, freeing up resources in both the roads team and the customer contacts team. For a social media comparison, in a one-week snow period in 2018, there were 1,720 incoming comments on ACC social media feeds. For the seven month period from 29 September 2020 to 28 April 2021, there was a total of 1,584 incoming comments on social media feeds.

Local media are also kept informed throughout the day by receiving the same information after it has gone out on social media. The reach of local media is very important in spreading the messages particularly for commuters. During periods of heavy snowfall or ice, the messages are complemented with additional media releases.

In the 2020/21 winter, the communications team also started sending out the same information used in social media posts to all councillors, so they can use the information to inform their constituents about where gritting is happening and to provide a greater understanding for how the gritting operation works.

### 3.9 Spaces for people

Spaces for people presented a new challenge to the service for winter 2020/21. The nature of the spaces meant that traditional treatment methods were not always possible, for instance the wooden structures on Union Street to facilitate people boarding busses. These were treated by hand. The spaces for people interventions were treated to the same level as the footways adjacent to them as if to be an extension of that footway. When treating Union Street footways, for instance, we use a Kubota which will leave a strip of salt and we rely on the public spreading it over a wider area as it is walked. These widened footways require more salt to achieve the same results. Additional gritting was also required on the Beach Boulevard and Esplanade which was completed at the same time as the Union Street footways.

### 3.10 Future developments

Prior to next winter a review will be carried out of current practices to ensure these are optimal. The winter service plan will be reviewed and lessons learned during the past winter will be implemented. Gritting routes will be checked in line with alternations to the network to ensure these are still running efficiently. The road service will continue to monitor the market for any solutions or technologies which may be able to provide further efficiency gains or enhanced service.



#### 4. FINANCIAL IMPLICATIONS

- 4.1 The Council's revenue budget for 2020/21 for winter maintenance was £1.57m. The final expenditure was £2.1m, £0.53m above the allocated budget. This winter was relatively severe compared with last year, however not overly severe in the context of less recent winters.

The total expenditure on the salt used on the adopted roads network this financial year (2020/21) has been in the order of £430,000.

When the city experiences a more severe winter the additional costs of winter maintenance would need to be covered by the council's contingency budget.

#### 5. LEGAL IMPLICATIONS

- 5.1 Failure to provide a robust and justifiable "Roads Winter Service Plan" will leave the Council more vulnerable to legal challenges and injury claims.
- 5.2 The Council is obligated under Section 34 of the Roads (Scotland) Act 1984 to take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over public roads: and this is achieved through the Council's "Roads Winter Service Plan".

#### 6. MANAGEMENT OF RISK

To ensure that the service meets its obligation in the coming years, the following risks need to be considered and addressed:

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	The additional burden placed on the winter service by the creation of the Spaces for People and difficulties treating them could impact the wider winter service.	H	Ensure that resources are made available and identify the likely additional demands from Spaces for People
<b>Legal</b>	As per section 5	M	Ensure that the winter plan is fit for purpose and fulfils our statutory obligations. Ensure operations are carried out in accordance with the plan

<b>Employee</b>	Staff resources	M	Ensure that there are sufficient adequately trained staff resources to deliver the winter service plan.
<b>Customer</b>	Variable numbers of Community Salt Bags depending on the prevailing weather.	H	Use Corporate Communications to continue to highlight the importance of the community salt but to set a cutoff date after which provision cannot be guaranteed.
<b>Environment</b>	Salt spread on the network enters the water system and can have a negative environmental effect	M	Ensure that excessive salt is not used when carrying out treatments.
<b>Technology</b>	Poor public engagement through social media/web services	M	Ensure the media team continue with social media posts to keep customers informed.
<b>Reputational</b>	Winter service is always very much under customer spotlight making it vital the best service possible is delivered	M	Ensure the winter service plan is robust and adhered to.

## 7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
<p><b>Aberdeen City Council Policy Statement</b>  <i>3. Refresh the Local Transport Strategy, ensuring it includes the results of a city centre parking review, promotes cycle and pedestrian routes, and</i></p>	<p>Continue to work to facilitate safe transport for customers during winter weather events.</p>

<i>considers support for public transport.</i>	
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous Economy Stretch Outcomes	The provision of an effective winter maintenance service that keeps the transport network working effectively is important to support the economy of Aberdeen during adverse winter conditions.
Prosperous Place Stretch Outcomes	The Council is committed to providing a winter maintenance service that will help to enhance Aberdeen as a place to invest, live and visit. An effective winter maintenance service will also make the city safer for all road and transport users.
<b>Regional and City Strategies</b>	The proposals within this report support the Strategic Regional Transport Strategy facilitating safe winter transport links for the benefits of communities and businesses.
<b>UK and Scottish Legislative and Policy Programmes</b>	The winter service plan considers the guidance of the National Winter Service Research Group (NWSRG) and Society of Chief Officers of Transport in Scotland (SCOTS) and our statutory obligations under the Roads (Scotland) Act 1984.

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Integrated Impact Assessment (IIA) completed
Data Protection Impact Assessment	Not required

## 9. BACKGROUND PAPERS

Winter service plan 2020/21 - [Roads winter maintenance report appendix 1.pdf \(acc.gov.uk\)](#)

Pre winter report 2020 - [Roads winter maintenance report.pdf \(acc.gov.uk\)](#)

## 10. APPENDICES (if applicable)

## 11. REPORT AUTHOR CONTACT DETAILS

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery Committee
<b>DATE</b>	27 May 2021
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Aberdeen City Autism Strategy Update Report
<b>REPORT NUMBER</b>	21/078
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<b>CHIEF OFFICER</b>	Graeme Simpson, Chief Officer Children's and Family Services
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<b>TERMS OF REFERENCE</b>	1.1.5

### 1. PURPOSE OF REPORT

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

### 2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the report and the information on progress against the action plan as presented in Appendix A.

### 3. BACKGROUND

- 3.1 The Aberdeen City Autism Strategy and Action Plan 2019-22 (Appendix A) was approved by the Integration Joint Board (IJB) on 11 December 2018 and by Operational Delivery Committee in January 2019 and commenced implementation from April 2019.
- 3.2 Since the last update provided to Committee in January 2020 the way in which services are delivered across the Public Sector, particularly within the health and social care sector, have changed due to Covid-19. Critical pandemic response services were prioritised, which has affected the Autism Strategy and Action Plan.
- 3.3 A review of the Action Plan took place in March 2020 to ascertain priorities during the first Covid-19 wave, aligned to broader pandemic response service reviews.

### 3.4 Aberdeen City Health and Social Care Partnership

- 3.4.1 In September 2020 preparatory work took place to create the Adult Autism Assessment Team. Recruitment took place in late 2020 and post-holders were appointed and commenced work in early January 2021.
- 3.4.2 The Adult Autism Assessment Team have developed relevant referral and assessment pathways in conjunction with the National Autism Implementation Team. The Team is multidisciplinary, with a clinical lead appointed, in addition to a project support role. Further information on the Team and the progress to date can be found in Appendix B.
- 3.4.3 Post-diagnostic support is available following diagnosis. Work is ongoing nationally on the provision of post-diagnostic support and the Adult Autism Assessment Team will link into this work.
- 3.4.4 The Adult Autism Assessment Team is funded through Scottish Government non-recurring monies aligned to the implementation of the national Autism Strategy. Diagnostic services are a key priority nationally and there may be further opportunities to bid for monies aligned to transformational change. The funds received are being monitored closely to ensure best value in service provision established. The Assessment service forms a test of change, and evaluation of the Team, processes, referral and diagnosis rates will be undertaken and inform any future planning, including budgetary planning.
- 3.4.5 Oversight of the Autism Strategy implementation moved to Leadership and Operational meetings within Mental Health and Learning Disability services within Aberdeen City Health and Social Care Partnership.

