

Public Document Pack



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

Town House,
ABERDEEN 09 September 2021

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **THURSDAY, 16 SEPTEMBER 2021 at 2.00 pm.**

The meeting will be webcast and a live stream can be viewed on the Council's website. Aberdeen City Council webcasts.

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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 27 May 2021 (Pages 5 - 10)

COMMITTEE PLANNER

- 6 Committee Business Planner (Pages 11 - 18)

NOTICES OF MOTION

- 7 There are no reports under this heading

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8 There are no reports under this heading

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9.1 Performance Report - CUS/21/194 (Pages 19 - 62)

GENERAL BUSINESS

- 10.1 Tree & Woodland Strategic Implementation Plan - OPE/21/211 - appendix B to follow (Pages 63 - 88)
- 10.2 Digital Support for Care Leavers - OPE/21/201 (Pages 89 - 110)
- 10.3 Annual Assurance Statement - CUS/21/181 (Pages 111 - 126)
- 10.4 Community Learning and Development Plan 2021-2024 - CUS/21/197 (Pages 127 - 180)
- 10.5 Targeted Learning Package - CUS/21/192 (Pages 181 - 196)
- 10.6 Road Safety Plan Annual Update - OPE/21/214 (Pages 197 - 204)

- 10.7 Household Waste and Recycling Centre (HWRC) Policy - OPE/21/136 (Pages 205 - 222)
- 10.8 Road Winter Service Plan 2021-22 - OPE/21/195 (Pages 223 - 344)
- 10.9 Empty Home Policy - CUS/21/189 (Pages 345 - 360)
- 10.10 Various Small Scale Traffic Management Stage 3 - OPE/21/202 (Pages 361 - 396)
- 10.11 Void Housing Property Performance - CUS/21/198 (Pages 397 - 404)
- 10.12 Food Insecurity - CUS/21/199 (Pages 405 - 412)

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

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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 27 May 2021. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Bell, Convener; Councillor Macdonald, Vice-Convener; and Councillors Cameron (as substitute for Councillor Alphonse), Cormie, Delaney, Lesley Dunbar, Graham, Henrickson, Hutchison (as substitute for Councillor McLellan), MacKenzie, Mason (as substitute for Councillor John), 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 11 MARCH 2021

1. The Committee had before it the minute of the previous meeting of 11 March, 2021, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to agree to remove items 30 (Smart Bins and Digitalisation of Waste Containers), 31 (Use of Plastic Based Materials in Roads Construction), and 32 (Motion by Councillors Boulton and Delaney – Suitable Bus Laybys on the Hazlehead to Westhill Road);
- (i) to agree to remove items 4 (Performance Report), 5 (Review of Winter Maintenance Plan 2020/21), 6 (Autism Strategy and Action Plan), 7 (Review of Learning Centres) and 8 (Various Small Scale Traffic Management Stage 2), subject to the decisions taken in respect of items 4, 5, 6, 7 and 8 later on the agenda; and
- (ii) to otherwise note the information contained the Committee Business Planner.

OPERATIONAL DELIVERY COMMITTEE

27 May 2021

PERFORMANCE REPORT - CUS/21/101

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 –

- (a) provide comments and observations on the performance information contained in report Appendix A; and
- (b) 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%.

The Convener, seconded by the Vice Convener, Councillor Macdonald:-
that the report recommendations be approved.

Councillor Radley, seconded by Councillor Cameron, moved as an amendment:-

- (1) that members provide comments and observations on the performance information contained in report Appendix A; and
- (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 100% to 75%; but on the basis that, once the target of 75% is met, the target should be increased by the Chief Officer - Integrated Children’s and Family Services to 82%, and then increased incrementally as required until a target of 100% is met.

On a division, there voted:- for the motion (7) – the Convener, the Vice Convener Councillor Macdonald, and Councillors Lesley Dunbar, Graham, MacKenzie, Mason and Stewart, the Depute Provost; for the amendment (6) – Councillors Cameron, Cormie, Delaney, Henrickson, Hutchison and Radley.

The Committee resolved:-

- (i) to note that in relation to the target for the percentage of unclassified roads that should be considered for maintenance treatment, that the indicator should be green and not amber as stated in the report;
- (ii) to note that the target for Child Protection Conferences held within 21 days had previously been agreed to be reduced from 100% to 80% and to ensure this was reflected in the next Performance Report;
- (iii) to request that officers provide information by way of a Service Update with further information about the performance of the Customer Contact Centre;
- (iv) to request that officers provide more information in future reports in relation to the Financial Inclusion team with details on cases per month;

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- (v) to request that officers provide more information to members by way of email, in regard to the satisfaction survey issued to new tenants;
- (vi) in relation to the cost of Environmental Health per 1000 of population, to request that officers look at comparative local authorities and their performance and data, rather than a comparative with Scotland as a whole;
- (vii) in relation to the target for the number of school lunches served through the year for primary ages children for 2020/21, to request that officers circulate information to members by way of email on the breakdown of meals provided for each quarter of the year;
- (viii) in relation to the target for total number of complaints received (stage 1 and 2) - Building Services, that officers provide more information on this to members by way of email;
- (ix) to request that officers provide information to members by way of email, on the potential savings that could be made with the completion of the rollout of the use of LED street lighting;
- (x) to request that officers ensure that City Wardens were aware to report any bulky fly tipping items to the appropriate service for the necessary action to be undertaken; and
- (xi) to adopt the motion and therefore approve the recommendations contained in the report.

REVIEW OF THE COUNCIL'S OPERATIONAL AGREEMENTS WITH LEARNING CENTRE ASSOCIATIONS - CUS/21/111

4. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided 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 sought authorisation for the approval of new operational agreements.

The report recommended:-

that the Committee –

- (a) note that the learning centre associations are satisfied with the proposed new operational agreement as appended to this report;
- (b) authorise the Chief Officer – Early Intervention and Community Empowerment to approve the operational agreement for each individual learning centre association; and
- (c) 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.

The Committee resolved:-

- (i) to request that a Service Update be issued to members with details on Leased Community Centres; and

OPERATIONAL DELIVERY COMMITTEE

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- (ii) to otherwise approve the recommendations.

WINTER MAINTENANCE OPERATIONS - POST 20/21 WINTER REPORT - OPE/21/113

5. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which provided Members with an overview of the strategy that the roads operations operated throughout the city during the winter of 2020/21.

The report recommended:-

that the Committee -

- (a) note the content of this report; and
- (b) 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.

The Committee resolved:-

- (i) to request that officers work with the media team to ensure communications were issued in relation to the correct use of grit bins;
- (ii) to thank officers for their continued efforts in delivering the winter maintenance operations; and
- (iii) to otherwise approve the recommendations contained in the report.

ABERDEEN CITY AUTISM STRATEGY UPDATE REPORT - 21/078

6. The Committee had before it a report by the Chief Officer, Integrated Children's and Family Services, which provided an update on the implementation of the Aberdeen City Autism Strategy and Action Plan 2019-22.

The report recommended:--

that the Committee note the report and the information on progress against the action plan as presented in appendix A.

The Committee resolved:-

- (i) to request that officers circulate information to all elected members in relation to data available on the locality of autistic school age learners; and
- (ii) to otherwise approve the recommendation contained in the report.

VARIOUS SMALL SCALE TRAFFIC MANAGEMENT STAGE 3 - OPE/21/117

OPERATIONAL DELIVERY COMMITTEE

27 May 2021

7. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which considered objections and comments received as part of the statutory consultation period with respect to proposed Traffic Regulation Orders (TROs).

The report recommended:-

that the Committee –

- (a) 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)”; and
- (b) approves 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).

The Committee resolved:-

to approve the recommendations contained in the report.

- **Councillor Philip Bell, Convener**

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	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	16 September 2021								
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligene and Performance Management	Customer	1.1.3		
5	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. The Draft Tree and Woodland Implementation Plan now been approved and will brought to committee in September seeking approval to undertake public consultation.	Steven Shaw and David Dunne	Operations and Protective Services	Operations	1.1.1 and 1.1.5		
6	Digital Support for Care Leavers	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.	It was not possible to report to the May 2021 committee. In the meantime, a Service Update was issued in April 2021.	Graeme Simpson	Integrated Children & Family Services	Operations	1.2		
7	Annual Assurance Statement	To seek approval for the Council's Annual Assurance Statement. To be submitted by 31 October.		Neil Carnegie	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 or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
8	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 and 1.1.5		
9	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;		Madalene McSween	Early Intervention and Community Empowerment	Customer	1.1.1		
10	Road Safety Plan	To be presented every second year. This was presented to ODC in September 2019, therefore to be presented in September 2021.		Laura Sneed	Operations and Protective Services	Operations	1.1.1 and 1.1.3		
11	Annual Action Plan for Child Poverty 2020/21	To be submitted annually to the Scottish Government. This report is scheduled to come to Committee in September, on the basis that national data is available for inclusion in the report. If this is not available, the report will come before a future Committee as advised by the Chief Officer - Early Intervention and Community Empowerment.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3	D	Officers have been advised that the national data for monitoring performance is unlikely to be available until mid-October. Officers will aim to bring the reports to Committee in November, and will update the Convener on progress towards this date.
12	Child Poverty Action Plan update	At the Committee on 13 January 2021, it was agreed that committee receives a half yearly report on the actions being taken by Community Planning Aberdeen to reduce and eradicate child poverty around the priorities for 2020/21. This report is scheduled to come to Committee in September, on the basis that national data is available for inclusion in the report. If this is not available, the report will come before a future Committee as advised by the Chief Officer - Early Intervention and Community Empowerment'		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3	D	Officers have been advised that the national data for monitoring performance is unlikely to be available until mid-October. Officers will aim to bring the reports to Committee in November, and will update the Convener on progress towards this date.

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2									
18	Empty Home Policy	To approve the empty homes policy and instruct officers to provide an annual update on empty homes.		Mel Booth	Early Intervention and Community Empowerment	Customer	1.1.5		
19	18 November 2021								
20	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
21	Notice of Motion by Councillor Reynolds - referred from Council on 21 June 2021.	That the Council instruct the Chief Officer - Operations and Protective Services to report to the Operational Delivery Committee on the next steps following discussions with Podback (which is operated and financed by the coffee pod manufacturers at no cost to this authority) with a view to Aberdeen City Council becoming the first local authority in Scotland to introduce the recycling of coffee pods.		Hannah Lynch	Operations and Protective Services	Operations			
22	Committee Annual Effectiveness Report	To report on the annual effectiveness report for this Committee.		Rob Polkinghorne Andy MacDonald	Operating Officer and Director of Customer Services	Operations and Customer	GD 8.5		
23	Cluster Risk Register and Assurance Map Reporting	To report on the cluster risk register.		Jacqui MacKenzie, Steve Roud, Derk McGowan, Mark Reilly, Graeme	Various	Various	1.1.4		
24	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
25	19 January 2022								
26	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
27	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		
28	09 June 2022								
29	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		
30	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		
31	Windmill Brae	ODC 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.	This was at committee on 5 March 2020 and it was agreed to wait for the prioritised delivery programme of transport interventions from the Chief Officer Strategic Place Planning and Chief Officer Capital before determining its position on the proposed overnight prohibition of motor vehicles on Justice Mill Lane/Langstane Place/Windmill Brae etc as outlined in the report. Likely to be June 2022 to committee.	Vycki Ritson	Operations and Protective Services	Place	1.1.3 and 1.1.4		
32	Autism Strategy Action Plan	ODC 17/01/19 - To instruct that annual reports would be submitted on the progress of implementation of the Action Plan. Reported 5 March 2020 and will then be annually.	An update was provided to ODC in May 2021, therefore annual reports will be submitted May/June 2022 onwards.	Jenny Rae	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
33	Proposed Removal of Pedestrian Crossings and Traffic Signal Controlled Junctions	The purpose of this report is to advise members of the budget savings already approved through the budget process for 2020 / 21 which have yet to be implemented due to the ongoing pandemic and to seek approval from the Committee to carry out further monitoring of the traffic signal installations (previously considered for removal) to ascertain their true level of usage.	Delayed from Jan 21 committee due to Covid and the inability for officers to carry out surveys to identify which ones could be removed, if approved by committee. Given the Covid restrictions and the ongoing changes to traffic movements/increase in pedestrian movements and more people out exercising, its unlikely that these surveys will be carried out until Autumn 2021 at the earliest. Committee in June 2022	Donald Kinnear	Operations and Protective Services	Operations	1.1.1		
34	31 August 2022								
35	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		
36	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
37	Road Winter Service Plan	To present the Road Winter Maintenance programme every September.			Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
38	01 November 2022								
39	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		
40	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		
41	Future reports								

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
42	South College Street/Queen Elizabeth Bridge Junction		CH&I - 8/11/17 - To instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction. This report is awaiting opening of Phase 1 of the South College Street Project currently programmed for Summer 2022, updated traffic counts and modelling thereafter. Estimated Committee date 2023.	Joanna Murray / David Dunne	Strategic Place Planning	Place	1.1.5		
43	Traffic Management Measures for TECA site	To advise the committee as to the functionality and success of the measures installed within and around the TECA site, this being based on a review from the events held to date.	Delayed as it was to contain an element of public consultation into the parking behaviours of those attending TECA. However due to Covid-19 diverting resources, and the suspension of events at TECA, consultation and the report have been delayed. Service updates were issued in November 2020 and May 2021 to outline the delay.	Jack Penman/Ross Stevenson	Operations and Protective Services	Operations	1.1.1		

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COMMITTEE	Operational Delivery Committee
DATE	16/09/21
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/21/194
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

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

3. BACKGROUND

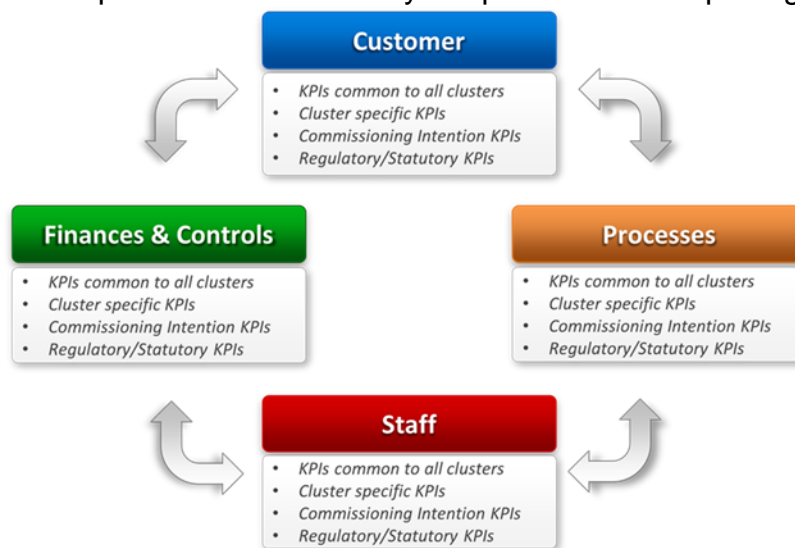
3.1 This report is to provide members with key performance measures in relation to the Operations (non-Education) function as expressed within the 2021/22 Council Delivery Plan.

3.2 Performance Framework Reporting was introduced in 2019/20, 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, and has informed the 2020/21 Council Delivery Plan (the Plan) that was agreed by Council on the 10th March 2021.

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 also outlines the

systematic approach that will be taken during 2021/22 to identify, plan and deliver improvement.

- 3.4 The Plan also reflects on the identification of Service Standards against each function/cluster, that builds on the original Framework which offers insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and City communities.
- 3.5 Where appropriate, data capture against these Standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.6 The Performance Management Framework provides for a consistent 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 Committees.



- 3.7 This report, as far as possible, details performance up to the end of June 2021 or Quarter 1 2021/22, as appropriate.
- 3.8 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
 - % of complaints resolved within timescale (stage 1 and 2) – CSW
 - The percentage of Looked After Children who are looked after in foster care
 - % Assessments of foster carers and adopters completed within 6 months of application
 - % Priority 1 and 2 incidents closed in timescale
- 3.9 Further information in relation to the measures shown below can be found by referring to report CUS/21/198 Void Property performance Report:
- YTD % of ROUT Void Path Maintenance Completed Within Timescale

- YTD % Death Voids Path Maintenance Completed within Timescale
- YTD % Major Works Void Path Maintenance Completed within Timescales
- Rent loss due to voids - Citywide - YTD average

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
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Strategic Risk	None		
Compliance	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
Operational	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
Financial	No significant related financial risks.	L	N/A
Reputational	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report. Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.
Environment / Climate	No significant related environmental risks.	L	N/A

7. OUTCOMES

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

	This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None
UK and Scottish Legislative and Policy Programmes	None

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 21/22 – COM/21/054

10. APPENDICES

Appendix A – Performance Summary Dashboard

11. REPORT AUTHOR CONTACT DETAILS

Louise Fox
 Strategic Performance and Improvement Officer
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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services






















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Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.45%		99.65%		99.53%		90%
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).	96.08%		96.08%		96.08%		80%

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	47		59		39		
% of complaints resolved within timescale stage 1 and 2) - Building Services	23.4%		42.4%		56.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	31.9%		33.9%		33.9%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		3		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	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.26		3.6		3.43		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	28.11		4.43		5.33		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.53%		91.14%		91.16%		90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	99.8%		99.2%		99.4%		100%
*YTD % of ROUT Void Path Maintenance Completed Within Timescale	18.7%		19.9%		18.9%		100%
*YTD % Death Voids Path Maintenance Completed within Timescale	5.3%		18.8%		19.2%		100%
*YTD % Major Works Void Path Maintenance Completed within Timescales	0%		0%		0%		100%

*See Void Housing Property Performance CUS/21/198

3. Staff – Building Services

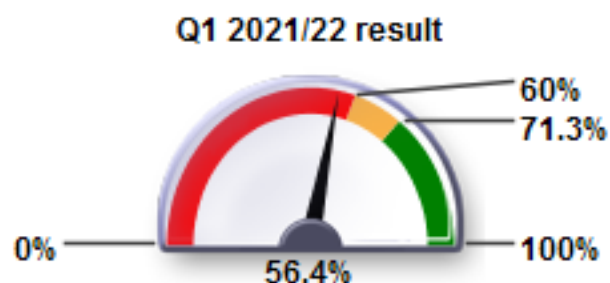
Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		3		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	1		4		1		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	3.3		3.3		3.2		10
Establishment actual FTE	420.66		420		418.11		
Staff Costs - % Spend to Date (FYB)	7.8%		15.8%		23.8%		100%

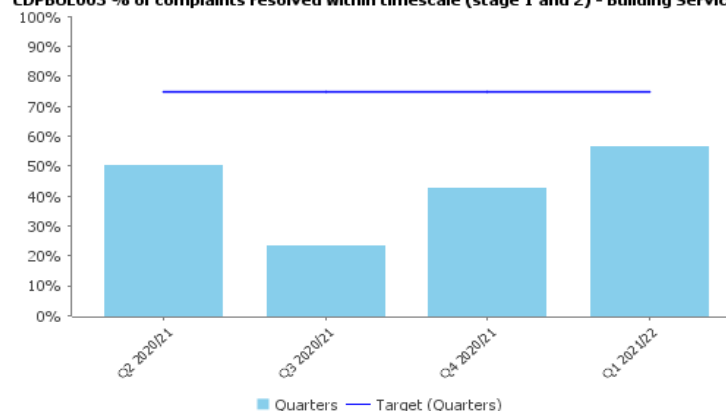
*All sickness absence data contained in this Appendix now reflects the 12-month rolling average of days lost per FTE

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 2021/22 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 Q1, 56.4% of complaints relating to Building Services were responded to within the agreed timescale, representing 22 of the 39 received.

This is the trend:

While the Q1 outcome is a significant improvement on the Q4 result of 42.2%, it remains some distance from the target set but does continue the 19% increase seen from Q3 to Q4.

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:

The service has been reviewing the type of complaints received to identify if there are any noticeable trends. A number of complaints are in relation to works that have never been reported to the Contact Centre while a number relate to work not carried out earlier in the COVID-19 pandemic when permitted works were restricted. We are explaining to these complainants that the works will be programmed in as appropriate.

There has been an improvement in performance from the previous reporting period and the service will continue to work closely with the staff to support them in achieving the desired performance outcome.

Responsible officer:

Graham Williamson

Last Updated:

Q1 2020/21

Environmental Services

1. Customer – Environmental Services

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Environment	14		10		17		
% of complaints resolved within timescale (stage 1 and 2) - Environment	71.4%		80%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	42.9%		40%		58.8%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	1		0		2		

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	168		No activity Q4		107		

2. Processes - Environmental Services

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	No activity Q1						80%
Grounds - LAMS (Land Audit Management System)	No activity Q1						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	96.2%		100%		90.7%		100%

3. Staff - Environmental Services

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2020/21		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	2		2		0		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/2022 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	7.4		7.7		8.2		10
Establishment actual FTE	313.21		312.26		313.49		
Staff Costs - % Spend to Date (FYB)	8.2%		16.3%		24.6%		100%

4. Finance & Controls - Environmental Services

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q3 2020/21		Q4 2020/21		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	1		1		3		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		0%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	0		0%		66.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		1		

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/11		Q1 2021/22
	Value	Status	Value	Status	Value	Status	Target
Number of school lunches served in the year - Primary (YTD)	460,774		592,653		264,525		250,000

Performance Indicator	Current Status	2021/22 Target
All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		100%
<p>The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations were updated in 2020, with changes coming into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school catering service and there is no comparative 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 received on nutritional non-compliance from Education Scotland's school inspection visits.</p>		

2. Processes – Facilities Management

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	96.1%		100%		94.7%		80%
% Response cleaning alerts responded to within priority timescales	95.8%		100%		78.3%		80%
% Void cleaning alerts responded to within priority timescales	100%		100%		88.5%		80%

Performance Indicator	Current Status	2021/22 Target
We will deliver 39 weeks contracted school cleaning		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	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Quarter)	1		1		0		
Accidents - Non-Reportable - Employees (No in Month - Quarter)	3		3		7		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	8.4		8.7		8.9		10
Establishment actual FTE	482.78		481.11		478.96		
Establishment actual FTE (Cleaning)	222.34		221.34		220.68		
Establishment actual FTE (Janitorial)	52.66		53.51		53.29		
Staff Costs - % Spend to Date (FYB)	8.3%		16.6%		25%		100%

4. Finance & Controls - Facilities Management

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0

Fleet and Transport

1. Customer – Fleet and Transport

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Fleet	0		0		1		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints Q3/Q4				100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet					0%		
Total No. of lessons learnt identified (stage 1 and 2) - Fleet					2		

2. Processes – Fleet and Transport

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% HGV's achieving first time MOT pass	No tests Q3		87.5%		96.8%		100%
% Light Vehicles achieving first time MOT pass	90.9%		94.7%		94.7%		100%
% of Council fleet - alternative powered vehicles	7.8%		8.2%		8.4%		100%
% of Council fleet lower emission vehicles (YTD)	85.2%		85.5%		85.8%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	0		1		1		

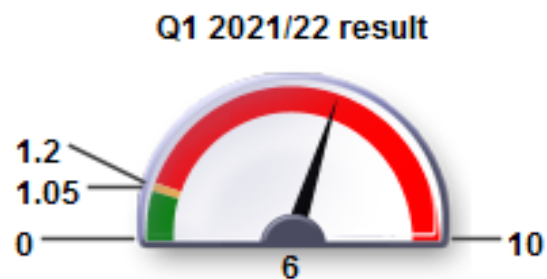
Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	3.6		4.4		5		10
Establishment actual FTE	34.6		38.6		38.6		
Staff Costs - % Spend to Date (FYB)	8.2%		16.6%		24.8%		100%

4. Finance & Controls – Fleet Transport

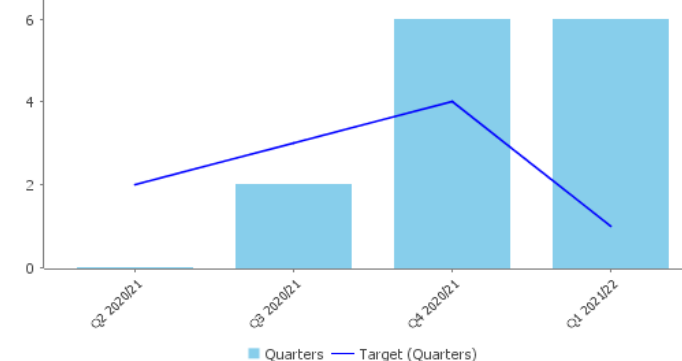
Performance Indicator	Q3 2020/21		Q4 2020/21		Q4 2020/21		Q1 2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	34		39		3		7
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	0		0		1		1
Fleet Management - First Use Check Exceptions (Roads) – Year to date	2		6		6		1
Fleet Management- First Use Check Exceptions (Waste) – Year to date	10		12		3		9
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	3		3		0		4
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	0		1		0		1
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	4		4		0		7

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	65.54%		78.33%		64.94%		80%
Fleet Services - % of large HGV vehicles under 7 years old	62.69%		69.57%		67.83%		80%

Fleet Management - First Use Check Exceptions (Roads) – Year to date



OPS4172RDS Fleet Management - First Use Check Exceptions (Roads) – Year to date



Why is this important?

This Indicator monitors the number of unreported Incidents that occur within all Services. The Incidents relate to damage, un fair wear and tear to vehicles and plant, it also relates to non-compliance of Services in relation to carrying out vehicle first use checks which should highlight any reportable defects.

Benchmark Information:

Benchmarking of the number of Incidents is conducted across Services on a quarterly and annual basis to monitor Incident reductions. No external benchmarking of this indicator is currently conducted.

Target:

The current target for the number of first use check exceptions for Roads is 1 per quarter or 4 for the year.

This is what the data is saying:

To follow

This is the trend:

To follow

This is the impact:

To follow

These are the next steps we are taking for improvement:

To follow

Responsible officer:

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Last Updated:

Q1 2021/22

Integrated Children's Services (excluding Education)

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

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - CSW	11		10		15		
% complaints resolved within timescale (stage 1 and 2) - CSW	63.6%		70%		46.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	18.2%		10%		20%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		0		







Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 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 (%)	4.2%		4.7%		5%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	6.6%		6.4%		5.9%		5%










Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Looked After Children looked after at home (%)	19.3%		19.7%		18.9%		25%
Looked After Children looked after in Kinship (%)	19.4%		20.3%		20.2%		31%
Looked After Children looked after in Foster Care (%)	46.7%		44.8%		46.2%		33%

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

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Child Protection joint interviews completed within 5 days	No Data		89.5%		92.8%		90%
% Initial child protection conferences held within 21 days	64%		60%		93.8%		80%
% Child Protection Case Conference decisions issued to families within 24 hours	98.8%		100%		100%		90%
% Child Protection Plans issued within 5 calendar days	40.2%		42.6%		67.9%		80%
% Care experienced children and young people with 3 or more consecutive placements away from home in 12 months	New measure				5%		10%
% 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	25%		4.35%		45%		75%

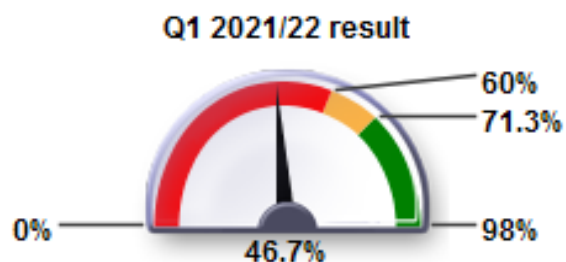
3. Staff - Integrated Children's Services (ex-Education)

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 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		

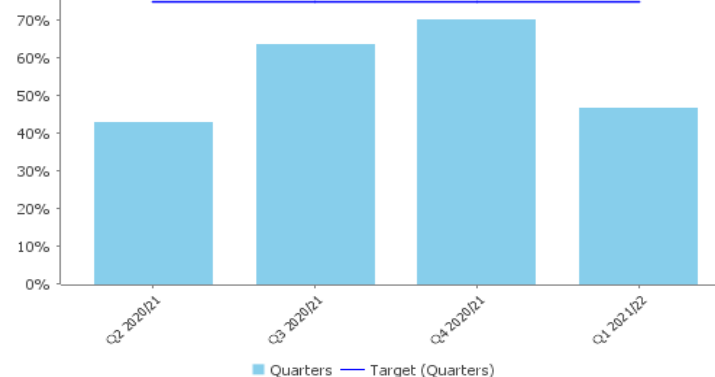
Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	4.1		4.2		4.2		5
Establishment actual FTE	343.53		357.93		348.54		
Staff Costs - % Spend to Date (FYB)	8.3%		16.7%		23.2%		100%

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

% of complaints resolved within timescale (stage 1 and 2) - CSW



CDPCSW003 % of complaints resolved within timescale (stage 1 and 2) - CSW



Why is this important?

It is important that complaints regarding the delivery of statutory children’s social work services are responded to in a timely manner to ensure continuing confidence in the service and to ensure learning arising from complaints is incorporated into service improvement plans.

Benchmark Information:

No benchmarking from other LA’s is available.

Target:

In recognition that complaints into the delivery of children’s social work services are often complex and multi-faceted a target of 75% is considered realistic. Such demonstrates a commitment to responding to complaints in a timely manner whilst recognising that responses require to be thorough. When a complaint can not be responded to within the agreed timescale, we communicate such to individuals and let them know when they can expect a response.

This is what the data is saying:

The data notes that 46.7% of complaints were responded to within the agreed timescale. This represents 7 out of 15 complaints .

This is the trend:

The data indicates that following steady improvement over 2020/21, Q1 of 2021/22 has seen a decrease in response rate to 46.7%

This is the impact:

All complainants were notified that the Service was not going to be able to respond within the agreed time scale and advised of a timescale by which we would respond.

These are the next steps we are taking for improvement:

Children's Social staff have continued to work closely with the Customer Feedback team to overcome any identified barriers to responding to complaints within the agreed timescale. The process changes, with regular communication between senior managers in both areas of service continues to allow a proportionate and robust response to complaints.

It is recognised that June 2021 saw a spike in numbers of complaints and unfortunately this period also saw an increase in resource challenges across both areas of service, which has in part impacted on ability to meet scheduled timescales. The service clearly has no control over the volume or complexity of the complaints that are received. Both factors will have a continuing influence on the service's ability to deliver to the agreed target, however the noted improvements and collaboration between teams will ensure that any delays are minimised and clearly communicated to complainants.

Whilst improvement work continues to prioritise the adhering to timescales when responding to a complaint, as much focus is on taking the learning from these back into service delivery. This reflects ACC's commitment to continuous improvement and our belief that we should always fully consider the impact our service delivery has on those we are responsible for supporting. In turn we will strive to reach an overall reduction in number of complaints made.

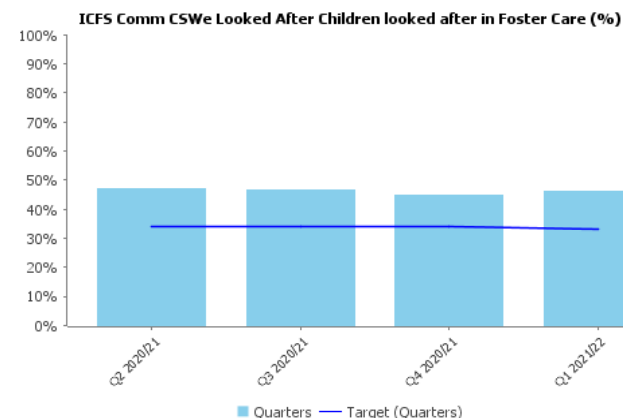
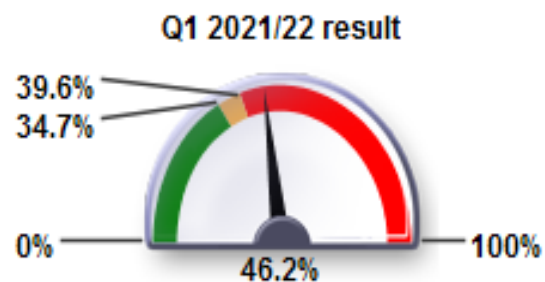
Responsible officer:

Graeme Simpson

Last Updated:

Q1 2021/22

The percentage of Looked After Children who are looked after in foster care



Why is this important?