### **3.5 Children's and Family Services**

- 3.5.1 The Education Service has a Supporting Learners Workstream and the progress of the Workstream is routinely reported to Elected Members at the Education Operational Delivery Committee (EODC) (last reported [January 2021](#).)
- 3.5.2 Morgan's (2020) Report '*Support for Learning: All our Children and All their Potential*' reviewed the implementation of additional support for learning legislation in Scotland; the report was published in June 2020. The recommendations were built into the work of this workstream in advance of any national instruction to implement to ensure proactivity in response. Further update on this will be reported to the EODC in June 2021.

3.5.3 The following table shows the proportion of school-aged children/young people with a recorded additional support need during that period:

<b>Academic Year Commencing:</b>	<b>Proportion of Aberdeen City Learner Population</b>	<b>Proportion of Scottish Learner Population</b>
August 2020	33.7%	30.9%*

\*National data for session 2020-2021 will not be published until mid-2021. This figure is taken from the National Review of Additional Support for Learning (Morgan, 2020).

As of January 2021, 3.1% of school-aged learners are recorded as having an autistic spectrum condition (ASC), which closely aligns with the national figure.

3.5.4 A new professional learning framework was developed by a Task and Finish Group of experienced ‘supporting learners’ professionals from across the Education Service. The framework is based on four levels of progression, which mirrors a similar system used by the National Health Service (NHS): Informed, Skilled, Enhanced, Expert. Presenting professional learning in this way is designed to promote progression whilst recognising the differing roles professionals play across the education service. It is also designed to engender consistency with regards the level of role-commensurate training accessed by professionals across the service.

3.5.5 The Autism Outreach Service in collaboration with Speech and Language colleagues are piloting the introduction of the Nursery CIRCLE Framework to three schools in May 2021. Following the initial pilot, Nursery CIRCLE support will then be offered to all education and partner nurseries in Aberdeen City. The CIRCLE Frameworks provide evidence-based resources, developed through extensive qualitative research with teachers to define universal best practice for inclusion in schools and nurseries for children and young people with an ASN, including those with an ASC. The CIRCLE Framework is a Universal/Targeted level support and links to GIRFEC and the Aberdeen City model of tiered intervention.

3.5.6 In response to feedback from staff and parents, the initial contents of the Inclusive Practices professional learning focuses on areas of priority: Autistic Spectrum Conditions (ASC); Attention Deficit Hyperactivity Disorder (ADHD); Dyslexia; Trauma and Attachment; Down’s Syndrome; Mental Health & Wellbeing; Sensory Support; and Universal Inclusive Approaches. The contents of the framework will be kept under regular review and additions/amendments made, particularly as our working practices continue to evolve in response to COVID-19 guidance.

- 3.5.7 The impact of Covid-19 on children and young people with an ASC diagnosis has unsurprisingly been significant given the importance for this group, on routine and stability in their day to day supports. For this reason, those with additional support needs and their families have made up a significant percentage of those offered targeted support or specialist provision. This group have also been supported via the Fit Like Wellbeing hubs over this period as appropriate and some have required to have their allocated care packages increased to meet need. None the less, this group of individuals and their families have also shown considerable resilience given the disruptions and the restrictions imposed on service provision.
- 3.5.8 Over the past year, there has been steady progress in the development of an Aberdeen City Wide Transitions Pathway Plan for all young people with additional support needs which includes those who have Autism (Appendix C).

### **3.6 Strategic Development**

- 3.6.1 The Scottish Government recently published the report [Learning/Intellectual Disability and Autism Towards Transformation](#). The Cross Party Group on Autism have also published their review of the Scottish Strategy for Autism, [The Accountability Gap](#). Both reports provide recommendations and actions focused on ensuring autistic peoples human rights are respected, protected and advanced.
- 3.6.2 Within 2021-22 the Aberdeen City Autism Strategy and Action Plan will be reviewed in line with the refresh of the Aberdeen City Health and Social Care Partnership (ACHSCP) Strategic Plan and other related planning activity (such as the Local Outcome Improvement Plan), as well as within the context of the aforementioned national policy reviews and potential legislative changes.

## **4. FINANCIAL IMPLICATIONS**

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

## **5. LEGAL IMPLICATIONS**

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

## **6. MANAGEMENT OF RISK**



Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Strategic Risk</b>	Covid-19 Response may delay implementation of strategy/actions.	M	Priorities have identified through service reviews and seek to address the core issues identified by the public during co-production of the strategy/action plan. This will be continually reviewed.
<b>Compliance</b>	N/A		
<b>Operational</b>	Capacity of Staff to deliver on strategic outcomes and operational delivery requirements.	M	Prioritisation of actions and activity mitigates the risk and will be review continually.
<b>Financial</b>	Lack of financial resource available within current budgets or through ringfenced Scottish Government Grant.	L	Actions to be undertaken were developed with resource constraints in mind, and prioritisation of actions mitigates further against this risk.
<b>Reputational</b>	Failure to implement the strategy and action plan has the potential likelihood to end in complaints and challenge, with a risk of reputational damage.	M	A process of scrutiny is already in place through operational management groups and through committee reporting. Engagement with communities through existing channels will further mitigate this risk.
<b>Environment / Climate</b>	N/A		

## 7. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
	<b>Impact of Report</b>
<b>Aberdeen City Council Policy Statement</b>	The delivery of the Autism Strategy and Action Plan detailed within this report support the delivery of Policy Statement(s) 1 - Completion of school estate review (P1) and development of estate strategy for next 5-10 years (P2), 5 - Appoint a mental health champion and 7 - Commit to closing the attainment gap in education while working with partners in the city. The needs of autistic children and learners is of key importance to the successful delivery of the Autism Strategy and Action Plan. Services involved

	in these policy statements will continue to consider the needs of autistic children and learners within the development and implementation of the Policy Statement areas.
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous Economy Stretch Outcomes	The proposals in this report have no impact on the Council Delivery Plan.
Prosperous People Stretch Outcomes	<p>The proposals within this report support the delivery of all Children &amp; Young People Stretch Outcomes 3 to 7 in the LOIP. The needs of autistic children and learners are represented within these outcomes and should be considered in the delivery of relevant improvement projects.</p> <p>This report supports the delivery of LOIP Stretch Outcome 11 – Healthy life expectancy is five years longer by 2026. The report details the development of an Adult Autism Assessment service which supports the delivery of holistic health and care services and increased good outcomes for the population.</p>
Prosperous Place Stretch Outcomes	The proposals in this report have no impact on the Council Delivery Plan.
<b>UK and Scottish Legislative and Policy Programmes</b>	The report has alignment to the requirements placed upon the Council by the Continuing Care (Scotland) Amendment Order 2019 and the Community Care (Personal Care and Nursing Care) (Scotland) Amendment (No. 2) Regulations 2018

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Impact Assessment</b>	A Full Equality and Human Rights Impact Assessment has been completed (2019) which found the impact to be positive. The impact of the Autism Assessment service will be included in a refreshed Impact Assessment once further embedded into practice and aligned to a review of the wider Autism Strategy.
<b>Data Protection Impact Assessment</b>	Not required.

## 9. BACKGROUND PAPERS

Scottish Government report [Learning/Intellectual Disability and Autism Towards Transformation](#)

Cross Party Group on Autism review of the Scottish Strategy for Autism, [The Accountability Gap](#)

## 10. APPENDICES

Appendix A - Aberdeen City Autism Strategy and Action Plan 2019-22

Appendix B - Adult Autism Assessment Team

Appendix C - Transition Update

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# Aberdeen City Autism Strategy and Action Plan

2019-2022



Aberdeen City  
Health & Social Care  
Partnership

*A caring partnership*



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# 1. Introduction

## 1.1 Our Autism Strategy

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

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

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

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

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

## 1.2 Our Language

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

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

## 1.3 What is autism?

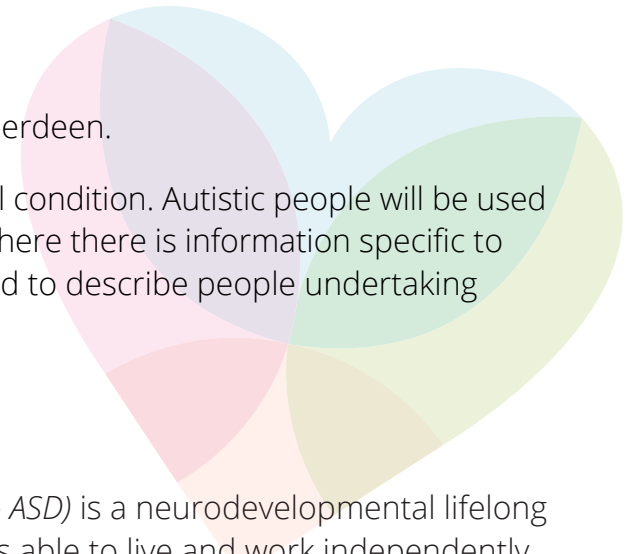
Autism (*also known as Autism Spectrum Condition - ASC, or Autism Spectrum Disorder - ASD*) is a neurodevelopmental lifelong condition. It affects different autistic people in different ways, with some individuals able to live and work independently, and some requiring specialist support. Autistic people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

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

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

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

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



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

## 1.4 Our Vision

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

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

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

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

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

*The Scottish Strategy for Autism Scottish Government 2011*

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

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

## 2. Our Wider Context

### 2.1 Developing our autism strategy

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

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

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

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

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

### 2.2 Why do we need a strategy?

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

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

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

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

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

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

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

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

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

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

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

The outcomes are:

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

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

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



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

## 2.3 Aberdeen Context

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

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

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

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

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

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

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

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

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

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

### 3. Revising our strategy and action plan

#### 3.1 Good Practice Indicators

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

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

#### 3.2 Strategy Development

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

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

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

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

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



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

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

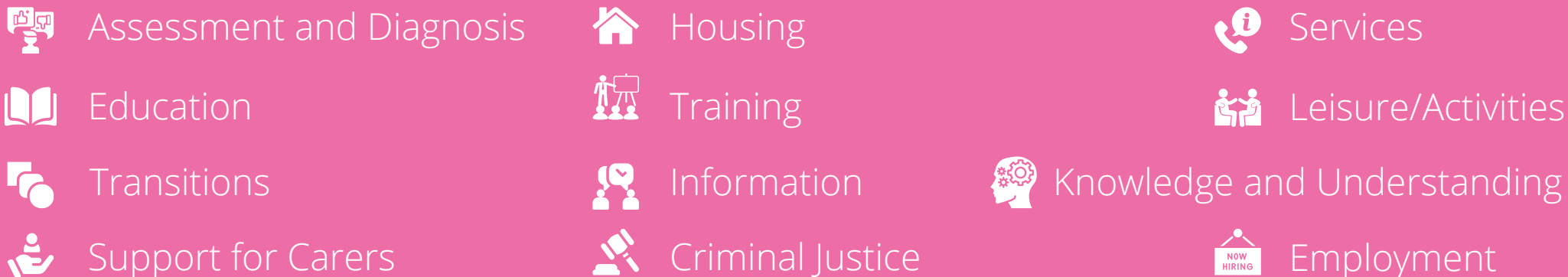
A Strategic Steering Group has been established to lead on the development and implementation of the strategy (*comprised of Public and Third Sector representatives*). From the initial engagement conversations and the developmental sessions, it is clear that this strategy and action plan, and the ongoing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

### 3.3 Focus Areas

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

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

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



## Assessment and Diagnosis



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

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

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

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

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

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

## Education



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

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

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

## Transitions

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

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





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

## Support for Carers



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

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

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

## Housing



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

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

## Training



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

## Information



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

## Criminal Justice



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

## Health



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



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

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



## Leisure/Activities

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



## Services

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

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

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



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

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

## Knowledge and Understanding

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

## Employment

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

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







## 4. Action Plan

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

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

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

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

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

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

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

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

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

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



# Assessment and Diagnosis

What will we do?

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

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

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

When will we have it done by?

Year 3

Year 2

Year 3

How will we know it is working?

Assessment data will be recorded and analysed

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

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

Who will be involved?

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

Integrated Children's and Family Services/NHS Grampian

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

Associated Focus Areas & Resources

Training

Information

Existing resources will provide support to review

Funding from Scottish Government requested

Existing resources will provide support

Link to national outcomes

A Healthy Life

A Healthy Life

A Healthy Life

Independence



# Education

**What will we do?**

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

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

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

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

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

Year 1

Year 2

Years 1-3 – continued activity

Year 2

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

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

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

Analysis of plans to be undertaken and progress tracked

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

**Who will be involved?**

Integrated Children's and Family Services/ Autistic People

Integrated Children's and Family Services/ Autistic People

Integrated Children's and Family Services

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

**Associated Focus Areas & Resources**

Training Information

Existing resources will be utilised in a flexible manner

Existing resources will track progress

Training Knowledge and Understanding Services

Existing resources will provide support to develop process

Existing resources will be utilised to explore opportunities

**Link to national outcomes**

Choice and Control

Choice and Control

Choice and Control

Choice and Control

Independence



# Transitions



# Support for Carers

**What will we do?**

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

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

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

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

Year 3

Years 1-3 – continued activity

Years 1-3 – continued activity

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

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

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

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

**Who will be involved?**

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

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

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

**Associated Focus Areas & Resources**

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

Promotional activity which will require no dedicated resource

Information

Resources are aligned under the Carers Strategy Implementation Group

**Link to national outcomes**

Choice and Control  
Active Citizenship  
Independence

Choice and Control  
  
Active Citizenship

Independence



## Housing



## Training



## Information

**What will we do?**

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

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

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

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

Years 1 -2

Years 1-3 – continued activity

Year 2

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

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

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

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

**Who will be involved?**

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

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

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

**Associated Focus Areas & Resources**

Training

All areas

Education

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

To be funded from existing training budgets

Health

Services

Leisure/ Activities

Criminal Justice

Existing resources will provide support to develop checklist

**Link to national outcomes**

Independence

Choice and Control

Choice and Control



## Information



## Criminal Justice

**What will we do?**

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

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

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

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

Year 1

Year 2

Year 1

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

Alternative formats will exist

Analysis of data regarding requests and usage of AAs

Links will be made and any project specific work identified

**Who will be involved?**  
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Strategic Steering Group/  
Communities of Interest

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

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

**Associated Focus Areas & Resources**

Collaborative approach will be used to share any costs

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

Existing resource will be utilised to make links

**Link to national outcomes**

Active Citizenship

Choice and Control

Choice and Control

Choice and Control



## Health



## Leisure/Activities

**What will we do?**

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

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

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

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

Years 1-3 – continued

Year 2

Years 1-2

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

Increased usage evidence through available data

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

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

**Who will be involved?**

Aberdeen City Health and Social Care Partnership/ NHS Grampian

Aberdeen City Health and Social Care Partnership/ NHS Grampian

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

**Associated Focus Areas & Resources**

Promotional activity which will require no dedicated resource

Existing resource will be utilised

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

**Link to national outcomes**

A Healthy Life

A Healthy Life

Active Citizen-ship



## Services



## Knowledge & Understanding

**What will we do?**

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

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

22. Scope roll out of Autism Aware/ Alert Card

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

Year 2-3

Years 1-3 – continued activity

Year 1

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

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

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

Working group will conduct scoping and recommendations made/progressed

**Who will be involved?**  
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Aberdeen City Health and Social Care Partnership/ Integrated Children's & Family Services

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

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

**Associated Focus Areas & Resources**

All

All

Existing resource will be utilised to develop and maintain processes

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

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

**Link to national outcomes**

Choice and Control

Independence

Independence

Independence





# Employment

What will we do?

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

When will we have it done by?

Year 2

How will we know it is working?

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

Page 21

Who will be involved?