Rebalancing the Care Profile is a service priority and is noted within The Promise and the LOIP. Given the financial cost associated with Out of Authority placements then these can impact on the financial planning for the service.

Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. <http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

Target:

To be equal to or better than the national average position.

This is what the data is saying:

The overall number of looked after children has reduced over the past year from 574 Q1 2020/21 to 529 Q1 2021/22. This is a welcome trend as the service seeks to adapt its support offer to enable more children to remain in the care of their family where it is safe to do so. The past quarter has seen a reduction of 15 in the total number of looked after children, so while the actual number in foster care has remained static there has been a slight increase in the percentage figure – 44.6% - 46.8%.

This improving position reflects the aspiration and recommendations of the Independent Care Review – The Promise. It is however recognised that many of the children living in foster care are settled and secure and to intentionally disrupt these placements would not be in their interests. Achieving parity with the national position is therefore going to take a number of years to address.

In supporting this we continue to prioritise the building of in-house fostering capacity. While there has been an up-turn in people intimating an interest in becoming foster carers over the past year, inevitably not all interest translates into new foster carers. The data in relation to foster care needs to be considered alongside that for looked after children living at home and in kinship care. The focus of the service is to ensure that **whenever children are safe in their families and feel loved, they must stay.**

Realignment of resource, both in-house and those we commission will enable increased capacity to support children to remain within their families. This is not solely from a Children’s Social Work perspective but is on a multi-agency basis recognising support in relation to educational need and mental health are often key components in supporting children to remain within their family. The impact of COVID has resulted in a significant backlog of Children’s Hearings. This has meant that some children will be caught up in the delays both in terms of no longer requiring compulsory measures to reflect their care needs but also some who will require such measures.

This is the trend:

Small but steady reductions in the percentage of young people placed in foster care. 52% Q1 2019/20 to 46% Q1 2021/22. This drop represents 40 children

This is the impact:

There will be a positive impact from any improvement in the performance of this measure, through reducing the number of looked after children in foster care and supporting more children to remain with their family.

These are the next steps we are taking for improvement:

- Building on approach developed over recent years:
 - Realignment of CSW resources to support children to remain within their family.
 - Development of Family Wellbeing Hubs to provide early and preventative multi-agency support to children, young people and families.
 - Improvement programme around the earlier identification, assessment and support of potential Kinship Carers.
 - Equipping foster carers to be trauma informed thus supporting an increasing number of children to remain within the city.
 - Recruitment activity to increase the number of in-house foster carers. An improved payment fee scheme has now been implemented to encourage foster carers to offer placements for sibling groups. We know children who are placed locally can continue to maintain familial links with their communities which can positively impact on their wellbeing.
 - Continuing to support the development of a trauma informed workforce across Children’s Services.

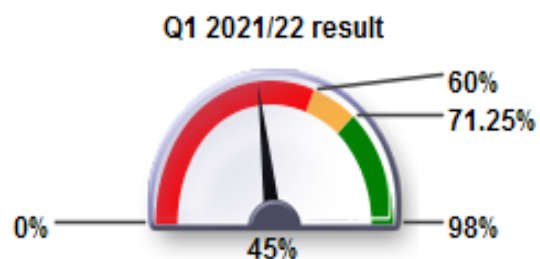
Responsible officer:

Angela Maitland

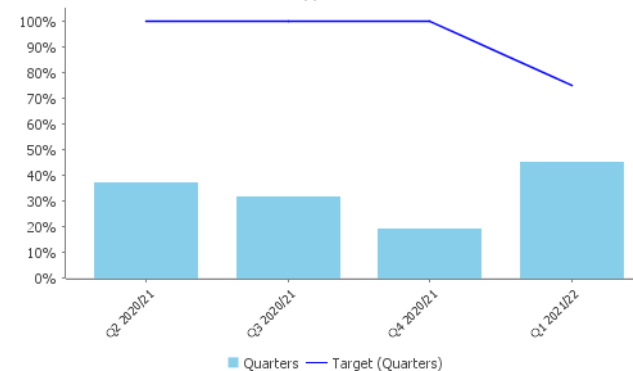
Last Updated:

Q1 2021/22

% Assessments of foster carers and adopters completed within 6 months of application



OPS003CSW % Assessments of foster carers and adopters completed within 6 months of application



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 for this measure during 2021/22 has been set at 75%. The Standards recognise that for some the assessment time frame 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.

Locally given the implications of 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; there has been a significant increase in the numbers of these reports during this quarter period.

This is what the data is saying:

The data is reflecting that performance during Q1 of 2021/22 has improved to 45%, a level not seen since Q1 of last financial year.

This is the trend:

The trend is a positive one however there is more room for improvement. 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 places 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 and 5 Court mandated adoption reports. 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:













Angela Maitland

Last Updated:













Q1 2021/22



Protective Services

1. Customer – Protective Services

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	2		1		8		
% of complaints resolved within timescale - Protective Services	50%		100%		87.5%		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	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	97.7%		98.8%		95.4%		100%
High Priority Pest Control % responded to within 2 days	100%		96.5%		100%		100%
High Priority Public Health % responded to within 2 days	98.4%		100%		97.9%		100%
Dog Fouling - % responded to within 2 days	96.2%		94.7%		91.3%		100%

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	No activity Q3		3.75%		No activity Q1		
% 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 Q3		7.9%		No activity Q1		

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% 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)	76.6%		84.3%		75.4%		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	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		1		0		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	0.8		0.6		0.5		10
Establishment actual FTE	62.66		64.06		63.92		
Staff Costs - % Spend to Date (FYB)	8.3%		16.6%		24.9%		100%

4. Finance & Controls - Protective Services

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	92.8%		100%		97.8%		95%

Road and Infrastructure Services

1. Customer - Roads

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Roads	40		70		18		
% of complaints resolved within timescale - Roads	50%		82.9%		66.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	65%		15.7%		44.4%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	2		1		2		

2. Processes - Roads

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	78.88%		97.05%		94.44%		90%
Number of Street Light Repairs completed within 7 days	198		230		85		
Potholes Category 1 and 2 - % defects repaired within timescale	63.2%		78.7%		86.02%		95%

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Potholes Category1 and 2 - No of defects repaired within timescale	620		644		517		

3. Staff - Roads













Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	0		3		3		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	3.1		3.4		3.8		10
Establishment actual FTE	162.2		162.57		161.03		
Staff Costs - % Spend to Date (FYB)	6.4%		13.6%		22.3%		100%







4. Finance & Controls - Roads

Waste Services

1. Customer - Waste







Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Waste	52		28		19		
% of complaints resolved within timescale - Waste	78.8%		85.7%		73.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	63.5%		92.9%		63.2%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	6		2		1		










2. Processes – Waste

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Waste diverted from Landfill	86.9%		87.6%		88.5%		85%
Percentage of Household Waste Recycled/Composted	46%		44.5%		46.3%		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	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	0		2		0		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	2		7		0		

























Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	10.1		10.4		10.6		10
Establishment actual FTE	187.25		187.82		190.42		
Staff Costs - % Spend to Date (FYB)	8.4%		16.7%		26.6%		100%

4. Finance & Controls – Waste

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total number of Stage 1 complaints	273		251		208		
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	66.67%		74.5%		75%		75%
Total number of Stage 2 complaints	24		36		36		
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	75%		63.89%		55.56%		75%
Total number Escalated Stage 2 complaints	28		26		28		
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	71.43%		80.77%		75%		75%
No. of Non-complex Subject Access Requests received	54		24		81		
% Non-complex Subject Access Requests responded to within 1 month	83.3%		66.7%		75.3%		80%

Performance Indicator – Corporate	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
No. of Complex Subject Access Requests received	13		5		4		
% Complex Subject Access Requests responded to within 3 months	15.4%		40%		100%		70%
No. of Environmental Information Regulation requests received	78		52		91		
% of Environmental Info Requests replied to within 20 working days - Corporate	38.8%		84.6%		93.4%		85%
No. of Freedom of Information requests received	281		253		234		
% of Freedom of Information requests replied to within 20 working days - Corporate	52%		80.6%		92.7%		85%
No. of Access to School Records requests received	0		3		2		
% Access to School Records requests responded to within 15 school days	No requests		100%		100%		100%
No. of Data Protection Right requests received	3		6		4		
% Data Protection Right requests responded to within 1 month	100%		83.3%		100%		100%

Performance Indicator – Service	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	83		65		77		
% of complaints resolved within timescale – Customer Experience	81.9%		86.2%		90.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	65.1%		61.5%		39%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	12		8		6		

2. Processes – Customer Experience

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 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)	4.6		6.8		7.49		12
Correct amount of Housing Benefit paid to customer (monthly)	97.14%		97.78%		97.89%		95%
% Customer Contact Centre calls answered within 60 seconds	76.16%		75.29%		75.31%		70%
Percentage of invoices sampled and paid within 30 days	92.42%		88.9%		83.29%		90%

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Crisis Grant applications processed within 2 working days	94.93%		90.82%		Data not available		90%
% Community Care Grant applications processed within 15 working days	56.15%		50.24%				50%

3. Staff – Customer Experience

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		1		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	2.4		2.3		2.1		5

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE	310.46		303.13		303.21		
Staff Costs - % Spend to Date (FYB)	8.4%		16.5%		24.9%		100%

4. Finance & Controls – Customer Experience

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£15.2m		£26.6m		£38.3m		£38.4m

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Data and Insights	0		0		1		
% of complaints resolved within timescale – Data and Insights	No complaints Q3/4				100%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights					0%		
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights					0		

2. Processes – Data and Insights

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Reported Data Protection incidents receiving an initial response within 24 business hours	100%		100%		100%		95%

3. Staff – Data and Insights

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 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	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.04		0.04		0.04		5
Establishment actual FTE	29.09		29.09		28.69		
Staff Costs - % Spend to Date (FYB)	7.7%		14.2%		21.2%		100%

4. Finance & Controls – Data and Insights

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q3 2020/21		Q4 2020/21		Q4 2020/21		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	4		1		1		
% of complaints resolved within timescale – Digital and Technology	75%		0%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	15.8%		0%		0%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		0		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	166 secs		145 secs		139 secs		150 sec.
Abandonment Rate % (IT Helpdesk)	23.61%		26.44%		23%		30%

2. Processes – Digital and Technology

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 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	79.5%		81%		88%		65%
% Priority 1 and 2 incidents closed in timescale	66.7%		72.7%		62.5%		99.5%
% Priority 3 – 5 incidents closed in timescale	76.3%		76.9%		78.4%		95%

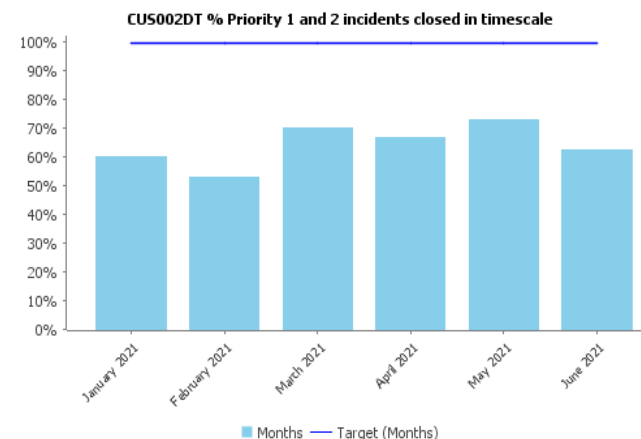
3. Staff – Digital and Technology

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 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	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.2		1		0.8		5
Establishment actual FTE	83.75		83.01		83.7		
Staff Costs - % Spend to Date (FYB)	8.3%		16.6%		24.9%		100%

4. Finance & Controls – Digital and Technology

% Priority 1 and 2 incidents closed in timescale



Why is this important?

This indicator shows the percentage of Priority 1 and 2 calls closed within agreed timescales over the previous six months and demonstrates whether the service has met these timescales. Priority 1 incidents should be closed within 4 hours and Priority 2 within 8 hours. Also monitored are Priority 3, 4 and 5 incidents which have timescales of 3, 5 and 30 days respectively. Time periods are classified as working days and hours.

In deciding the priority for a call to be allocated, there are a number of factors analysts must consider:

- Is the user being stopped from working?
- Can they work around the effects?
- Is more than one person affected?

They should also consider the number of people affected, whether a reasonable workaround is available and whether there are critical work deadlines, amongst other factors. As such, a degree of knowledge and use of judgement is involved in the setting of priorities for incidents.

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 2021/22 target for % Priority 1 and 2 incidents closed in timescale is currently 99.5% and for Priority 3-5 incidents, 95%.

This is what the data is saying:

Reporting of this measure began in April 2020 when it was implemented as an agreed Service Standard. To the end of June in the current financial year, there have been an average of 13 Priority 1 and 2 incidents logged per month, with an average of 8.6 or 66.7% resolved in time, significantly below the 99.5% target set. For the same period, there have been an average of 1,937 Priority 3-5 incidents logged with an average of 77.1% resolved in time, also failing to meet target by a sizeable distance.

This is the trend:

Despite the uneven pattern, recently calculated performance for July 2021 for Priority 1 and 2 incidents resolved shows that of 16 incidents logged all 16 were resolved within the agreed timescale, for 100% for the month. In relation to Priority 3-5 incidents, performance dipped slightly to 76.3% in April but in recent months has shown a slow but gradual upturn.

This is the impact:

Measures have been taken to adjust the priority of incidents logged by our monitoring systems to reflect when the premises affected are not in use (for example, schools that are closed for the holidays). Likewise, measures have also been taken to reduce the number and priority of incidents triggered by our Microsoft Azure cloud computing environment's monitoring tools, now that the performance and reliability of the applications and services deployed in Azure has been established. These factors along with an ongoing focus on resource management mean there is a concentrated emphasis on ensuring calls are closed in a way that is more effective and efficient for the customer.

These are the next steps we are taking for improvement:

We will continue to work to improve our suite of monitoring tools, to ensure that high priority alerts are triggered when the impact and urgency of the incident so demands and develop smarter implementation of these tools to minimise the number of high priority alerts raised under conditions where no users are affected. We also convene fortnightly management meetings to learn from our responses to recent high priority alerts to enable a consistent and effective approach to resource management across all D&T projects and operations.

In addition, each resolver team has its own queue manager, using dashboard data to monitor the incidents assigned and work towards their timely resolution.

Fortnightly management meetings are convened at which each resolver team's work queues, service performance and resource management are considered.

We anticipate that timescales will continue to improve in the second half of 2021 as CV-19 restrictions are gradually lifted. For example, this will allow us access to premises previously closed or operating under restrictions and will allow us to make more staff available in person to help resolve incidents. It will also allow the completion of the main phase of our device refresh programme, which is greatly improving the quality, performance and reliability of the technology used by our customers.

Responsible officer:

Alastair Beaton

Last Updated:

June 2021

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	33		62		53		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	77.1%		80.6%		88.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	33.3%		29%		15.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	1		0		4		

Performance Indicator	Apr 2021		May 2021		Jun 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	76.9%		74.4%		70.3%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	84.6%		79.1%		78.1%		85%
Financial Inclusion - No of open cases per month	88		119		121		
Financial Inclusion - No of enquiries per month	140		123		129		
Number of visits to libraries - person	4,432		11,523		12,116		
Number of visits to libraries - virtual	89,133		94,168		75,388		
*% Libraries open during agreed opening hours	100%		100%		100%		98%

*From 28 December, under Level 4 restrictions, Aberdeen City Libraries delivered Click & Collect and Home Service only at 8 reinstated libraries. On 22 March 2021 limited Public PC access was reinstated by appointment only in 8 libraries delivering Click & Collect and Home Service. On 26 April under Level 3 restrictions limited browsing, borrowing and wider PC access were reinstated across 8 libraries. Limited browsing, borrowing and PC access were reinstated at Woodside Library and Kincorth Library on 31 May and 1 June respectively.