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

Associated Focus Areas & Resources

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

Link to national outcomes

Active Citizenship



## 5. Governance and Next Steps

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

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

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

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

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





## Adult Autism Assessment Team (AAAT) Update – April 2021

### The Team

The ambition was for the AAAT to be a multidisciplinary team. The team was recruited at the end of 2020 and started working together mid-January 2021. The team has admin and project support and all clinical members of the team work 4 hours a week together (0.1 WTE). In the team we have:

- 1 x project support (0.5 WTE)
- 1 x admin support
- 1 x clinical lead/occupational therapist
- 1 x nurse
- 1 x clinical psychologist
- 1 x speech and language therapist
- 1 x occupational therapist

During the start of 2021 the team worked together to develop a sustainable pathway for adults seeking an autism assessment in Aberdeen City and Aberdeenshire HSCPs.

Please see Appendix 1 for information on the clinical pathway for those using the service.

Having contacted other teams and reviewed the processes used by other teams nationally, we decided we would take a self referral and triage model to reduce the need for individuals to approach GPs and other health professionals to look for help during a time of reduced capacity during the Covid-19 pandemic. We are also working closely with one of the leading third sector partners, the Aberdeen One Stop Shop, to ensure

*Version Date 070421*



that we are asking for advice when setting up the pathway. This has been invaluable and we believe has been integral to how the pathway is developing. The One Stop Shop (OSS) has developed a post diagnostic group for adults and this is working well and allows an outflow from the AAAT. The OSS are also developing an post-diagnostic information pack for those receiving a diagnosis with our team.

## Processes

The team meet every Tuesday afternoon together and we have allocated time slots to ensure we have space for triage clinic appointments, assessment appointments, time for multidisciplinary assessment/diagnostic discussion, supervision and team business/planning.

We communicated with GPs and other health partners about how to help individuals access our service in January 2021 and at the time of writing, we plan to launch a social media communication to say that we are now widely open for self referral. Information about the team and access to a self referral is on the Grampian hi-net public pages. We also plan to get the referral form and process on the Clinical Grampian Guidance intranet page for GPs (this is underway).

## Feedback

We hope to incorporate formal feedback into our processes but until then, all we have is anecdotal feedback from our partners at the one stop shop about how positive the response has been in the autistic community to the setting up of the team and the processes we are using for access to the team. Those we have seen for triage, so far, have been very positive in terms of their ability to access the service, the information we have given them



about the assessment process and feeling that the triage appointment has been better than filling out lots of questionnaires prior to an appointment.

## Data

Fortunately, we had quick support from the Quality Improvement and Assurance Team in NHS Grampian, to develop a clinical database for the team that would help us to gather key data as the team and pathway progresses. We have limited data so far but the data points we will be able to get from the database are:

- Number of referrals
- Wait from referral to first appointment
- Wait while on waiting list
- Number of contacts per assessment
- Wait from first appointment to last appointment
- Wait from referral accepted to diagnosis shared
- Diagnostic rate from total referrals
- Proportion of referrals declined based on screening (3 referrals declined so far 1) moved address 2) looking for ongoing support having already had a diagnosis)
- Onward pathways

## Data so far:

- 79 referrals (30% self referral, 30% CMHT, 20% GP)
- 55% female
- 58% City

## Next Steps



Whilst our focus in the first 6 months has been to get the clinical pathway up and running, we want to focus next on training others about autism and looking to skill others in autism screening and assessment.

*Lizzy Archibald, Clinical Lead  
On Behalf of the Adult Autism Assessment Team*



## Appendix 1

### Adult Autism Assessment Team (AAAT)

#### Information Leaflet

##### **Why?**

It has been recognised for some time now that an autism assessment service is needed for adults.

##### **What?**

The AAAT started in January 2021 to provide an autism assessment service for adults in Aberdeen City and Aberdeenshire. The service is for assessment and diagnosis of autism only.

##### **Who?**

We are a multidisciplinary team. There are five clinical staff, Speech and Language Therapy, Occupational Therapy, Nurse Practitioner, Clinical Psychology, and Julia, our team secretary.

##### **When?**

The team work together on Tuesday afternoons but Julia is available out with this time to answer any queries.

##### **How?**

Our assessment process is described on the next page



## How?

Our assessment process:

### Referral

Access to the team is through completion of the referral form.



### Triage

On receiving the referral, you will be offered a triage appointment. This appointment is for a maximum of 30 minutes. We will ask you for some general information about you and why an assessment of autism is important to you.

Appointments will be via Near Me (video call) or telephone call. We are unable to see people face to face at the moment except in exceptional circumstances due to Covid 19 restrictions.







### **Screening**

If, after our triage conversation, we decide to progress onto assessment stage, we will then send you a screening questionnaire and a consent form for you to complete and return.



### **Waiting List**

Once we receive your screening information and consent form, we will discuss this as a team and place you on the waiting list for assessment. We will write to you to let you know this has happened and the approximate wait for assessment.



### **Assessment**

The assessment process is likely to be over a few appointments and will involve finding out about you as a child and how things are for you now.





### **Diagnostic Decision**

We aim to let you know about a diagnostic decision as soon as we can and this will include a report about the information you gave us and what the decision is.



**Discharge**

*(Please see over)*

### Team Contact Details

Please do not hesitate to get in touch with us if you are worried about any part of the process or need more information. Our contact details are:

**Email:** [gram.adultautismteam@nhs.scot](mailto:gram.adultautismteam@nhs.scot)

**Post:** Julia Fry (AAAT), Fulton Building (First Floor), Royal Cornhill Hospital, Cornhill Road, Aberdeen, AB25 2ZH

**Telephone:** 01224 557663 (Please note that this is a voicemail service only. Leave a message and we will get back to you).

We look forward to working with you.

*Adult Autism Assessment Team*

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## Appendix c - Transitions Update

- Aberdeen City's Adult Health and Social Care Partnership and Integrated Children and Education services have recently committed to a joint 2 year national trial with Association for Real Change (ARC) Scotland, to embed the draft Principles into Practice Framework, which is supported and subsidised by the Scottish Government across a further 10 local authorities.
- Within this, there are 7 Principles of Good Practice for Transitions which provide clear indicators to meet when planning for young people prior to leaving education. The 4 national outcomes referenced on page 13 of Aberdeen City's Autism Strategy are intrinsically linked to the Principles of Good Transition and will therefore ensure A Healthy life; Choice and Control; Independence and Active Citizenship are at the forefront of all Transition planning.
- Agreement to the establishment of a Transitions Forum, as the localised oversight group to develop and implement our Transitions Pathway in the city. There is a strong emphasis on involving young people and their families to support identify where change is required. This reflects the legislative progressions, cultural shift and increasing alignment to the UNCRC and The Promise.
- An increased number of multi-agency planning meetings have been held to ensure all young people and their families are supported to identify and plan for the immediate to medium term supports they require, to function safely and sustainably post education. This has seen young people who may not meet the criteria for social work's Transition Service, receive input into their planning from a wider professional team to ensure, despite the impact of COVID, as much support as possible is provided. The learning from this experience aims to ensure regular transition meetings are held for all young people with additional support needs regardless of eligibility for funded social work services. This is in recognition that the group of young people and their families who tend to fall out with the realms of eligibility are often those living with an ASC diagnosis.
- The future development of a 14 - 25-year-old Transitions Service is still under an options appraisal which is running parallel to the 2 year ARC trial. Learning to date has highlighted that the current preferred option is to explore expanding the reach of the current Adult Learning Disability Transitions Service. An expanded team would encompass young people with ASC, who have a need for support. This preferred option is based on an understanding that many young people with Autism who do not receive a supported and planned transition post education often latterly come to the attention of three adult service areas: Criminal Justice, Mental Health and Adult Support and Protection.
- Analysis of data on ASC young people who are currently deemed ineligible for a Transitions Service (based on current criteria being dual diagnosis of a learning disability) but who have presented back to Adult Services (health and/or social care) in crisis, is currently taking place. This analysis will inform future practice improvement around the support for young people with an ASC diagnosis from the age of 14yrs, in preparation for their transition.
- The Aberdeen City Transitions Pathway proposes to identify pathways of support for those eligible for Adult social work services as well as those who do not.

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## ABERDEEN CITY COUNCIL

<b>COMMITTEE</b>	Operational Delivery
<b>DATE</b>	27 May 2021
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
<b>REPORT NUMBER</b>	OPE/21/117
<b>DIRECTOR</b>	Rob Polkinghorne
<b>CHIEF OFFICER</b>	Mark Reilly
<b>REPORT AUTHOR</b>	Tolu Olowoleru / Graeme McKenzie
<b>TERMS OF REFERENCE</b>	1.1.1

### 1. PURPOSE OF REPORT

This report considers objections and comments received as part of the statutory consultation period with respect to proposed Traffic Regulation Orders (TROs).

### 2. RECOMMENDATION(S)

It is recommended the Committee: -

- 2.1 Acknowledges the objections received as a result of the public advertisement for “The Aberdeen City Council (Deeside Drive Area, Aberdeen) (Prohibition of Waiting) Order 202(X)”
- 2.2 Approve the proposed order should be made; albeit modified, with a section of prohibition of waiting at any time on Deeside Drive removed from the proposed order (thereby approving the plan shown in Appendix 2).

### 3. BACKGROUND

- 3.1 This report deals with proposed TRO “The Aberdeen City Council (Deeside Drive Area, Aberdeen) (Prohibition of Waiting) Order 202(X)” which, at the public advertisement stage, has been subject to six statutory objections. The report presents the objections received and provides officers’ responses to the

points raised. A plan detailing the proposal in question is included within the first appendix to this report, while a modified version is highlighted in the second appendix. Redacted copies of the e-mails of objection received, the street notice for the proposal, and general comments received are presented in Appendices 3, 4 and 5, respectively.

Statement of reasons for proposal: -

- 3.2 There have been ongoing concerns from residents with respect to commuters parking on Deeside Drive and surrounding streets; the commuters concerned most likely being associated with the Robert Gordon University and parking in the area to avoid the fees associated with the established controlled parking zones in Garthdee. With respect to this issue, there were modest lengths of prohibition of waiting at any time established at the southern end of Deeside Drive a few years ago, however, concerns have remained. Beyond the issues raised over commuter associated vehicles, visitors to the St Francis of Assis RC Church have also been highlighted, where at times the positions of some parked vehicles may cause difficulties for residents, visitors and other vehicles servicing the area. Of further note is Deeside Park, where parking has been observed that would obstruct large vehicles servicing the area, such as refuse and delivery type, while residents have also highlighted fears over emergency vehicles being obstructed.
- 3.3 Given the ongoing concerns, it is proposed to establish further lengths of prohibition of waiting at any time on Deeside Drive, the lengths concerned will ensure this main thoroughfare that serves the area can comfortably be negotiated, while still retaining significant lengths of on-parking capacity on its western side. On its western side, there would also be a 12m length of prohibition of waiting (single yellow line) adjacent to the church, operational on any day between the hours of 8am and 6pm, this measure will provide a section dedicated for vehicles picking up / dropping off / loading. While on Deeside Park, restrictions will prevent / mitigate the possibility of obstructive parking. There are also lengths of prohibition of waiting proposed for the southern Deeside Gardens / Deeside Terrace junction. A plan of the original proposals is available to view in Appendix 1.

Objections

- 3.4 There were six objections received during the statutory consultation / public advertisement. Four were specifically stating concerns over the prohibition of waiting restrictions proposed for Deeside Park: -
- “The proposed...measures round much of the street will lead to lack of parking for residents and will make life very difficult for elderly visitors, relatives and tradesmen. It would give no parking anywhere nearby as some of the households in our street have multiple cars and cannot get them all off-road. Many people now work from home full-time and a business is run..., just opposite us, which involves people parking for short periods.



As a last resort we would be willing to pay for a parking permit, providing it allowed friends to park outside our house, and not just ourselves.”

- “These restrictions are going to cause many residents major inconvenience as not all residents have space to park their cars within their driveways. Where are they then to park? What about visitors, where are they to park? What about family or friends who may on occasion visit and stay for a couple of nights, where are they to park? It is our opinion that in an attempt to fix a problem, which quite frankly does not exist, the council will cause many more problems, not to the occasional parker but to the vast majority of residents.”
- “Whilst this will resolve part of the problem, given that these double yellow lines are going to require policing. A parking permit system for street parking to be implemented on Deeside Park which will resolve the issue of hazardous parking by students. The double yellow lines reduce the number of available parking slots for visitors given the very high number of students that park in these streets.”
- “This proposed extension of the prohibition of waiting in Deeside park will resolve some of the issues in that fewer visitors will be able to park on one side of the road which will allow improved access for emergency vehicles and refuse trucks. Unfortunately, it is very detrimental to the residents getting visitors and allowing them to park close to the house that they are wanting to visit. The people in the street either have young families or have carers and families with young children that visit on a regular basis and the proposal will make this more difficult for them to visit without breaking the law. A much better solution would be to make it resident parking only and issue parking permits to the residents in Deeside Park.”

- 3.5 While it would be preferable to avoid establishing waiting restrictions on a residential street which is usually quiet in nature and where residents would park with care, there has been a long standing issue of complaints over indiscriminate parking on this road, where commuter parking associated with Robert Gordon University has been indicated as the main factor behind the issue.
- 3.6 The road concerned is relatively narrow and can only accommodate a car parked on one side of the carriageway; albeit, one of the issues has also been footway/pavement parking where cars are parked on both sides, however, where part of a footway/pavement is used to retain width on the carriageway for other vehicles to pass. In this regard, the Transport (Scotland) Act 2019 will be establishing a footway/pavement parking prohibition throughout Scotland which, when brought into effect, will allow the City Wardens to provide enforcement. In the meantime, parking on the footway/pavement would be considered an obstruction that would be a matter for Police Scotland.
- 3.7 Accordingly, in the context of on-street parking capacity, the proposed restrictions are not to the detriment, as it is really setting out the available capacity in terms of the existing carriageway width. It is also of note the

properties on this road also have dedicated off-street parking by way of driveways, with some being relatively substantial in terms of capacity. (For information, there is a small section of waiting restrictions proposed on the north side of Deeside Park, at the bend, which complement the section on the southern side, as otherwise, if vehicles park on that bend, a long/large vehicle, such as a delivery HGV etc. would have to mount the footway/pavement to pass.)

- 3.8 Thus, the proposed restrictions will prevent obstructive parking, both on the body of the road and the turning circle, and ensure larger vehicles, such as refuse, delivery, emergency types etc. can negotiate the road unhindered. (The photos in Appendix 6 highlight the difficulties for larger vehicles negotiating Deeside Park)
- 3.9 Some of the objections also highlight the possibility of establishing controlled parking bays in terms of issuing permits for residents, however, the extent of the commuter parking is relatively limited and could not warrant that level of intervention.
- 3.10 The two other objections relate to concerns over the displacement of vehicles from Deeside Drive, whereby commuters will simply shift into the adjacent streets. This concern is acknowledged and following a review of the proposals, it is recommended the proposal on Deeside Drive be modified with a significant length of waiting restriction, approximately 48 metres, removed from its eastern side (The modified plan is available to view in Appendix 2).

#### Comments received during consultation (See Appendix 5)

- 3.11 There were a couple of comments from residents requesting the restrictions went further in terms of establishing lengths of 'no waiting' across driveways. They have experienced instances of commuters impinging on their driveway accesses and provided photographic evidence. In response, these residents will be directed towards the possibility of applying for a keep clear 'H' marking across their driveway accesses (open to all households in the city at a cost of £180, while the fee is waived for disabled 'Blue Badge' holders). While these markings are advisory (the offence of obstruction being a matter for Police Scotland), they can act as a deterrent.
- 3.12 While the statutory consultation is specifically providing an opportunity to object to proposals, a household took the opportunity to submit comments in support of the restrictions proposed for Deeside Park.

#### Conclusion

- 3.13 It is recommended the Committee instructs Officers to make "The Aberdeen City Council (Deeside Drive Area, Aberdeen) (Prohibition of Waiting) Order 202(X)"; albeit, a modified version of the proposal, as presented in Appendix 2.