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 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%		4.0%
YTD % of Unintentional homeless decisions reached within 21 Days	100%		100%		98%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	114.5		112.9		112.2		100
YTD Percentage of anti-social behaviour cases reported which were resolved	89.7%		93.3%		94.6%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	No activity				100%		100%
Number of Households Residing in Temporary Accommodation at Month End	309		292		271		
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)	102.5		101.4		100		100.9
Voids Available for Offer Month Number - Citywide	609		606		586		
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	100%		97.3%		94.3%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	93.3%		88.3%		87%		93.5%
Welfare Rights - % of Successful Appeals	80%		60%		54.44%		
HMO License Applications Pending	200		217		223		
HMO Licenses in force	1.069		1.057		1,044		
% Library item requests satisfied within 21 days	70.5%		70.6%		71%		85%

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q3 2020/21		Q4 2020/21		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		1		1		





Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	6.4		6.7		6.9		8
Establishment actual FTE	385.89		383.24		379.84		
Staff Costs - % Spend to Date (FYB)	5.9%		11.7%		17.6%		100%

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Apr 2021		May 2021		Jun 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£214,848		£300,427		£320,561		
Gross rent Arrears as a percentage of Rent due	11.48%		10.4%		11.35%		11.5%
*Rent loss due to voids - Citywide - YTD average	3%		2.95%		2.96%		2.08%

*See Void Housing Property Performance CUS/21/198

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

COMMITTEE	Operational Delivery Committee
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Tree & Woodland Strategic Implementation Plan
REPORT NUMBER	OPE/21/211
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Steven Shaw
TERMS OF REFERENCE	1.1.1 & 1.1.5

1. PURPOSE OF REPORT

- 1.1 The report seeks approval for the draft Tree & Woodland Strategic Implementation Plan and associated Strategic Environmental Assessment to go out to public consultation.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 approves the draft Tree & Woodland Strategic Implementation Plan (Appendix A) and associated Strategic Environmental Assessment (Appendix B),
- 2.2 instructs the Chief Officer – Operations and Protective Services to carry out an 8-week public consultation on the Tree & Woodland Strategic Implementation Plan and associated documentation, and
- 2.3 Instructs the Chief Officer - Operations and Protective Services, to report back to Operational Delivery Committee in January 2022 detailing.
 - (a) The findings of the public consultation; and
 - (b) A final draft of Aberdeen City Tree & Woodland Strategic Implementation Plan for approval and publication.

3. BACKGROUND

- 3.1 Aberdeen City Council in preparing this Tree & Woodland Strategic Implementation Plan, sets out the vision, priorities and an action plan for the future stewardship and expansion of Aberdeen City's urban, street trees, rural trees, and woodlands. It provides a long-term framework for ensuring that their qualities are measurable, recognised, properly valued, protected, and permanently enshrined in the environmental fabric of the city.

The plan focuses strongly on implementation and helping to deliver against the City Council's other environmental strategies notably Goal 7 of Aberdeen Adapts and the ACC Open Space Strategy amongst others.

- 3.2 The production of such plans by local authorities has been encouraged by the Scottish Government via Forestry Commission Scotland (FCS) and supported by the FCS guidance document The Right Tree in the Right Place which has been used to help prepare the plan.
- 3.3 Under the Forestry and Land Management (Scotland) Act 2018, FCS has since been replaced by Scottish Forestry as an executive agency of the Scottish Government, and Scottish Forestry will undertake the devolved regulatory responsibilities for forestry as previously carried out by FCS.
- 3.4 Under National Planning Framework (NPF) 3 the Scottish Government aims to increase the rate of woodland creation to deliver 100,000 hectares of new woodland over the next 10 years. NPF3 emphasises the importance of woodland as part of our cultural identity, as an essential contributor to well-being and as an economic opportunity alongside the role of woodlands in terms of climate change adaptation, biodiversity enhancement and natural flood management, all of which are identified in Aberdeen's Tree & Woodland Strategic Implementation Plan.
- 3.5 The draft plan sets out a vision, high-level themes and policy objectives for Aberdeen's tree and woodland resources and an overall framework for their management and future creation. It is a local expression, with a strongly urban emphasis, of the wider national objectives identified under the Scottish Government's "Scotland's Woodland Strategy 2019-29", covering issues and opportunities relating to climate change, biodiversity enhancement, health and well-being, timber production and business development, community engagement and other aspects of the environment. It includes issues relating to planning and development, as well as Council and privately-owned and managed woodlands.
- 3.6 The draft Tree & Woodland Strategic Implementation Plan Spatial Guidance Map is an important element of the plan as it identifies the general level of opportunity and preferred areas for new woodland creation within Aberdeen City. Importantly the map will assist Scottish Forestry in scoring applications for new woodland creation under the Scottish Government's Forestry Grant Scheme application process and may result in a financial uplift to grant payments within such preferred areas.
- 3.7 The draft plan will go out to public consultation for a period of 8 weeks following approval by the Committee. A Strategic Environmental Assessment will be completed and will be consulted on during the same period.

3.8 Following the close of the consultation period, a revised version of the plan will be produced, and Committee will be provided with further opportunity for comment and give final approval.

4. FINANCIAL IMPLICATIONS

4.1 Funding required to meet the plan’s ambitions will be identified through commissioning intentions and the budget process. Funding opportunities will be explored through continued positive and constructive collaboration with partners and appropriate grant funders.

4.2 Financial support for the preparation of the Tree & Woodland Strategic Implementation Plan has been provided by Forestry Commission Scotland.

5. LEGAL IMPLICATIONS

5.1 A Strategic Environmental Assessment will be completed as required by the Environmental Assessment (Scotland) Act 2005. Assessment findings are used to populate an Environmental Report. The report and the draft plan documents must be available for comment, at the same time, for a set period that must be agreed in advance with the Consultation Authorities and the Scottish Ministers. It is agreed in this case that the relevant documents be out for consultation for a period of 8 weeks.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	The plan does not meet the legal requirements on the Planning Authority to form our Forest and Woodland Strategy.	H	The plan will link and align to a future ACC Forest and Woodland Strategy that meets all planning requirements.
Compliance	No significant risks.	L	Continue to monitor.
Operational	Suitable space for tree planting.	L	To work with internal and external partners to identify suitable spaces.
Financial	Lack of internal and external funding sources and the inability to fund the proposed programmes.	M	Build programme as part of commissioning intentions and budget process. Continued positive and constructive collaboration with partners and appropriate grant funders.

Reputational	Failure to fully support Aberdeen's tree planting programme identified through Climate Plan and LOIP.	M	The draft Tree & Woodland Strategic Implementation Plan goes out for consultation and then returns to committee for approval by early 2022. The plan's vision is taken forward and actioned.
Environment / Climate	Tree planting programmes identified through Climate Plan not realised.	M	The draft Tree & Woodland Strategic Implementation Plan goes out for consultation and then returns to committee for approval by early 2022 and its vision is taken forward in action.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	Supports the delivery of Aberdeen City Council Policy through the Council's commissioning intentions, aligned to the LOIP key drivers, and stretch outcomes.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	Supports Outcome 3. 500 Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026.
Prosperous People Stretch Outcomes	Supports Outcome 8. Child friendly city where all decisions which impact on children and young people are informed by them by 2026.
Prosperous Place Stretch Outcomes	Supports Outcome 13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. Supports Stretch Outcome 15. Addressing the nature crisis by protecting/ managing 26% of Aberdeen's area for nature by 2026.

<p>Regional and City Strategies</p>	<p>The proposals within this report support Council contribution to a wide number of regional and city strategies. Most specifically, Aberdeen Local Development Plan 2017 – outlining at the local level under its Policy NE5 (Trees and Woodlands). Aberdeen Adapts - the City's climate change adaptation strategy to enable Aberdeen to become more resilient to the impacts of climate change such as extreme weather. Goal 7 (Healthy Trees and Woodlands).</p>
<p>UK and Scottish Legislative and Policy Programmes</p>	<p>The report is relevant to the Scotland's Forestry Strategy 2019–2029 and the Climate Change Act 2008, The Plan is also relevant to a range of legislation, policy and programmes which is indicated in the drivers for the plan.</p>

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Not required at this stage.
Data Protection Impact Assessment	Not required at this stage.

9. BACKGROUND PAPERS

NA

10. APPENDICES

Appendix A – Draft Aberdeen City Council Tree and Woodland Strategic Implementation Plan.

Appendix B – Draft Strategic Environmental Assessment.

11. REPORT AUTHOR CONTACT DETAILS

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THE GRANITE CITY FOREST

Tree and Woodland Strategic Implementation Plan

2022 - 25

Draft
August 2021

Aberdeen City Council
Environmental Services
Operations & Protective Services
Altens East Recycling & Resource Facility
Hareness Place
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FOREWORD

[pending]

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1 Introduction & Background

promoting sustainable communities and provide numerous environmental, The trees and woodlands in and around our cities have a vital role to play in economic and social benefits and contribute enormously to the physical health and mental well-being of everyone who lives and works in urban environments. In essence, urban trees and woodland make places work, look and feel better.

As concerns grow about the quality of the urban environment in many towns and cities throughout the world, so does the importance of protecting and expanding our urban green networks including trees and woodland and enhancing their contribution to combatting the effects of climate change.

Aberdeen, the Granite City, is Scotland’s third most populated city with a population of just under 229,000 inhabitants. It is essential to ensure that future proposals for managing and expanding Aberdeen City’s tree and woodland resource (the Granite City Forest) integrate in a positive way with other land uses, the city’s various landscapes, its natural heritage and built environment thereby enhancing its overall asset value to the City.

In the specific context of its contribution to combatting climate change, the Granite City Forest has a vital role to play in contributing to the City’s wider climate change resilience agenda. Every year its trees and woodlands intercept millions of litres of water, remove hundreds of thousands of airborne pollutants and remove or store thousands of tonnes of carbon from the atmosphere.

This **Trees and Woodland Strategic Implementation Plan (TWSIP)** sets out the vision, strategic priorities and an action plan for the future stewardship and expansion of Aberdeen City’s urban, street trees, rural trees and woodlands. It provides a long-term framework for ensuring that their qualities are measurable, recognised, properly valued, protected and permanently enshrined in the environmental fabric of the City.

The TWP focuses strongly on implementation and helping to deliver against the City Council’s other environmental strategies notably Goal 7 of **Aberdeen Adapts** and the ACC Open Space Strategy amongst others.

“ We are in the midst of a climate emergency and planting trees is vital if we are to tackle that emergency head on. ”

Nicola Sturgeon, First Minister, Scottish Government June 2019

2 Legislative and Planning Context

This section of the TWSIP summarises the regulatory, planning, policy and strategic contexts for the sustainable management of trees and woodland at both national and regional levels and their relevance to the TWSIP.

Regulatory, Planning & Policy

At the national level, forestry in Scotland is governed and regulated under the Scottish Government's **Forestry and Land Management (Scotland) Bill (2018)** with Forestry Commission Scotland being replaced by "Scottish Forestry" in 2019 as the new regulatory body.

Planning (Scotland) Act 2019 - determining the future structure of the planning system in Scotland. More specifically in relation to this TWSIP, Section 53 of the Act places a duty on all planning authorities to prepare a forestry and woodland strategy which sets out the planning authority's policies and proposals on the development of forestry and woodlands. Of particular importance is the expansion of woodlands providing multiple benefits to the physical, cultural economic, social and environmental characteristics of the area.

Right Tree in the Right Place: Planning for Forestry and Woodlands - the Scottish Government's provision of additional guidance for local authorities on planning for forestry and woodlands and specifically contains advice on preparing forestry and woodland strategies.

Scotland's Forestry Strategy 2019–2029 - providing the national framework and a 50-year vision for the expansion and sustainable management of Scotland's forests and woodland.

Policy on Control of Woodland Removal (2009) - a key element of Scottish Government regulatory control for trees and woodland with direct relevance to the TWSIP setting out the policy direction for decisions on woodland removal in Scotland and subsequent compensatory planting which must be taken into account when preparing development plans and determining planning applications.

Aberdeen Local Development Plan 2017 – outlining at the local level under its Policy NE5 (Trees and Woodlands) the protection afforded to tree and woodland cover stating that *"there is a presumption against all activities and development that will result in the loss of, or damage to, trees and woodlands that contribute to nature conservation, landscape character, local amenity or climate change adaptation and mitigation."*

Aberdeen Adapts - the City's climate change adaptation strategy to enable Aberdeen to become more resilient to the impacts of climate change such as extreme weather. Goal 7 (Healthy Trees and Woodlands) is particularly relevant and states that adaptation will be undertaken by expanding tree coverage, planning green corridors, identifying and prioritising a diverse selection of trees and by maintaining healthy street trees to reduce flood risk in urban areas.

UN Sustainable Development Goals - relevant to delivering SDG 15 (Life on Land) but it is also relevant to SDG 3, 11, 12 and 13.

The TWSIP also cross cuts with the objectives of ACC strategies and Plans including:

Nature Conservation Strategy

Aberdeen Open Space Strategy

Aberdeen City Deer Management Plan

Open Space Strategy

Landscape Character Assessment and Landscape Strategy

North East Scotland Biodiversity Action Plan

Granite City Growing: Aberdeen Growing Food Together

Guidance for Sustainable Forest Management

The **UK Forestry Standard (2017)** sets out the criteria and standards for the sustainable management of forests and woodlands in the UK and its accompanying guidelines that set the benchmark for sustainable forestry practice at national and local levels.

3 About the Granite City Forest

The Granite City Forest is an integral element of the City’s “natural capital” comprising the trees and woodlands within the Aberdeen City administrative boundary.

There are approximately 2,410 hectares of woodland distributed across Aberdeen City, representing 13% of its total land area of 18,830 hectares.

Expansion of The Granite City Forest

Between 1988 and 2017 some 300 hectares of new woodland were planted across Aberdeen City of which approximately 40% was carried out by the City Council, including its “Tree for Every Citizen” woodland creation project in 2010. This project comprised the planting of 13 sites of mixed conifer and broadleaved planting distributed across the City and totalled a net planted area of some 84 hectares with over 200,000 trees planted.

Granite City Forest - Key Features	
Area (ha)	2,410 ha of woodland (greater than 0.1ha in size) - 13% of ACC’s total land area of 18,830 hectares. By comparison, Scotland’s woodland cover is 18% off national cover.
Distribution	Widely scattered mosaic of large and smaller scale woodlands, copses and other groups of trees, characterised by a small number of relatively large woodlands.
Composition	Large blocks mainly comprising commercial conifer plantations, other woodland cover being mixed conifer and broadleaved woodland (8%) and the balance of 37% of predominantly broadleaves.
Individual Trees	There are an estimated 115,000 individual street, park and garden and civic trees across the City
Age Ranges	Unbalanced, characterised by the predominance of mature woodland (about 85%) and over 10% over mature. This has significant implications for future forest management at strategic and local levels; concerted action will be needed over the short to medium term to bring the woodland into a more sustainable and resilient age balance.
Key Species	Spruce, larch and Scots pine are the dominant species in conifer plantations, while broadleaved woodland is mainly ash, sycamore, beech, alder, rowan and oak.
Native woodland	Native woodlands account for 514 hectares* - 22% of the total woodland area. Approximately 19% of this area is conifer woodland with 81% comprising mainly upland birchwoods and areas of lowland mixed deciduous woodland, upland mixed ash and upland oakwoods.
Ownership	Woodland ownership is fragmented for the majority of smaller woodlands but dominated by the National Forest Estate (managed by Forestry and Land Scotland) and ACC who together own 35% and 16% of the total tree and woodland resource respectively. Ownership of the remaining woodlands comprises private individuals and estates, business and educational establishments and public sector bodies such as NHS Grampian.

*2014 Native Woodland Survey for Scotland

4 Vision & Strategic Priorities

Given that the productive lifespan of most trees in Scotland generally ranges from 30-150 years, a long-term approach has been taken in this TWSIP to manage and expand the Granite City Forest in order to meet the needs of Aberdeen’s people over the next 50 years to 2070.

Accordingly, an ambitious vision has been adopted - closely reflecting that for Scotland as a whole - that will drive action to deliver more from the Granite City Forest so that:

“By 2070, Aberdeen City will have more trees and woodlands, sustainably managed and better integrated with the City’s other land uses. These will provide a more resilient, adaptable resource with greater natural capital value that supports the local economy, an enhanced environment and healthy communities across the City.”