## **4. FINANCIAL IMPLICATIONS**

- 4.1 The proposal will be funded through the Cycling, Walking and Safer Streets budget.

## 5. LEGAL IMPLICATIONS

- 5.1 Should the recommendation of this report not be accepted and the proposal not progressed, any future request for restrictions at this location 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
<b>Strategic Risk</b>	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
<b>Financial</b>	If funding is insufficient and approved traffic regulation orders are not implemented within the statutory implementation period of 2 years from the start of the public consultation, approved traffic regulation orders may have to re-enter the legislative process.	L	Officers propose measures within the available budget.
<b>Reputational</b>	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided thorough rationale as to the requirement for the proposal.
<b>Environment / Climate</b>	Failure to install appropriate traffic management measures could be	L	Officers propose measures that are deemed reasonable and appropriate

	detrimental to encouraging active / sustainable travel.		
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## 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
<b>Impact Assessment</b>	Full impact not required
<b>Data Protection Impact Assessment</b>	Not required

## 9. BACKGROUND PAPERS

N/A

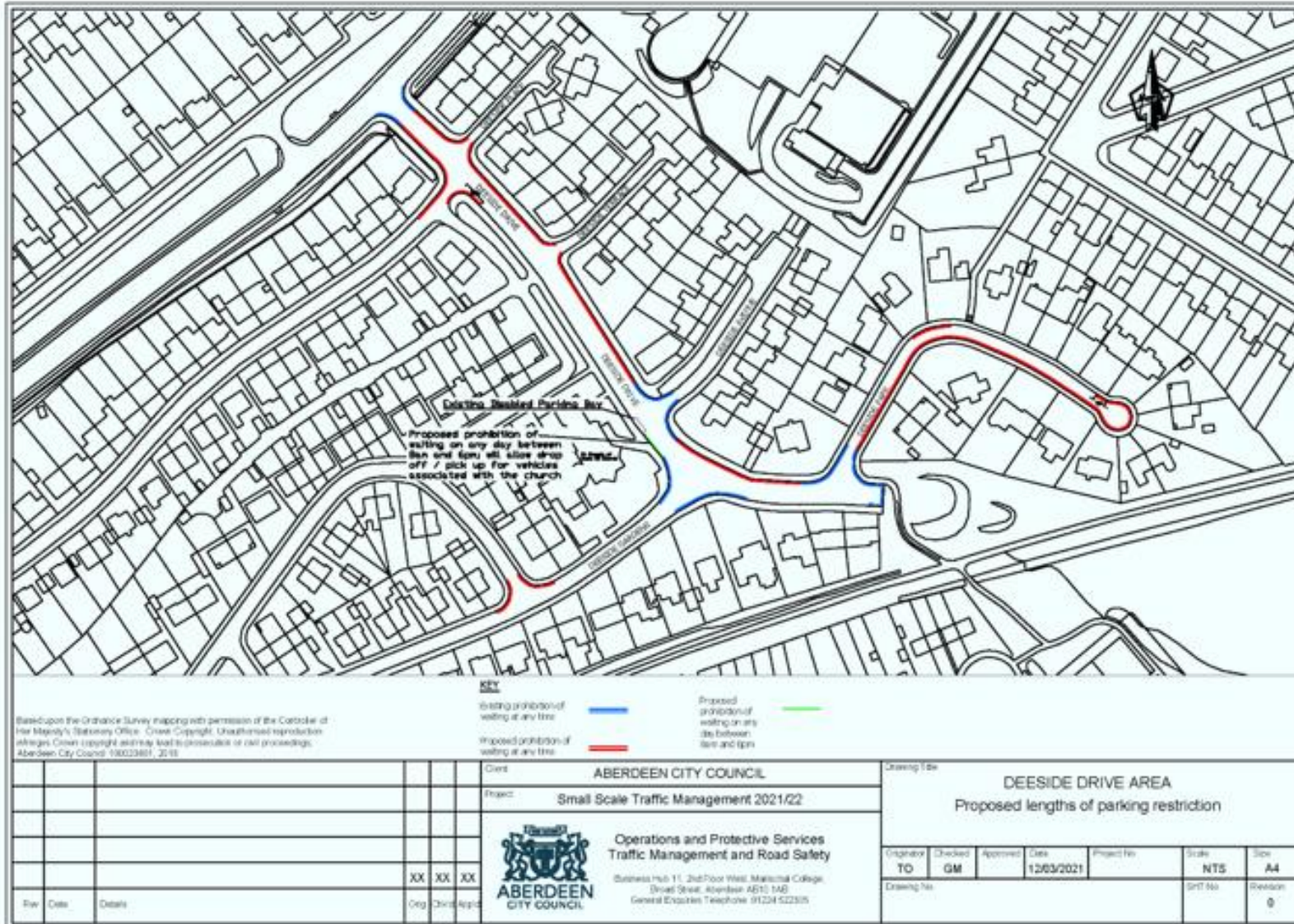
## 10. APPENDICES

- Appendix 1 – Plan
- Appendix 2 – Modified plan / proposal
- Appendix 2 - Objections
- Appendix 3 – Street notice
- Appendix 5 – Comments received
- Appendix 6 – Deeside Park photos