Strategic Priorities

To support the delivery of this vision four strategic priorities have been identified:

- 1 Promoting the role of our trees and woodlands in mitigating and adapting to climate change.**
- 2 Expanding the Granite City Forest.**
- 3 Protecting our trees and woodlands.**
- 4 Contributing to the City’s green infrastructure and the well-being of our people.**

The vision and strategic priorities strongly accord with Goal 7 of ACC’s **Aberdeen Adapts***.

Sections 5 and 6 of this TWSIP set out the actions proposed to implement these strategic priorities and all actions are underpinned by the principles of sustainable forest management as set out in the **UK Forestry Standard**.

Aberdeen Adapts* Goal 7 – Healthy Trees and Woodlands

Monitoring, management and strategic plans for Aberdeen’s trees and woodlands have made sure tree health is maintained and growth is protected. Expanding city tree coverage, with the right tree in the right place, has helped to keep Aberdeen resilient and liveable.



5 Achieving the Vision

Priority 1

Promoting the role of our trees and woodland in mitigating and adapting to climate change Trees and woodlands help mitigate the impact of climate change by absorbing substantial amounts of carbon. It is estimated that in 2016, about 12 million tonnes of CO₂ was removed from the atmosphere by Scotland’s trees and woodlands.

Under the UK Climate Projections all of Scotland seven cities are predicted to experience wetter and milder winters, warmer and drier summers with longer growing seasons, more extreme weather events, and increased risk of flooding and soil degradation causing decline in quality of habitat and biodiversity. Of course, climate projections and impacts are relevant beyond cities

This will be achieved by:

- Establishing an objective and measurable basis for assessing and monitoring the contribution of the Granite City’s trees and forests to climate change resilience through nationally recognised iTreeEco Survey methodology.
- Integrating the role, management and expansion of the Granite City Forest in reducing flood risk, provision of shade and shelter and absorbing pollution.
- As part of its on-going tree and woodland stewardship and expansion, ensure that restocking and new planting proposals incorporate mixed ages and species choice that will increase resilience against the effects of climate change and tree pests and diseases.
- Where appropriate seeking Woodland Carbon Code certification for new ACC-owned woodland creation schemes to demonstrate how much carbon they capture.
- Seeking carbon credit funding for WCC certified woodlands.
- Establishing more “Climate Change Parks” in Aberdeen City.

Aberdeen Adapts Goal 7 – Action Areas

2.9 Encourage tree health surveillance and the sustainable management of city trees and woodlands.

2.10 Expand city tree coverage, with resilient species selection at appropriate locations.

2.11 Explore the role of trees and woodlands to reduce flood risk and provide shade and shelter in urban areas.

Priority 2

Expanding the Granite City Forest

The planting of trees is recognised as an important tool for reducing greenhouse gas emissions as well as helping to protect soils and alleviating flood risk as identified in **Aberdeen Adapts**. The Granite City Forest has the potential to increase its contribution to this national total of capture and delivery of other benefits to help reduce the impact of climate change thereby better equipping Aberdeen City to become more resilient to these changes and thereby help deliver Goal 7 of Aberdeen Adapts.

The ambition of this Plan is to contribute to the Scottish Government’s national targets for woodland expansion (15,000 hectares per year by 2025) by doubling the 300 hectares of new woodland in the Granite City Forest carried out between 1988 and 2017 to **600** hectares over the next 25 years with a further **300** hectares by 2070. This would increase Aberdeen City’s woodland cover from its current 13% of total land area to approximately 21% to match the current national coverage.

Woodland creation and other tree planting proposals that are appropriate in scale and design, and that meet the requirements of the UK Forestry Standard (UKFS) will be encouraged. In practice, such expansion will comprise a mosaic of species appropriate to individual sites and that:

- fit well with existing land uses, including agriculture in the peri-urban and rural hinterlands;

- respect other objectives for the land (such as open and other green space) and landscape character, and
- deliver the range of ecosystem services that future generations of the City will value.
- encourage a focus on broad-leaved woodland planting over an increase in commercial forestry.

This will be achieved by:

- Working with partners to implement a phased City-wide woodland creation programme.
- Targeting urban planting in areas of highest social deprivation.
- Integrating new planting in peri-urban areas with existing and changes in land use.
- Incorporating new tree and woodland planting into new development Master Plans within the City.
- Embedding the requirements of the UKFS into the criteria used by ACC when assessing woodland creation and management proposals through the consultation process.

Priority 3

Protecting our trees and woodlands

The City's native and ancient woodlands are recognised as a vital part of its biodiversity and natural heritage. As part of this Plan's commitment to promote the sustainable forest management of the Granite City Forest, there is a presumption that wherever possible native and ancient woodlands, and plantations on ancient woodland sites (PAWS) will be protected.

Another key aspect of the protection of the Granite City Forest will be maintaining a sustainable balance between the City's increasing deer population and protecting young woodland and other habitats.

This will be achieved by:

- Protecting and enhancing the condition of the City's native woodlands and other woodlands of specific biodiversity value.
- Establishing a rolling programme for regularly updating and sharing tree and woodland baseline inventory and condition data across the City to monitor the condition of its trees and woodland.
- Continuing to implement ACC's city-wide Deer Management Plan and work with neighboring landowners and local Deer Management Groups (DMG) to address deer management issues on a collaborative basis.
- Ensuring that the Scottish Government's Policy on Control of Woodland Removal is embedded within the City's planning guidance on Trees and Development.
- Promote the more extensive use of TPO's to protect privately owned woodlands and ensure appropriate management takes place.

Priority 4

Contributing to green infrastructure and the well-being of our people

The important role that trees and woodlands play in enhancing the quality of life for people living and working in our towns and cities is recognised. Together with other open green spaces the Granite City Forest provides vital greenspace for people to enjoy and use, enhancing their physical and mental well-being. Expansion of these green networks provides a landscape framework for sustainable urban development.

There is also a growing demand within Aberdeen City from a diverse range of groups, including social enterprises, schools (through “natural classrooms”) and companies for using woodlands for environmental education, leisure activities and work-related training opportunities linked, for example, to corporate social responsibility and community service programmes.

This will be achieved by:

- Encouraging planting which enhances green corridors and woodland connectivity within the City’s open space network through careful planning using knowledge of existing sites of interest.
- Contributing to health and well-being through links to the health sector and other city-wide initiatives.
- Providing opportunities for new and improved public access and recreational facilities within Granite City woodlands.
- Providing outdoor education and learning, social and corporate responsibility experiences within the Granite City Forest.
- Promoting new street trees and urban tree planting through development opportunities.
- Maintaining constructive and proactive engagement with communities on tree and woodland related issues.
- Developing a tree warden scheme.
- Encouraging and promoting community management and involvement in community woodlands.
- Increasing awareness and enjoyment of biodiversity.

6 Action Plan

Period 2022-25 is set out in the Table below.

Our Action Plan for implementing the TWSIP’s strategic priorities over the 5-year

For each of the strategic priority and associated actions (set out in Section 5) there are performance indicators and measures to help monitor progress, together with proposed “lead” and “support” delivery partners.

Strategic Priority & Actions	Performance Indicator / Measure	Partners*	
		Lead	Support
Priority 1 - Promoting the role of our trees and woodland in mitigating and adapting to climate change			
Carry out an iTreeEco Survey of the City’s tree and woodland resource to objectively measure, set a baseline and monitor the benefits of the Granite City Forest in combatting climate change and establish the Forest’s on-going capital asset value.	iTreeEco Survey.	ACC	
Integrate the role, management and expansion of the Granite City Forest in reducing flood risk, provision of shade and shelter and absorbing pollution.	No. of new woodland creation schemes approved that comply with UKFS.	ACC (ES)	SF
As part of its on-going tree and woodland stewardship and expansion programme, ensure that restocking and new planting proposals incorporate mixed ages and species choice that will increase resilience against the effects of climate change and tree pests and diseases.	No of Felling Permissions that include restocking conditions / new woodland creation schemes approved.	ACC (ES)	SF
Seek Woodland Carbon Code (WCC) certification for new ACC-owned woodland creation schemes to demonstrate how much carbon they capture, where appropriate.	No. of ha of new woodland certified.	ACC (ES)	
Seek carbon credit funding for WCC certified woodlands.	££ carbon credit income secured.	ACC (ES)	
Establish more “Climate Change Parks” in Aberdeen City.	No. of additional Climate Change Parks.	ACC (ES) (CS)	
Priority 2 - Expanding the Granite City Forest			
Work with partners to implement a phased City-wide woodland creation programme.	Potential planting areas identified. No. Schemes implemented. Hectares planted.	ACC (ES)	SF; WT; DCP
Embed the requirements of the UKFS into the criteria used by ACC when assessing woodland creation and management proposals through the consultation process.	No. Schemes approved as part of statutory consultation process.	ACC (ES & EP)	SF; Other Statutory Agencies
Target urban planting in areas of highest social deprivation. Where appropriate to include community orchards and edible crop trees.			
Integrate new planting in peri-urban areas with existing and changes in land use.			
Incorporate new tree and woodland planting into new development Master Plans within the City.			

* ACC (ES) = Aberdeen City Council (Environmental Services); ACC (EP) = Aberdeen City Council (Environmental Planning); ACC (CS) = Aberdeen City Council (Countryside Services); SF = Scottish Forestry; UKWAS = UK Woodland Assurance Standard; DCP = Deeside Catchment Project; WT = Woodland Trust; OWLNEG = Outdoor Woodland Learning North East Group; NHS(G) = National Health Service (Grampian); DMG = Deer Management Group.

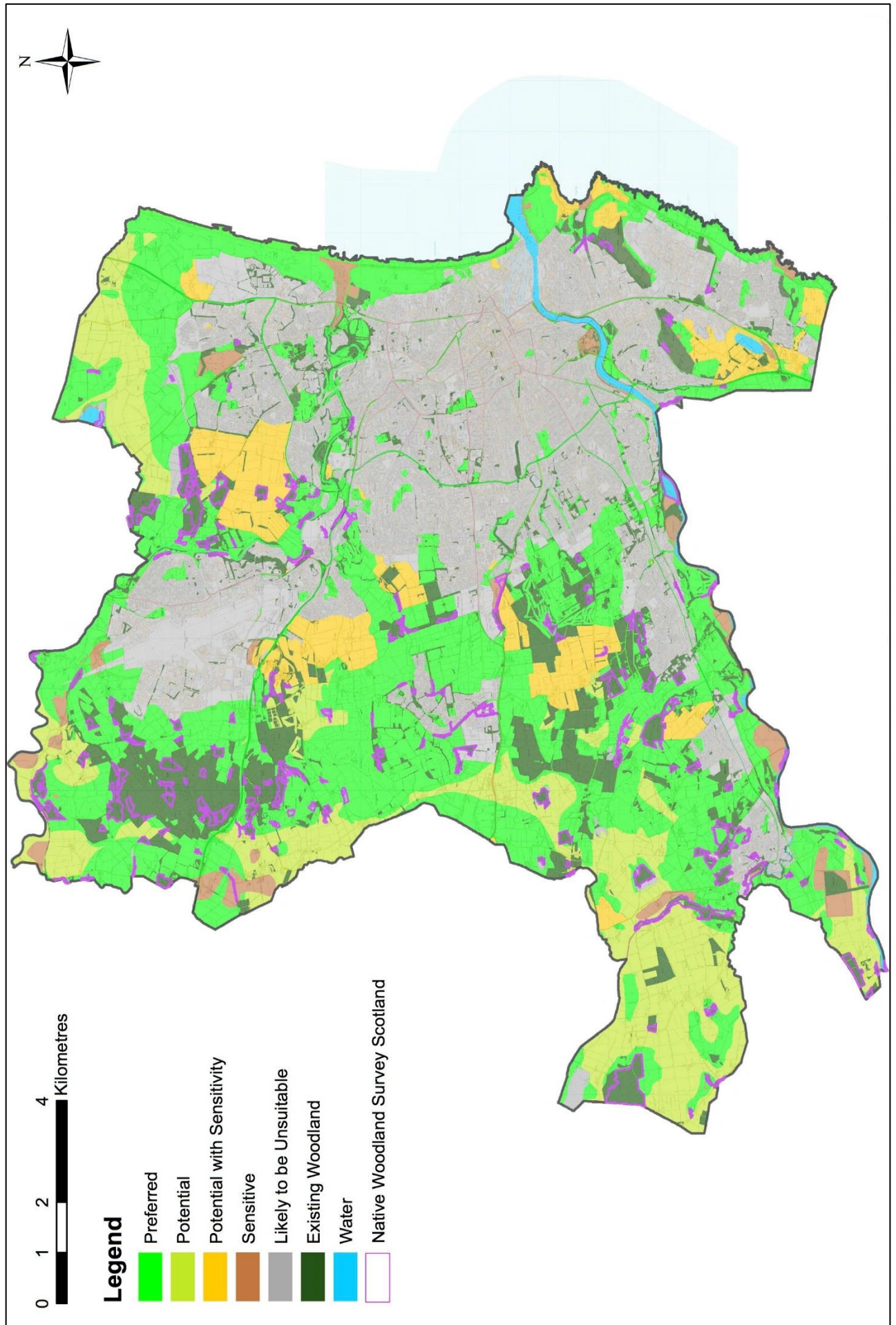
Strategic Priority & Actions	Performance Indicator / Measure	Partners*	
		Lead	Support
Priority 3 - Protecting our trees and woodlands			
Protect and enhance the condition of the City's native woodlands and other woodlands of specific biodiversity value. This to include the control of invasive species which restrict the natural regeneration of woodlands.	No. of hectares of native woodlands restored. No. of hectares of PAWS brought back into native condition.	ACC (ES)	SF
Establish a rolling programme for regularly updating and sharing tree and woodland baseline inventory and condition data across the City to monitor the condition of its trees and woodland.	Results of iTree Eco Survey analysed and disseminated. Protocol established for regular updating of iTree Eco Survey.	ACC (ES)	
Continue to implement ACC's city-wide Deer Management Plan and work with neighbouring landowners and local Deer Management Groups (DMG) to address deer management issues on a collaborative basis.	Regular deer management reports; Deer Mgt Plan reviews; Participation in local DMGs.	ACC (ES & CS);	Local DMG
Embed the Scottish Government's Policy on Control of Woodland Removal within the City's Master Planning and its Planning Guidance on Trees and Development.	Ha. of woodland removed. Ha. of compensatory planting carried out.	ACC (EP)	
Priority 4 - Contributing to green infrastructure and the well-being of our people			
Contribute and enhance green corridors and woodland connectivity within the City's open space network.	No. actions directly linked to Open Space Strategy.	ACC (ES & EP)	
Contribute to health and well-being through links to the health sector and other city-wide initiatives (such as Health Walks & Branching Out). Creating new orchards and foraging opportunities.	Regular liaison with NHS(G) established. No. of tree / woodland-related management activities carried out. No. of Branching Out events. No. of Health Walks.	ACC (ES & CS)	NHS Grampian
Provide opportunities for new and improved public access and recreational facilities within Granite City woodlands.	Projects implemented. No of new access facilities implemented. Length of Core Path network.	ACC (ES & CS)	SF
Provide outdoor education and learning, social and corporate responsibility experiences within the Granite City Forest.	No of Forest School programmes carried out in Granite City Forest woodlands.	ACC (CS)	Local schools; OWLNEG; local businesses.

*ACC (ES) = Aberdeen City Council (Environmental Services); ACC (EP) = Aberdeen City Council (Environmental Planning); ACC (CS) = Aberdeen City Council (Countryside Services); SF = Scottish Forestry; UKWAS = UK Woodland Assurance Standard; DCP = Deeside Catchment Project; WT = Woodland Trust; OWLNEG = Outdoor Woodland Learning North East Group; NHS(G) = National Health Service (Grampian); DMG = Deer Management Group.