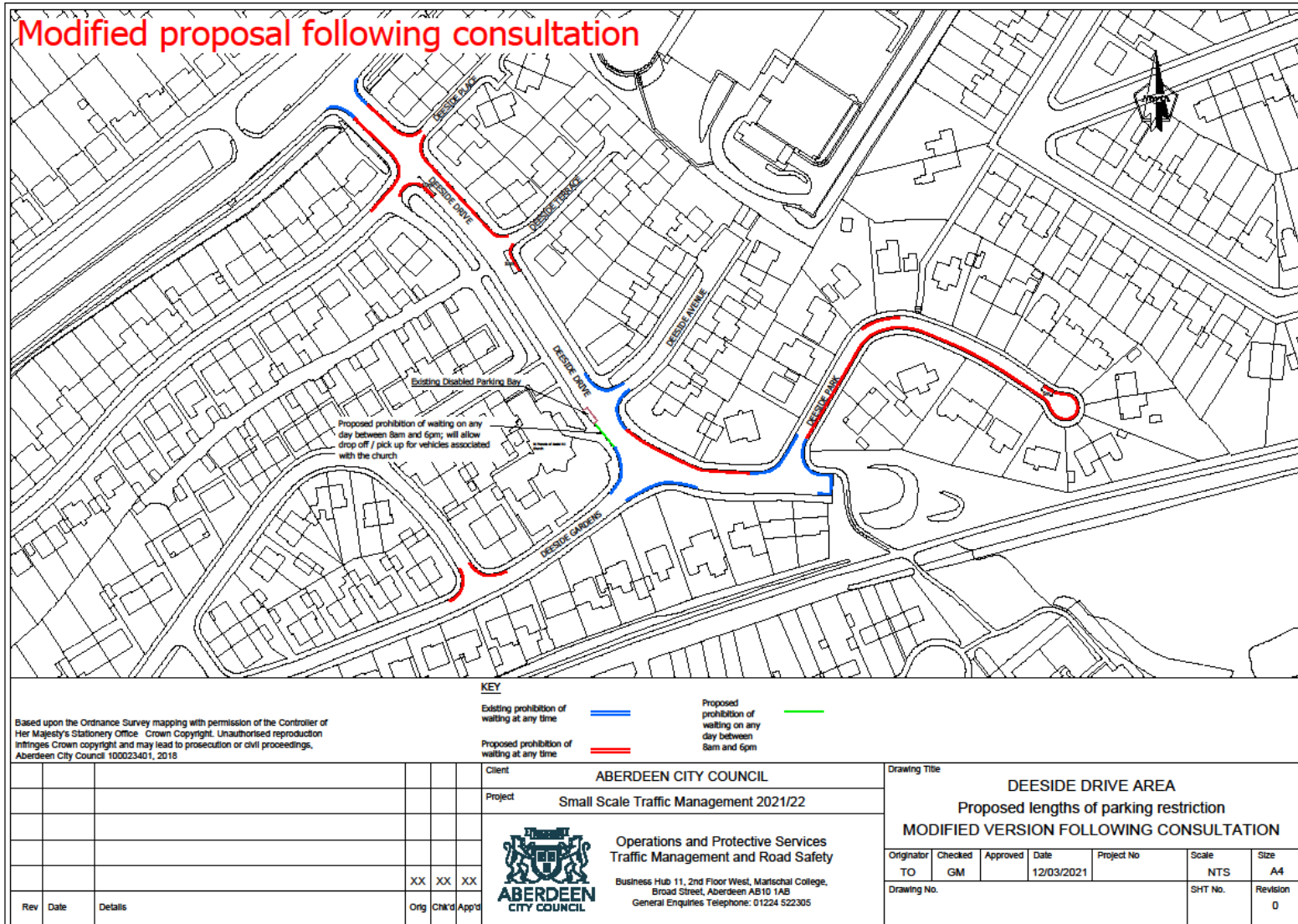
## 11. REPORT AUTHOR CONTACT DETAILS

<b>Name</b>	Tolu Olowoleru / Graeme McKenzie
<b>Title</b>	Technical Officer
<b>Email Address</b>	<a href="mailto:tolowoleru@aberdeencity.gov.uk">tolowoleru@aberdeencity.gov.uk</a> <a href="mailto:gmckenzie@aberdeencity.gov.uk">gmckenzie@aberdeencity.gov.uk</a>
<b>Tel</b>	01224 522305

# APPENDIX 1 – Plan



## APPENDIX 2 – Modified plan / proposal



## APPENDIX 3 - Objections

**From:** [REDACTED]  
**To:** [Traffic Management](#)  
**Subject:** The Aberdeen City Council (Deeside Drive Area Aberdeen) (Prohibition Of Waiting ) Order 202(X)  
**Date:** 30 April 2021 19:13:08

---

I refer to the above and wish to object to the proposed parking restrictions on Deeside Drive. I am a resident in [REDACTED]. As the local authority may well be aware, students who attend RGU park on Deeside Drive and the surrounding area. Furthermore, St Francis of Assisi is used extensively by the congregation attending services, funerals are also held on a regular basis with the church premises used by various organisations and groups on an almost daily basis. By imposing parking restrictions on the Deeside Drive Area this will result in vehicles parking on Deeside Avenue which is a wider road than Deeside Place and Deeside Terrace. Cars will be either parking on the pavement thereby making it difficult for pedestrians to manoeuvre past and on the grass verges which could possibly be damaged. Cars double parking or on both sides of the road would make it difficult for emergency, delivery and public service vehicles getting into the street.

I fail to see the logic on imposing such severe parking restrictions on Deeside Drive where there are few residential dwellings. Could parking restrictions not be put in place for one side only on Deeside Drive?

Kind regards

[REDACTED]

Sent from my iPhone



**From:** [REDACTED]  
**To:** [TrafficManagement](#)  
**Subject:** Deeside Drive proposed lengths of prohibition of waiting  
**Date:** 29 April 2021 19:33:27

---

[REDACTED]

Objection -

Whilst this will resolve part of the problem, given that these double yellow lines are going to require policing. A parking permit system for street parking to be implemented on Deeside Park which will resolve the issue of hazardous parking by students.

The double yellow lines reduce the number of available parking slots for visitors given the very high number of students that park in these streets.

Residence parking system would remove this. Note that the church has dedicated car park and would also be able to distribute a certain number of parking permits to its visitors.

Regards

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

**From:** [REDACTED]  
**To:** [TrafficManagement](#)  
**Subject:** Traffic Management and Developer Proposals - Deeside Drive \_Draft TRO  
**Date:** 29 April 2021 13:30:43  
**Attachments:** [image008.png](#)

---

Hi,

I live at [REDACTED] and wish to object to the proposed increased waiting restrictions for Deeside Park included in the above TRO.

Following the introduction of the existing prohibitions of waiting in Deeside park there was some improvement to the situation for residents but not a lot, with RGU staff/students still parking during the week and people using the Deeside Line parking in the evening and at weekends.

This proposed extension of the prohibition of waiting in Deeside park will resolve some of the issues in that fewer visitors will be able to park on one side of the road which will allow improved access for emergency vehicles and refuse trucks. Unfortunately it is very detrimental to the residents getting visitors and allowing them to park close to the house that they are wanting to visit.

The people in the street either have young families or have carers and families with young children that visit on a regular basis and the proposal will make this more difficult for them to visit without breaking the law.

A much better solution would be to make it resident parking only and issue parking permits to the residents in Deeside Park.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [TrafficManagement](#)  
**Subject:** Traffic management in Deeside Park  
**Date:** 19 April 2021 09:40:30

---

[REDACTED]

1. There are TWO separate issues, though linked ; the more important is the occasional blockages at the entrance to Deeside Park, preventing deliveries and emergency vehicles entering the street. This is best solved by extending the DOUBLE yellow lines towards numbers 2 and 3. Please see photos taken in September 2019.

2. The proposed single yellow line measures round much of the street will lead to lack of parking for residents and will make life very difficult for elderly visitors, relatives and tradesmen. It would give no parking anywhere nearby as some of the households in our street have multiple cars and cannot get them all off-road. Many people now work from home full-time and a business is run from number 6, just opposite us, which involves people parking for short periods.

3. As a last resort we would be willing to pay for a parking permit, providing it allowed friends to park outside our house, and not just ourselves.

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 13 April 2021 18:54  
**To:** TrafficManagement  
**Subject:** Objection Deeside drive area (prohibition of waiting) order 202(X).

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

Dear Sir/Madam,

We are contacting you in order to submit an objection to the planned parking restrictions proposed for Deeside Park as part of the Deeside drive area (prohibition of waiting) order 202(X).

The proposed parking restrictions preventing parking between the hours of 8am to 6pm is excessive and way out of proportion to what is an occasional minor parking issue.

These restrictions are going to cause many residents major inconvenience as not all residents have space to park their cars within their driveways. Where are they then to park ?

What about visitors, where are they to park ?

What about family or friends who may on occasion visit and stay for a couple of nights, where are they to park ?

It is our opinion that in an attempt to fix a problem, which quite frankly does not exist, the council will cause many more problems, not to the occasional parker but to the vast majority of residents.

We have lived at [REDACTED] for 27 years now and in all that time there has rarely been any issues with parking in the street. An issue that did develop approximately 3-4 years ago was students from RGU parking carelessly at the end of Deeside Park to avoid parking restrictions within Garthdee. However with the introduction of double yellow lines at the entrance to Deeside Park that problem has all but been resolved. (Even prior to the covid 19 lockdown)

We were informed that on one occasion the bin lorry was unable to gain entry to the street and had to return later. That was caused by people's careless parking at the entrance to the street and would therefore probably have still been an issue with these proposed restrictions. As we say in the 27 years we have stayed in the street that is the one and only occasion we are aware of.

These new restrictions are more likely to exacerbate parking problems with cars moving further down the Cul-de-sac in order to find a space out with the new restricted area.

It is our opinion that the current set-up is working well and therefore the status quo should be maintained. We dearly hope that common sense will win the day and these parking restrictions are cancelled permanently.

Yours Sincerely,

[REDACTED]

[REDACTED]

### Extract

The waiting time restrictions...in my opinion are a bit severe and if they must be introduced then 8.00 am - 4.00 pm, 8.30 am - 4.30 pm or even 9.00 - 4.00 pm Monday – Friday might be more practical.

...valuable parking spaces will be lost causing more and more drivers to cruise around...looking and hoping (to locate other on-street parking opportunities).

## APPENDIX 4 – Street Notice

### ABERDEEN CITY COUNCIL

#### ROAD TRAFFIC REGULATION ACT 1984

#### THE ABERDEEN CITY COUNCIL (DEESIDE DRIVE AREA, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)



Aberdeen City Council proposes to make "The Aberdeen City Council (Deeside Drive Area, 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 on Deeside Avenue, Deeside Crescent, Deeside Drive, Deeside Gardens, Deeside Park and Deeside Terrace, Aberdeen, as specified in the schedules 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 internet link specified below or by scanning the **QR Code**.

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

The consultation will run between **12<sup>th</sup> April 2021 and 2<sup>nd</sup> May 2021**. 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, by e-mail to [trafficmanagement@aberdeency.gov.uk](mailto:trafficmanagement@aberdeency.gov.uk), or alternatively by writing to the address below during the statutory objection period, which also runs from **12 April to 3 May 2021**, 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**

#### First Schedule

(Prohibition of waiting at any time)

#### Deeside Crescent

Both sides, from its eastern most southern junction with Deeside Gardens, northwards for a distance of 10 metres or thereby.

#### Deeside Drive

**West side**, between its junction with the North Deeside Road and its northern junction with Deeside Gardens; **West side**, from its northern junction with Deeside Gardens southwards for a distance of 10 metres or thereby; **East side**, between its junctions with the North Deeside Road and Deeside Place; **East side**, between its junctions with Deeside Place and Deeside Terrace; **East side**, between its junctions with Deeside Terrace and Deeside Avenue; **East side**, between its junctions with Deeside Avenue and Deeside Park.

#### Deeside Gardens

**North side**, from its northern junction with Deeside Drive, westwards for a distance of 23 metres or thereby; **South side**, between its northern junctions with Deeside Drive and Deeside Crescent; **North side**, from its easternmost southern junction with Deeside Crescent, eastwards for a distance of 10 metres or thereby; **North side**, from its easternmost southern junction with Deeside Crescent, westwards for a distance of 10 metres or thereby.

#### Deeside Park

**North side**, from a point 67 metres or thereby north of its junction with Deeside Drive, eastwards for a distance of 17 metres or thereby; **South side**, from its junction with Deeside Drive, northwards, then eastwards, following the turning head in an anticlockwise direction, then westwards for an overall distance of 186 metres or thereby.

#### Deeside Place

Both sides, from its junction with Deeside Drive, eastwards for a distance of 7 metres or thereby.

**Deeside Terrace**

Both sides, from its junction with Deeside Drive, eastwards for a distance of 4 metres or thereby.

**Second Schedule**

(Prohibition of waiting on any day between 8.00am and 6.00pm)

**Deeside Drive**

West side, from a point 10 metres or thereby north of its southern junction with Deeside Gardens, northwards for a distance of 13 metres or thereby.

## APPENDIX 5 – Comments received

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 30 April 2021 09:13  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Parking restrictions on Deeside Park

Dear [REDACTED],

We are writing to strongly support your proposal for further parking restrictions on Deeside Park and the Deeside Drive area.

For several years residents of the Deeside Drive area have been plagued by the problem of inconsiderate and often illegal parking, leading to dangerous situations which were reported to the police. Eventually, politicians at both local and Scottish Parliament level became involved in the requests by local residents for more parking restrictions in the area. This current proposal does appear to improve significantly the amenity and safety of the general area.

With specific regard to Deeside Park, this street has taken the brunt of the excesses of inconsiderate student parking for many years, as it is the closest to RGU. The street is very narrow and even if parking on both sides is staggered, rather than directly across from each other (as it has been on occasions), it generates a chicane which is difficult for large vehicles (such as fire brigade vehicles) to negotiate. This has caused obvious safety concerns. For the last year attendance at RGU has been reduced because of the Covid pandemic but doubtless the issues will return once the University returns to normal.

The current proposal for Deeside Park looks like a very practical solution. By restricting parking to one side of the road it enables access for larger vehicles, while still providing plenty of parking for visitors to residents. It may be that thought should be given to instituting a residents' parking scheme to stop these parking spaces simply becoming a car park for RGU again.

With regard to the suggestion of using a single yellow line instead of double; we also have a problem at weekends with inconsiderate parking, often by people accessing the old railway line. Double yellow lines would enable emergency vehicle access at all times.

Yours sincerely,

[REDACTED]



[REDACTED]

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**From:** [REDACTED]  
**Sent:** 02 May 2021 16:06  
**To:** TrafficManagement  
**Cc:** [REDACTED]  
**Subject:** Objection: Deeside Drive etc. – Proposed lengths of prohibition of waiting  
**Attachments:** Parking 10.jpg; Parking 14.jpg; Parking 1.jpg; Parking 2.jpg; Parking 3.JPG; Parking 4.jpg; Parking 5.jpg; Parking 6.jpg; Parking 7.jpg; Parking 8.jpg; Parking 9.jpg; Parking 11.jpg; Parking 12.jpg; Parking 13.jpg; Parking 15.jpg; Parking 17.jpg; Parking 18.jpg; Parking 19.jpg; Parking 20.jpg; Parking 21.jpg; Parking 22.jpg; Parking 23.jpg; Parking 24.jpg; Parking 25.jpg; Parking 26.jpg; Parking 27.jpg; Parking 28.jpg; Parking 29.jpg; Deeside Drive Traffic Management and Developer Proposals\_Sketch Amended 18-04-2021.png

Sirs,

The proposed extension to restriction will be welcomed by most if not all residents on Deeside Drive and Deeside Park. However, the proposals, as they stand, will inevitably exacerbate the original problem and, in some parts, increase the risks to road users and pedestrians, [REDACTED]

Specifically, the proposals will force drivers to take even more desperate measures and risks as they compete for the remaining spaces in front of my home. The attached photos taken over the past 5 years are a small selection that clearly illustrate the problems I and my neighbours face on a daily basis, i.e. inconsiderate and dangerous parking and resultant risks to all other road users.

We are at the foot of Deeside Drive hill and we see drivers, cyclists, skate boarders and others coming down the hill at speed. The dangerously parked cars mean that we are forced to reverse out/in of our driveways very slowly because we are completely blinded by the vehicles that persistently park across our driveways. On some occasions our driveways have been blocked to the extent we could not get our car in/out forcing us to call Police Scotland.

I first raised this issue with the City Council ([REDACTED]), City Wardens on November 2016 and on multiple later occasions including, when necessary, Police Scotland. Whilst good progress has been, the existing restrictions do not go far enough and we have already experienced an increase in instances of inconsiderate and dangerous parking at our driveways.

The proposed extensions will be very useful but would make a significantly greater impact and reduce the risks to all road users and inconvenience to residents if they were extended from the lower junction of Deeside Drive/Deeside Gardens along the south side of Deeside Drive for at least 1 metre past the driveway of number 14 towards the existing restrictions at the access to the Deeside Way - marked in yellow on the attached plan.

Given the problems invariably arise only during working/RGU hours on weekdays, even restricting parking 8am to 6pm Monday to Friday (single yellow lines) would go a long way to resolving these issues.

Please reconsider the proposal with a view to extending the restrictions as described above.

[Redacted]

**From:** [Redacted]  
**Sent:** 03 May 2021 10:04  
**To:** TrafficManagement  
**Subject:** Yellow lines on Deeside Drive  
**Attachments:** 20191009\_113422.jpg; 20191216\_152830.jpg; 20200127\_100713.jpg; 20200204\_125656.jpg; 20200220\_085629.jpg; 20200302\_143308.jpg; 20200722\_081857.jpg; 20201028\_153546.jpg

I have looked at the plan to extend the yellow lines on Deeside Drive and it really does not do anything to stop students and other people parking in front of the entrance to my drive. It is very hard to get past and to see other traffic. Please would you put yellow lines in front of my drive so that it is not blocked. My house is number [Redacted] Deeside Drive.

You can see examples of the bad parking that blocks my drive on the pictures I have enclosed. It is a very narrow drive and the way the students park their cars makes it very difficult to use the drive.

Your faithfully,

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

## APPENDIX 6 – Deeside Park photos

Example of parking that would obstruct larger vehicles



Example of refuse vehicle negotiating turning circle



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