Spatial guidance for woodland expansion

As part of this TWSIP, we have developed GIS-based spatial guidance guidelines which are intended to enable, rather than constrain, woodland expansion. Accordingly, the TWSIP - like other neighbouring local authority tree and woodland strategies - has assigned and mapped (see Map overleaf) land within the Aberdeen City local authority boundary to the following broad categories, namely - **“Preferred”, “Potential”, “Potential with Sensitivities”, “Sensitive” and “Unlikely to be Suitable”**. These categories are in line with recommendations in the Scottish Government's *“The Right Tree in the Right Place”* which sets out the criteria that Forestry and Woodland Strategies should follow. The detailed definitions for the above categories are as provided in Appendix I.

This guidance will also be used by Scottish Forestry as an important tool for helping it to more closely target enhanced funding for new woodland creation under the Scottish Government's Forestry Grant Scheme.



7 Monitoring & Review

An important aspect of the TWSIP moving forward will be monitoring progress of the implementation of its priorities and actions through public and private sector partners working collaboratively where appropriate, together with contributions from other relevant stakeholders.

Such progress can be fed into periodic reviews in order to keep the TWSIP relevant, responsive and consistent with Scottish Government and Aberdeen City Council policies and strategies over its lifetime.

The overall TWSIP will therefore be reviewed on a five yearly cycle but with annual reports on the status of the Action Plan's performance indicators / measures.

APPENDIX I
Definitions of Spatial Mapping Criteria

Definitions of Spatial Mapping Criteria

These categories are broadly in line with recommendations in the Scottish Government's "*The Right Tree in the Right Place*" which sets out the criteria that Forestry and Woodland Strategies should follow. The definitions for the above categories are as follows:

Preferred - land that offers the most scope to accommodate future expansion of a range of woodland types, and hence deliver on a wide range of objectives. Within preferred areas known sensitivities are generally limited, and it should be possible to address any particular site specific issues within well designed proposals that meet the UK Forestry Standard and associated guidelines.

Potential – agricultural land that offers potential to accommodate expansion of a range of woodland types and that is categorised under the 1:50,000 scale Land Use Capability for Agriculture (LCA) Classes 3.2 and above. In line with WEAG recommendations (see Page 11), it is assumed that LCA Classes 1,2 and 3.1 would not normally be suitable for woodland expansion.

Potential with Sensitivities - land that offers potential to accommodate expansion of woodland types that will meet specific environmental or cultural heritage objectives but where at least one other significant sensitivity exists. The design of planting schemes will require careful consideration as to how any sensitivities can be addressed.

Sensitive - land where the nature or combination of sensitivities may limit the scope to accommodate woodland expansion. Limited expansion is only likely to be possible where woodland expansion would be predominantly of a type that delivers biodiversity, landscape and /or amenity proposals and are of a scale and character that can be accommodated without significant negative impacts, and/or where it would positively enhance features of interest.

Likely to be Unsuitable - areas assessed as being physically unsuitable for the growth or management of trees or that comprise built up areas, or that are areas where peat depth is greater than 50cms.

APPENDIX II

Spatial Mapping Data Layers

The Table below sets out how the Spatial Map has been generated using datasets to map the various individual “constraint types” which have then been allocated as “Potential,” “Potential with Sensitivities”, “Sensitive” and “Likely to be Unsuitable” using GIS layering. “Preferred” areas are identified as all those areas outwith these categories.

CONSTRAINT TYPE	INFORMATION / SOURCE DATA LAYER	HOW SHOWN ON MAP
Main water bodies	SOIL LCF (Land Capability for Forestry)	Water
Existing Woodland	National Forest Inventory 2015	Existing woodland
Agricultural Land	Land Capability for Agriculture (1:50,000) Class 3.2 land and above	Potential, but can be upgraded to Preferred by Opportunity Layers (see below)
	Land Capability for Agriculture (1:50,000) Classes 1,2 and 3.1	Sensitive
	Carbon Rich Soils (Category 5) (PEAT_SCOTLAND)	Potential with Sensitivity
Cultural Heritage	Gardens and Designed Landscapes	Sensitive
	Scheduled Monuments (with 20m buffer)	
Natural Heritage Sites / Environmental Designations	Local Nature Reserves	Sensitive
	Local Nature Conservation Sites	Sensitive
	National Nature Reserves	Sensitive
	Wetlands of National Importance (RAMSAR)	Sensitive
	Special Areas of Conservation	Sensitive
	Sites of Special Scientific Interest	Sensitive
	Special Protection Areas	Sensitive
	Carbon Rich Soils (Category 6) (PEAT_SCOTLAND)	Likely to be Unsuitable
Carbon rich soils (Where site survey indicates peat depth is >50cms)	ACC Local Development Plan Urban Areas	Likely to be Unsuitable
Urban (built up) areas	ACC Local Development Plan Urban Areas	Likely to be Unsuitable
Opportunity Type		
Planting within urban areas /adjacent to settlements qualifying for WIAT	WIAT (within 1km of settlements with 2,000 population) and WIAT Priority Areas (as for WIAT areas but prioritised due to SMD indices)	Upgrades LCA Class 3.2 and above to Preferred
Woodland Habitat Networks	???m buffer around existing woodland	Upgrades LCA Class 3.2 and above to Preferred
Flood and Water Catchment Management	SEPA “Woodland and Water” priority water catchments	Upgrades River Dee SAC to Potential with Sensitivity

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	6/09/21
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Digital Support for Care Leavers
REPORT NUMBER	OPE/21/201
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Graeme Simpson
REPORT AUTHOR	Andrea McGill
TERMS OF REFERENCE	1.2

1. PURPOSE OF REPORT

1.1 To provide members with an update on the implementation of the scheme to support the digital needs of care leavers. This report updates the Service Update provided to Committee in May 2021.

2. RECOMMENDATION(S)

It is recommended that Committee:

2.1 Note the progress and activities outlined in this report.

3. BACKGROUND

3.1 At the Council Budget meeting in March 2021, £25k per year was allocated from the General Fund to support improving the access to digital technology and digital connection, for Care Leavers. Care Experienced Young People, who form part of the Aberdeen Care Experienced (ACE) network, have been influential in raising awareness of the impact and consequences of digital inequality in their links to the Champion Board. This perspective has assisted in the success of this allocation. This is in support of creating equity of opportunity and improving the life experiences of Care Experienced Young People (CEYP), linking to Stretch Aim 6 of the Local Outcome Improvement Plan:

As corporate parents we will ensure 95% of care experienced children and young people will have the same levels of attainment in education, health and emotional wellbeing, and positive destinations as their peers by 2026.

3.2 The structural and pervasive disadvantages experienced by Care Experienced Young People (CEYP) are demonstrated by their over representation in

nationally reported data that is by Who Cares? Scotland. For example, Care Experienced Young People are more likely to experience homelessness (30%), criminal justice system entry (50%) and have comparatively poorer education outcomes than non-care experienced peers with only 4% moving on to Higher Education. There is an improving position in Aberdeen, however for many there is the compounding impact of earlier childhood experiences which have been traumatic. Their disadvantaged position in relation to digital access has been most recently highlighted (2021) in *Bridging the Digital Divide for CEYP in Scotland*: <https://www.celcis.org/news/news-pages/digital-connection-and-inclusion-should-be-basic-right-care-leavers/>

- 3.3 The context of disadvantage highlighted above, was amplified by the impact of Covid19. CEYP have informed their Corporate Parents that earlier trauma was triggered, and for some, this led to episodes of acute emotional and mental health distress. The follow up actions in support of wellbeing and welfare by key corporate parents, identified the significance of maintaining connection and in responding to digital resource and access, served to identify the significant gaps in CEYP access to devices and reliable connection.
- 3.4 The context of equality of access has wide ramifications, due to the significance and importance of being digitally connected, to all aspects of everyday life. Many CEYP are in employment, attending further/higher education as well as having wider caring responsibilities and interests, which benefit from access to digital technology and reliable connection. The intention of this scheme is to ensure that CEYP have their digital needs recognised, assessed and responded to at key stages in their pathway plans supporting their transition from care placements and moving on.
- 3.5 As Corporate parents our support to promote and improve digital access links directly to the foundations and principles outlined in The Promise, Plan 21-24, where it is stated:
- Children must be listened to, and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need.
 - Moving on decisions about transitions for young care experienced people who move onto independent living or need to return to a caring environment, will be made based on individual need.
 - Each young care experienced adult will experience their transition as consistent, caring, integrated and focussed on their needs, not on 'age of services' criteria.
 - Housing pathways for care experienced young people will include a range of affordable options that are specifically tailored to their needs and preferences. Youth homelessness will be eradicated. (See the promise, pages 68 and 92 to 93)
- 3.6 The allocated monies will support CEYP to attain the above and enable those care leavers who require digital devices and connection to have these requirements assessed and appropriate devices purchased. Experience in implementing phase 2 of the Connecting Scotland Programme, brought 103 MiFi connections and 83 devices to *young care leavers* in Aberdeen City between December 2020 and January 2021. This has been valuable in identifying what would constitute a

suitable support 'scheme' for CEYP. As CEYP have a wide range of individual needs and circumstances, this 'scheme' has not been developed around a purchasing model, instead an additional practice component has been included in the Pathway Planning activities and Aftercare support arrangements already in place and being delivered within Children's Social Work. (Appendix 1)

3.7 In summary the following activities have been initiated which will improve connections and opportunities:

- Multi-agency Pathway Planning and Aftercare Support guidance have been amended (see Appendix 1) to include assessment of the digital support required by a young person at each stage of their transition from care.
- Guidance on completing financial assessments to access Sect 29 financial support has been updated to include assessing for digital support.
- Quality Assurance is built into the above and will be lead by the Team Leader, Youth Team, to proactively identify unmet digital needs.
- Briefing sessions have been arranged by the Youth Team to support Children's Social Work colleagues in these applications.
- Planning for the provision of access to a device, data and skills as a key requirement when care plans are being updated.
- Ensuring that at the point of leaving care each young person has a suitable device, beyond a mobile phone.
- Provide support to eg purchase MiFi connections and exploring best value options.
- Ensure devices purchased support care leaver circumstances e.g. to study, work, participate socially, financial inclusion.
- Consult with CEYP on how the above approach can be built on and developed over time.

There will be links made to partner services who can offer support for digital access, ensuring that this resource remains targeted and directly linked to transition planning.

4. FINANCIAL IMPLICATIONS

4.1 There was a General Fund commitment of £25k per year in support of this development.

5. LEGAL IMPLICATIONS

5.1 Part 9 of the Children and Young People (Scotland) Act 2014 outlines a range of duties for corporate parents across Scotland. These duties aim to ensure the attention and resources of corporate parents are focused on the task of safeguarding and promoting the wellbeing of Scotland's looked after children and care leavers.

5.2 Aberdeen City Council has a duty to report to Scottish Ministers every three years on how it is meeting its corporate parenting responsibilities as detailed in the Children and Young People (Scotland) Act 2014. The second submission by way

of sharing key documents to the Scottish Government was provided in March 2021. The Council has a responsibility to continue to comply with its statutory obligations.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	That the multi-agency workforce training delivery plan for Corporate Parenting is insufficiently supported	M	There is a robust delivery plan and support at a senior level.
Compliance	The Council has a responsibility to comply with its statutory corporate parenting responsibilities	L	The updated Corporate Parenting plan has partnership support.
Operational	Care Experienced Children and Young People are a vulnerable cohort whose needs require to be recognised and met. Competing resource demands may have an impact	L	These are duties which have been incorporated across existing structures and will be consolidated in practice.
Financial	n/a		
Reputational	A failure of Aberdeen City Council to comply and meet its Corporate Parenting responsibilities would reflect negatively on the Council	L	There is a strong legacy of positive practice and sharing of success in this area
Environment / Climate	n/a		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	The proposals in this report supports the Council Delivery Plan.
Aberdeen City Local Outcome Improvement Plan	
Prosperous People (Children and Young people) Stretch Outcomes and aims:	<p>The proposals in the report have a direct link specifically to the delivery and attainment of stretch outcome 6:</p> <p>As corporate parents we will ensure 95% of care experienced children and young people will have the same levels of attainment in education, health and emotional wellbeing, and positive destinations as their peers by 2026.</p> <ul style="list-style-type: none"> • 6.1 Improving education outcomes for care experienced children and young people (increase the number of care experienced young people accessing a positive and sustained destination by 25% by 2022). • 6.2 Supporting attainment of balance of care where children are able to remain more often at home and or with kin (increase to 43% by 2023 the proportion of children and young people who are supported to live in kinship care or are looked after at home by 2023 and increase by 20% the number of children and young people remaining in a placement looked after at home/kinship between 16-18 years old by 2023) • 6.3 Supporting children and young people to understand and access multiagency throughcare and aftercare services, (increase the number of care experienced young people by 10% receiving multiagency throughcare/aftercare support by 2023).

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

<https://thepromise.scot/plan-21-24/?vtab=1>

10. APPENDICES

Appendix 1 Funding for Digital Participation

11. REPORT AUTHOR CONTACT DETAILS

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Funding for Digital Participation

Digital Rights and Connection: Good Practice Guide for Integrated Children and Family Services

July 2021

Who is this guidance for?

Additional resource has now been approved by Aberdeen City Council as part of its Corporate Parenting responsibilities to support care experienced young people access the internet through the provision of digital connectivity. This was in response to direct feedback from care experienced young people and raised on their behalf by the young people's Co-Chair of the Champions Board.

This guidance is for all children's social work staff supporting young people to leave care in Aberdeen City, whether that is from home, a children's home, foster placement, Kinship care or returning to the city. This note will also be utilised by those working alongside these professionals to support our care leavers. Including digital rights requires to be a part of looked after planning from the onset and should be considered alongside other wellbeing considerations. We consider digital connection as a right in Aberdeen City Council. These finances can be applied for through the Section 29 processes via the usual [financial pathway](#) for those looked after 16-17 years, care leaver 16-17 years and care leavers 18 and over.

This guidance should be read within the context of the therapeutic thread which links our reparative childcare practice and informs our understanding of the provision of aftercare support, that, for many young people who have disrupted early starts they need considerable additional supports with transitions. These can be experienced as loss and rejection, so investing in digital rights and ensuring young people can remain connected to family, friends, and services is essential.

What are our Core Objectives?

- To use digital platforms to connect with young people in a way that they feel is meaningful and relevant to them.
- To ensure care leavers have reliable and affordable connection.
- To ensure young people have a device that is fit for purpose and can support them in elements like employability, connection with friends and family and education.
- To embed Digital Rights into our Pathway Planning Process.
- To support young people with digital literacy.

How are we guided by legislation, policy and guidance in our drive for digital rights?

Digital Rights and Digital Inclusion for Care Experienced Young People (CEYP) has become more relevant than ever due to Covid 19 restrictions. Two recent pieces of research have been undertaken by CELCIS about care leavers and digital inclusion over the course of the pandemic restrictions. [The 2020 research](#) recognised that *'IT equipment and digital connection needs to be incorporated into care leaver grants so that no young person is leaving care into their own accommodation without online access.'*

In addition, [the 2021 research](#) found that *'the experience and issues which underpin digital exclusion within the care experienced community had been exacerbated by the pandemic and its subsequent social restrictions.'*

The 2020 report further *'identifies employment, finance, mental health, education and rights and participation among the key concerns in addition to the role digital connection now has in daily living.'* (CELCIS, 2020) These pieces of research alongside others have guided the writing of this note and our practice going forward.

[Connecting Scotland](#), 2021 stated that *'Being online is an essential lifeline.'* Their aim being to support everyone in Scotland to get online. During Phase 2 of this initiative Aberdeen City Council secured devices for our care leavers and this provided 89 devices and 106 Mobile Wifi devices to our young people who were considered as being digitally excluded.

Why are we considering Digital Rights and why are we developing this practice in Aberdeen City?

The [Independent Care Review](#) produced [The Promise](#) which highlighted ‘Scotland has the ability to support the development of innovative digital tools that reflect how children communicate and allow greater ownership and control of information so official narratives reflect their story, not just the facts the system holds about them.’

Views shared in the CELCIS, 2021 research show that poverty and financial insecurity is a barrier to accessing the necessary devices, software, Wi-Fi, repairs or technological support that are necessary to get online and have a stable internet connection. [Includem](#), 2020 shared that digital exclusion is the result of entrenched poverty and they recommend that it should be economically accessible to all. Includem, 2020 further noted that 20% of those surveyed did not have access to the device they need, 33% of those felt they could not afford the ongoing costs and 16% accessed the internet through mobile data.

On looking at a small group of young people including a recent care leaver, a young parent and a student it became clear that the only means of digital connection was that of a smart phone or a laptop on loan. Anything on top of this has been provided by the recent Connecting Scotland initiative. Young people were leaving care and moving into tenancies with only their mobile phones as means of digital connection and digital participation. Therefore, leaving us to question how they accessed universal credit logbooks, job application, education as well as other essential services.

What does including digital rights look like in Looked After Planning, Pathway Planning and other process's?

Promoting Digital Rights should have similar importance as other essential pathway planning needs (Appendix 1). The Integrated Children and Family Services Pathway Plan has now been updated to reflect the above. (Appendix 2 and 3) Digital inclusion needs will be individually assessed during reviews. This can be thought about and considered by using the SHANARRI indicators;

- [Safe: Use of the internet](#)
- Healthy: To access NHS services, healthy recipes and wellbeing support services
- Active: Access to exercise videos
- Nurtured: Contact with family and friends
- Achieving: Applying for jobs, further education and school work

- Respected: Accessing Mind Of My Own,
- Responsible: Social Media and online behaviour
- Included: Access to services and facilities that others do

APPENDIX 1: Example of how to include Digital Rights in Pathway Planning

Aberdeen City Council Youth Team

AFTERCARE PATHWAY PLAN

Personal Details	
Name	

This plan should reflect all your hopes and goals that you want support with and be clear about how they are to be achieved and by when.

This plan belongs to the young person. It differs from the child’s plan in that (unless agreed otherwise), it is usually written in first or second person (I or you). It is the document that lays out what work is being carried out with the young person. It can be written more informally (eg mindmap, diagrams), as long as it is written. The goals can be set from informal conversations over a period of time rather than a formal meeting if this suits the young person.

Digital rights, connection and participation			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when ?	What will have changed? <i>What will be seen, noticed</i> (This is the specific difference it will make to that young person's life)	What are we going to do and who will do it? <i>These should be the specific tasks</i>
I have a device that has a big enough screen which makes it easier for me to quickly type, see faces, documents, web pages etc		e.g. I will be able to take part in online meetings and complete my College work I will be able to complete job applications and have meetings with my SDS or No One Left Behind worker I can get appointments for my GP by being able to complete the E-Consult form	
I will have affordable and reliable internet connection so that I can chat with friends/family and access other services		e.g. I can keep in touch with family/friends without being cut off or running up a bill	

		<p>I can make use of online banking services</p> <p>I can log into my universal credit journal</p> <p>I can make use of online money saving coupons</p>	
I will have my own email address so that I can give and receive larger amounts of information		<p>e.g.</p> <p>I can make better use of online shopping</p> <p>My receipts for things that I buy can be sent to me and not lost</p> <p>I will have the option of reports being sent to me</p>	
I am able to make my voice heard and share my views directly in my own words		<p>e.g.</p> <p>I can download and use the Mind of My Own app</p> <p>I can send information about my views to others</p> <p>I can get involved in surveys, research, participation events</p>	
I'm confident in having the skills and knowledge to use my devices and the internet safely		<p>e.g.</p> <p>I know how to identify secure websites, privacy settings,</p>	

		<p>understand about phishing and password safety etc</p> <p>I know what to do about cyberbullying, trolling, image based abuse etc</p> <p>I know how to keep my online and offline identity safe</p> <p>I know the laws regarding sexual content and online behaviour</p>	
<p>I know who/where to ask if I need help with any of the above</p>		<p>e.g.</p> <p>I know how to contact the Youth Team, Who Cares?</p> <p>I can access information on the Youth Team and Who Cares? Facebook pages</p> <p>I can search the internet for local support</p>	

APPENDIX 2 – Updated Pathway Plan Master

Aberdeen City Council Youth Team
AFTERCARE PATHWAY PLAN

Personal Details	
Name	

This plan should reflect all your hopes and goals that you want support with and be clear about how they are to be achieved and by when. This plan belongs to the young person. It differs from the child’s plan in that (unless agreed otherwise), it is usually written in first or second person (I or you). It is the document that lays out what work is being carried out with the young person. It can be written more informally (eg mindmap, diagrams), as long as it is written. The goals can be set from informal conversations over a period of time rather than a formal meeting if this suits the young person.

Accommodation and living arrangements			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Money			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Digital rights, connection and participation			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Employment, training or education			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Health, wellbeing and lifestyle			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Family, friends and significant others			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Rights and legal issues			
What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i>	By when?	What will have changed? <i>What will be seen, noticed</i>	What are we going to do and who will do it? <i>These should be the specific tasks</i>

Signatures	
Remember to include your name, signature and date	
You	
Worker	
Other	
Date	



Pathways Plans Guidance

1. The plan can be either a throughcare (whilst still looked after), an aftercare (post looked after status) or even a continuing care pathways plan

AFTERCARE PATHWAY PLAN

2. This plan belongs to the young person. It differs from the child's plan in that (unless agreed otherwise), it is expected to be written in first or second person (I or you). It is the document that lays out what work is being carried out with the young person. It can be written more informally (eg mindmap, diagrams), as long as it is written. The goals can be set from informal conversations over a period of time rather than a formal meeting if this suits the young person.
3. The Mind of My Own app has an 'Adult Living' section which could usefully be used to give the young person's voice to the pathways plan.

Personal Details

Name	
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This plan should reflect all your hopes and goals that you want support with and be clear about how they are to be achieved and by when.

4. Whilst the child's assessment and plan is focused on the SHANARRI wellbeing indicators, the pathways review, assessment and plan has to take account of 6 elements as shown below. Digital exclusion is recognised as a significant issue and so a new element is now expected to be thought about.

Whether a young person is Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included can however be thought about under each element

Accommodation and living arrangements	
NEW	Money
Digital rights, connection and participation	
Employment, training or education	
Health, wellbeing and lifestyle	
Family, friends and significant others	
Rights and legal issues	

5. Some things to think about...

Accommodation and living arrangements	
<ul style="list-style-type: none"> • Being able to cook, plan for meals, shopping for food, storing food safely • Cleaning and tidying, routines, washing clothes and bedding • DIY, getting help with repairs, painting, decorating • Living on their own, with others, private or local authority renting, process for making applications • Furnishing – charity, community care grant, savings, leaving care budget (s29), planning ahead for breakages, measuring for large items/carpets etc 	

Money

- Saving money – how to do this, where to get advice, what’s a good deal, money off vouchers, interest rates, bank accounts, credit unions, shopping around, council tax exemption, changing gas/electric providers
- Getting help – financial inclusion team, crisis loan, charities, food banks, budgeting apps, SCARF
- Paying bills – direct debits, online, TV licence
- Bursary – save to cover the summer months
- Online banking -
- BT essential provide unlimited fibre for those on universal credit for £15 a month

Digital rights, connection and participation

- Devices – do they have one, does it have a big enough screen
- Internet access – affordable, type of contract, reliable
- Knowledge/skills – keeping safe, phishing, passwords, oversharing, privacy settings
- Voice – being included, Mind of My Own usage
- Support – they have details of the Youth Team and Who Cares? Scotland and their Facebook details

Employment, training or education

- SDS, ABZ Works, Barnardos, Discovering your potential, Kickstart, Modern Apprenticeships, Working Rite, Princes Trust, Developing the Young Workforce
- Transition Extreme
- Job Start Payments
- Independent Training Account
- #YSNext
- Volunteering
- Being a student, studying, learning style

Health, wellbeing and lifestyle

- Sport Aberdeen cards
- Counselling – online, local
- Substances – Drugs Action
- Samaritans, Breathing Space,
- Covid vaccine, register with GP, eye tests, free dental treatment for under 25s

Family, friends and significant others
<ul style="list-style-type: none"> • Neighbours – being able to get along, sort issues, reporting problems, handle complaints • Keeping in touch – family, support of friends, keeping and cancelling appointments • Youth Team – how to contact, Facebook
Rights and legal issues
<ul style="list-style-type: none"> • Children (Scotland) Act 2020 – the duty to support relationships with brothers and sisters when they can't live together; the right to give their view on what should happen for those brothers and sisters who are looked after by local authorities (whether in different parts of Scotland); the opportunity to take part in a Children's Hearing for their siblings • Continuing Care • Eligibility for Aftercare • Bursary and rent payments whilst a student • ID – copy of birth certificate; form of ID, young Scot card • National insurance number – apply for this before 16 • Rights Team – how to contact • Court proceedings

6. As with child's plans, pathways plans should be SMART – Specific, Measurable, Achievable, Reasonable and Timely

<p>What do we want to happen? (Your hopes and goals)</p> <p><i>These should be described as a lived experience; what is seen, heard, felt</i></p>	<p>By when?</p>	<p>What will have changed?</p> <p><i>What will be seen, noticed</i></p>	<p>What are we going to do and who will do it?</p> <p><i>These should be the specific tasks</i></p>
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7. Examples....

<p>What do we want to happen? (Your hopes and goals) <i>These should be described as a lived experience; what is seen, heard, felt</i></p>	<p>By when?</p>	<p>What will have changed? <i>What will be seen, noticed</i></p>	<p>What are we going to do and who will do it? <i>These should be the specific tasks</i></p>
<p>My flat will be decorated, furnished and warm</p>	<p>4 weeks</p>	<p>Gas will be uncapped Living room wallpapered and carpeted Bedroom painted Curtains in the living room and bedroom</p>	<p>Contact the gas provider Measure flat for carpets and curtains Choose carpet and paint Ask friends to help with painting</p>
<p>I will cook 2-3 times a week</p>	<p>3 months</p>	<p>Kitchen surfaces will be clean New cooking skills and recipes Better confidence to cook</p>	<p>Play music whilst cleaning to make this less of a chore Ask for help Watch youtube videos and download a recipe app</p>
<p>I want to save for a bigger sofa</p>	<p>6 months</p>	<p>Two bank accounts – one for saving and one for money coming in</p>	<p>Get a copy of my birth certificate for ID Research options online for types of accounts</p>
<p>I need a laptop and faster internet for my college work</p>	<p>3 months</p>	<p>I'll have a chromebook from Connecting Scotland I'll have a new broadband provider</p>	<p>Apply to Connecting Scotland through my social worker Research broadband options via the internet</p>

References

5Rights Commission (2017) *Our Digital Rights - Children and Young People's Evidence Bank*. Available at: <https://evidencebank.org.uk/reports/our-digital-world/>

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	16 th September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Annual Assurance Statement
REPORT NUMBER	CUS/21/181
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Heather Murdoch & Neil Carnegie
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To seek approval for the Council's Annual Assurance Statement for the year 2021/22, which must be submitted to the Scottish Housing Regulator by 31st October 2021.

2. RECOMMENDATION

That the Committee:-

- 2.1 Approve the Annual Assurance Statement appended to this report for submission to the Scottish Housing Regulator by 31st October 2021.

3. BACKGROUND

- 3.1 The Scottish Housing Regulator (SHR) regulates to protect the interests of people who receive the services of social landlords. Since introduced in 2012/2013 the Council have submitted our Annual Return of the Charter (ARC) which sets out the Council's performance against the Scottish Social Housing Charter standards and outcomes. From 2018, the Regulator introduced a further requirement for all social landlords to complete an Assurance Statement in which we are required to provide confirmation each year that the Council meet the relevant requirements of section 3 of the Regulatory Framework which is laid out in appendix B.
- 3.2 Having reached an objective and evidenced-based judgement on compliance, ensuring sufficient evidence and information the Council are required to submit a signed statement by our Committee Convenor which confirms that we have appropriate assurance that we comply with:
- All relevant regulatory requirements set out in section 3 of the Regulatory Framework
 - All relevant standards and outcomes of the Scottish Social Housing Charter and all relevant legislative duties

- 3.3 For any areas where the Council do not materially comply, we must briefly describe these and our plans to improve.
- 3.4 The Assurance Statement from 2020/21 indicated that Aberdeen City Council were compliant with the regulatory requirements set out in section 3 of the Regulatory Framework with the exception of compliance with minimum site standards for our Gypsy Traveller site. There were also performance areas which were prioritised for improvement with action plans in place regarding void property management and rent management.
- 3.5 The Councils proposed Annual Assurance Statement for 2021/22 is as appended to this report and has identified three areas for improvement which are Rent Management, Void Management and Customer Satisfaction. It also highlights that we are still not materially complying with the minimum site standards for Gypsy Travellers
- 3.6 The following evidence and information, relevant to the requirements that we are required to provide assurance for, are set out using the Good Governance Standard for Public Service principles from Chartered Institute for Public Finance and Accountancy.

3.6.1 Managing risks and performance through robust internal control and strong public financial management.

The Council's system of governance provides assurance on our compliance with legal and statutory obligations at management level and also to elected members.

In 2020 the Council was awarded with the Mark of Excellence in Good Governance from the Chartered Institute of Public Finance and Accountancy (CIPFA).

At elected member level, the following internal controls are in place:

- Operational Delivery Committee is responsible for scrutinising service delivery in this area.
- Audit, Risk and Scrutiny Committee to which Housing and Homelessness audits (internal and external) are reported.

At management level, the following are in place:

- Regular review of risks by Housing and Homelessness management teams and maintenance of service risk registers.
- Performance management systems and operation of service improvement groups.
- The Risk Control Team in Building Services undertakes site visits to ensure compliance with all relevant Health and Safety requirements including compliance with the Health and Safety at Work etc. Act 1974, Control of Asbestos Regulations 2012 and Electricity at Work Regulations 1989.

- A contract log is in place which identifies responsibilities for differing elements of compliance along with contract manager and contractor details whether delivered in house or externally. Regular contract meetings are held to review compliance and for key risks such as asbestos and gas safety; external compliance portals are used. Corgi systems are used for gas compliance and MODUS – a software management company who specialise in asbestos data management - is being implemented for asbestos management.
- Strategies, policies and procedures are reviewed on an on-going basis in line with a risk-based Corporate Policy Framework. These include the Local Housing Strategy and Allocations Policy.
- Corporate Management Team (CMT) signs off on the Annual Governance Statement, including any significant issues (control failures) which have occurred over the year. CMT also receives notifications of health and safety contraventions, and resulting improvement plans, which would include health and safety issues affecting housing and homelessness.

3.6.2 Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law.

A Programme of internal audits, which are risk-based, identify any control failures including legal compliance in various areas such as rent management, void properties and complaints management. The following audits relating to housing have been completed for reporting to the Audit, Risk and Scrutiny Committee within the 2020/2021 reporting timescale:

- Housing Waiting List and Allocations - The audit was completed in July 2021 and lists a number of recommendations that have been assigned to officers to address.

Audit Scotland also undertook a Best Value audit which was published in June 2021. The previous audit was undertaken in 2015 and the Council were praised for the changes that had taken place since the previous audit. This audit acknowledged that housing remains a challenge but had some success in our effort to tackle homelessness. Through the introduction of our Rapid Rehousing Transition Plan in 2019 the Council have seen a reduction in the time between receiving an application and permanently housing a previously homeless person from 171 days in 2015/16 to 125 days in 2019/20. Performance now compares favourably with the national figure of 224 days. The Council is using a number of initiatives to drive improvements, including combining various housing roles so that staff can focus on cases while also improving the applicant's experience.

In addition, the Council report quarterly to the Scottish Government on Homelessness presentations and outcomes for scrutiny.

The Council have a corporate system for reporting Health and Safety incidents and report relevant incidents to agencies such as the Health and Safety Executive if relevant.

The Council's Health and Safety Team undertake Fire Risk Assessments in our sheltered housing complexes annually and in mainstream multi-storey buildings every three years. Our Health and Safety Team also undertake routine compliance checks of housing related services as part of its corporate programme.

The Council's Engagement Plan from the SHR is published on the Council's website.

The Council's Engagement plan for 2020/21 set out that we are engaging with SHR on Gypsy Traveller site standards. Plans have been identified to completely renew the site, and we have been prioritised by the Scottish Government as a potential demonstration project and invited to present our proposals on 30th September 2021.

The Council are appropriately registered with the Information Commissioner's Office.

3.6.3 Defining outcomes in terms of sustainable economic, social, and environmental benefits.

The Local Outcome Improvement Plan (LOIP) has been refreshed and sets out to ensure that Aberdeen's continued economic, health and social recovery is the focus. The vision set out in the LOIP is that Aberdeen will be 'a place where all people can prosper' by 2026.

The Council's Delivery Plan 2021/2022 aligns all Council strategies and plans to the LOIP, ensuring clear delivery plans for the Council's own set of strategies and priorities.

The current transformation programme being undertaken, looks at job redesign within Housing Services to ensure we meet the changing needs of tenants, ensuring a holistic and outcome focussed approach to achieving the best outcome for them.

3.6.4 Determining the interventions necessary to optimise the achievement of the intended outcomes.

The Council deliver a highly acclaimed Tenant Participation Strategy. The Housing Service Review Group comprises tenants and residents and provides scrutiny of our service performance and the Housing Revenue Account. The group also undertake in-depth service reviews and have previously reviewed Housing Repairs, Housing Management and Customer Feedback. At the conclusion of each review a report with recommendations is produced.

Monthly performance reports are provided for scrutiny, with appropriate improvement plans developed where necessary. In particular, the Council's performance in Homelessness services is sector leading, and there has also been a significant improvement in performance on evictions for rent arrears through a more targeted and efficient approach.

Ensuring openness and comprehensive stakeholder engagement.

Since 2013, each year the Council have submitted our Annual Return of the Charter in accordance with the published guidance.

The Housing Service Review Group participates in the preparation and scrutiny of performance information. The group meets monthly and receives routine reports on our performance against the Charter outcomes and standards. All reports are published on our website.

The Housing Service Review Group also participates in developing our annual report on performance. This includes reviewing performance trends, benchmarking with our peers and options for improvements where relevant. The group helps determine report format and proposed using a digital animation in addition to a written report for 2018/2019 and this will be replicated for 2020/2021. The annual report is also available in hard copy and is reported in our Newsbite publication.

The monthly and annual reports are available on a dedicated Housing Performance page on our website.

An Asset management review is currently underway and will be completed later this year.

The Council's Void Property improvement plan identifies key areas for the Council to tackle and achieve improved performance in and is driven by a Corporate Improvement Project. The Corporate Improvement Project is led by the Chief Officers and was introduced to tackle some of the larger scale issues which have been raised though the Void Property Improvement Plan, such as reviewing our digital infrastructure to better streamline processes, increasing staffing resources to complete void repairs and improving new tenant customer satisfaction.

The Council's Rent Management improvement plan identifies key areas for the Council to tackle to achieve improved performance. This plan is reviewed monthly by the Rent Management improvement group and identifies areas where improvements can be made in order to maximise rental income while also supporting new and existing tenants. The establishment of the Corporate Debt Team through our ongoing restructure will assist in ensuring that our performance in rent management improves by creating a focused and specialist approach to rent collection and debt recovery.

As part of our Customer Satisfaction Survey undertaken during 2020/21, we conducted an electronic aspect of the survey which resulted in a response rate of the online survey of 26.4% which was a total of 1860 responses. Following on from our Long Term rent policy electronic consultation in

2019/20 which had almost 2000 responses, this demonstrates progress in our efforts to engage in a more meaningful way. Overall tenant satisfaction came in at 62.7% which was a decrease from the 2017 survey which was 82.9%. Although this percentage has decreased since the previous survey, Housemark advise that this is consistent with electronic surveys conducted with other landlords as there has been a general downward trend which is amplified by using the electronic method as opposed to traditional face to face methods. This survey was undertaken at the beginning of the COVID-19 pandemic when a number of services were unable to function as normal which also may have had an impact on satisfaction levels. Almost 700 tenants responded to the Customer Satisfaction Survey advising they would be interested in participating in further customer engagement / tenant participation exercises and we will look to build on this during 2021/22. We are currently in the process of engaging with these tenants by inviting them to take part in various participation opportunities such as focus groups, estate walkabouts and resident led inspections along with providing them information on how to participate in the well-established tenants and resident groups that are available throughout the city.

Reviewing our Annual Return on the Charter for 2020/2021 we identify void property, rent management and customer satisfaction as performance areas for improvement and we have a range of actions agreed to address this.

3.6.6 Implementing good practices in transparency, reporting, and audit to deliver effective accountability.

Information on our Complaints Handling Procedure, including how to make a complaint is published on our website and a complaints leaflet is available at all offices. A person can make a complaint by using our online form or in person at any council office. Alternatively, they may contact us in writing or by telephone.

The Council have published the SHR's 'Significant Performance Failure' leaflet on our website and the reporting form is also available.

The Council follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO).

Upon closure of every complaint, responding officers systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. For example, complaints have highlighted where we need to improve communications and change some of our internal procedures.

The Council's performance is scrutinised at each Operational Delivery Committee, the papers for which are all available through our Council website.

Where appropriate, the Council collect and record data on protected characteristics for tenants, applicants, homeless people and people who use our Gypsy Traveller site on our housing management system.

3.6.7 Developing the entity's capacity, including the capability of its leadership and the individuals within it.

Aberdeen City Council has agreed an Equalities Plan to promote and embed equality in our services over the next four years from 2021 to 2025.

The key piece of legislation which governs what we do is the Equality Act 2010. The General Duties within the Act require us to eliminate discrimination; advance equality of opportunity; and foster good relations between persons who share a protected characteristic and those who do not. The protected characteristics as defined by the Equality Act 2010 are: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Our Equality Outcomes as a service provider are to ensure:

- EO 1 - All people with protected characteristics will access information, goods and services knowing that social and physical barriers are identified and removed, with a focus on Age, Gender reassignment and Disability.
- EO 2- Diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation.
- EO 3 – Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the City, with a focus on Disability, Race and Sex.

The next phase of this work is to engage further with communities to develop specific actions to help us achieve our Equality Outcomes.

During 2020/2021 the Council introduced a new Integrated Impact Assessment (IIA) process to capture equality, human rights, children's rights and socio-economic disadvantage information and evidence. An Integrated Impact assessment (IIA) is undertaken to systematically consider relevant evidence that to determine if there may be an unfair or have unequal effect on different groups of people within the community or the workforce as a result of a policy or proposal.

To ensure compliance with the Equality Act 2010, the IIA will help to:

- Ensure that the proposal does not discriminate
- Consider how the proposal might better advance equality of opportunity
- Consider whether the proposal will affect relations between different groups.

Our Integrated Impact Assessments are published on our website with relevant committee papers.

During 2020/21 Housing management staff were trained in a number of different areas such as Equalities, Care Experienced Young People awareness and also the roll out of training for frontline staff so they can distribute and administering Naloxone in an effort to reduce instances of opiate overdoses within the community.

During 2020/21, in addition to regular reporting and scrutiny on Housing performance, the following reports were submitted to Operational Delivery Committee for approval:

- Housing Allocations Policy – a refresh to this policy that granted additional delegated authority to the Chief Officer to rehouse perpetrators of Domestic Abuse where they were demonstrating a commitment to addressing their behaviour was agreed by committee in November 2020.
- Domestic Abuse in Housing Policy – identifying how we will tackle Domestic Abuse and support those suffering from or escaping Domestic Abuse.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

5.1 The requirement for Annual Assurance Statements is set out in statutory guidance issued by the Scottish Housing Regulator under the Housing (Scotland) Act 2010. The recommendations of this report will enable the Council to comply with that requirement.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A		
Compliance	If the Council does not submit the Annual Assurance Statement by 31st October 2021, the Council will not meet regulatory requirements.	L	Approval to submit the Annual Assurance Statement given by committee
Operational	N/A		
Financial	N/A		

Reputational	The Annual Assurance Statement identifies areas for Improvement.	M	The Council have identified improvement plans to be implemented.
Environmental / Climate	N/A		

7. OUTCOMES

COUNCIL DELIVERY PLAN	
Impact of Report	
Aberdeen City Council Policy Statement	This report has no impact on the policy statement.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Prosperous People Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Prosperous Place Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Regional and City Strategies	This report has no impact on regional and city strategies.
UK and Scottish Legislative and Policy Programmes	This report ensures that we are compliant with the regulatory requirements set out by the Scottish Housing Regulator.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

Scottish Housing Regulator – Regulation of Social Housing in Scotland
 Scottish Housing Regulator – Statutory Guidance
 Scottish Housing Regulator – Annual Assurance Statement
 Annual Return on the Charter – Aberdeen City Council 2020/2021

10. APPENDICES

A - Draft Annual Assurance Statement

B - Scottish Housing Regulator Regulatory Requirements– Section 3

11. REPORT AUTHOR CONTACT DETAILS

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Appendix A



Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, all relevant standards and outcomes in the Scottish Social Housing Charter and all relevant legislative duties, with the following exception of compliance with minimum site standards for our Gypsy Traveller site. Designs have been produced to completely renew the site and we are working with the Scottish Government to secure funds to develop the site as a demonstration model of best practice. We are scheduled to provide a presentation on our designs to the Scottish Government on 30 September 2021.

The following performance areas are priorities for improvement with action plans in place:

Void property management – key improvement actions: increase resources for repair and maintenance work, enhanced performance management framework and review of letting standards.

Rent Management – key improvement action: creation of a specialist corporate debt team to be implemented October 2021.

Customer Satisfaction – key improvement actions: Programme of community led Staff training and development programme. Creation of a Customer Experience Service Improvement group to help identify key areas for improvement and produce a program of community led estate walkabouts and inspections of multistorey buildings, staff training and development programme, enhanced on-line services, Participatory Budgeting to disburse £1m Environmental Improvement budgets, Housing service transformation - investment in additional front-line staff including the new Housing and Support Officer role.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Operational Delivery Committee on 16th September 2021.

Councillor Philip Bell
Convener – Operational Delivery Committee
Aberdeen City Council

Regulatory requirements

In this section we set out regulatory requirements for all social landlords and the standards of governance and financial management for RSLs.

3.2

All of these requirements are based in the powers given to us in the Housing (Scotland) Act 2010.

3.3

We do not replicate here the range of duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance. These include achieving the standards and outcomes in the Scottish Social Housing Charter, duties to help people who are homeless, duties around the safety of tenants' homes, and promoting equality and human rights.

3.4

Landlords also have requirements placed on them by other regulatory bodies, including the Office of the Scottish Charities Regulator, the Equality and Human Rights Commission, the Care Inspectorate, Audit Scotland and the Scottish Public Services Ombudsman.

3.5

Landlords must ensure that they meet all of their legal duties and responsibilities and that they adhere to relevant guidance and the requirements of other regulators.

3.6

For local authorities, this includes ensuring that they meet their statutory duties to prevent and alleviate homelessness. Local authorities must confirm that they meet these duties in their Annual Assurance Statement, or set out how they are addressing any material non-compliance.

3.7

Landlords should adhere to our statutory guidance. In certain cases, where exceptional circumstances exist, it may be appropriate for a landlord to depart from our statutory guidance. Where a landlord is considering departing from statutory guidance, it should discuss with us why a departure from the guidance is necessary before acting. The landlord should keep a record of the reasons for the departure.

3.8

Landlords should take account of regulatory advice from us and from other regulators. Advisory guidance may include recommended practice and recommendations from thematic work. Landlords should consider applying

any recommendations in advisory guidance, but are not required to follow advisory guidance. Landlords are not required to discuss a departure from advisory guidance with us before acting. A list of our advisory guidance is available on our website. Below we set out what landlords must do.

Regulatory requirements for local authorities and RSLs

Assurance and notification

- Prepare an Annual Assurance Statement in accordance with our published guidance, submit it to us between April and the end of October each year, and make it available to tenants and other service users.
- Notify us during the year of any material changes to the assurance in its Assurance Statement.
- Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.
- Notify us of any tenant and resident safety matters which have been reported to, or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.
- Make its Engagement Plan easily available and accessible to its tenants and service users, including online.

Scottish Social Housing Charter Performance

Submit an Annual Return on the Charter to us each year in accordance with our published guidance.

Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. It **must**:

- agree its approach with tenants
- ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance
- publicise the approach to tenants
- ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened
- involve other service users in an appropriate way, having asked and had regard to their needs and wishes.
- Report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). It must agree the format of performance

reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.

When reporting its performance to tenants and other service users it **must**:

- provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance set out how and when the landlord intends to address areas for improvement
- give tenants and other service users a way to feed back their views on the style and form of the reporting.
- Make our report on its performance easily available to its tenants, including online.

Tenant and service user redress

- Make information on reporting significant performance failures, including our leaflet, available to its tenants.
- Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).
- Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance.

Whistleblowing

- Have effective arrangements and a policy for whistleblowing by staff and governing body/elected members which it makes easily available and which it promotes.

Equalities and human rights

- Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.
- To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller

sites must collect data on protected characteristics for these service users.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 th September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Community Learning and Development Plan 2021-2024
REPORT NUMBER	CUS/21/197
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Colin Wright
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 To present the requirements placed on Local Authorities by the Requirements for Community Learning and Development (Scotland) Regulations 2013, Regulation 4, to produce a plan that will cover a three-year period from 1st September 2015 and to publish further plans every three years. The attached plan is the third CLD plan covering the period 2021 – 2024

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 Approve the Community Learning and Development Strategic Plan 2021- 2024 contained in Appendix 1 as required under the Requirements for Community Learning and Development (Scotland) Regulations 2013

3. BACKGROUND

3.1.1 The Scottish Government Strategic Guidance for Community Planning Partnerships, Community Learning and Development, places a number of obligations on Community Planning Partnerships and Local Authorities in respect of Community Learning and Development (CLD).

3.1.2 The responsibility for meeting the requirements of the CLD Regulations rests with the Local Authority as a whole. In line with the Education (Scotland) Act 1980, the CLD Regulations refer to the “Education Authority” but staff who have a role in securing the provision of CLD may be located in a number of different settings within the Local Authority. Within Aberdeen City Council the CLD Services (Community Development / Youth Work / Adult Learning/Family Learning) now sit within the Customer function / Early Intervention & Community Empowerment Cluster.

- 3.1.2 The Government's National Performance Framework sets out the strategic objective for all public services including those delivering CLD. Within this the focus of CLD should be:
- Improved life chances for people of all ages through learning, personal development and active citizenship
 - Stronger, more resilient, supportive, influential and inclusive communities.
- 3.1.4 Local authorities cannot meet the requirements of the CLD Regulation without engaging with other partners, learners and community groups and organisations. Such engagement should be carried out in accordance with CLD values and principles.
- 3.1.5 Local authorities should also consider how the process which they put in place to secure the provision of CLD contributes to the Community Planning process.
- 3.1.6 In order to meet the requirements associated with the three-year strategic Community Learning and Development Plan, a lead person or persons with an appropriate level of seniority should be identified. This will enable the plan to be initiated and for its progress to be tracked. For Aberdeen City Council this is Derek McGowan, Chief Officer, Early Intervention and Community Empowerment.
- 3.1.7 The Requirements for Community Learning and Development (Scotland) Regulations 2013 are intended to support the achievement of national policy goals for CLD ensuring:
- communities, but particularly those who are disadvantaged, have access to the CLD support they need
 - communities are enabled to express their needs for CLD provision
 - Community Planning Partnerships (CPP), local authorities and providers of public services more generally, respond appropriately to the expectations set by the CLD Guidance.
- 3.2 The CLD Strategic Plan must include four elements:
- how the education authority will co-ordinate its CLD provision with other providers in the area
 - what the education authority will be doing to provide CLD over the period of the plan
 - what other CLD providers will be doing within the area over the period of the plan and
 - a statement of CLD needs which will not be met within the period of the plan.

Development of Aberdeen's CLD plan 2021-2024

- 3.3.1 To enable the production of the third three-year plan (2021 – 2024), several consultations / actions have been initiated by the local authority. These have included:

- In March 2021, a number of online sessions for partners and stakeholders to identify priorities for the CLD Plan, and how they felt impacts of the pandemic would inform CLD planning in 2021-24
- In April, a series of follow up sessions where partners and stakeholders discussed these priorities in themed areas of Youth Work & Wider Achievement, Adult Learning and Community Development. Representatives from around 40 services/organisations attended these sessions (with some contributing to more than one themed meeting)
- Through engagement with organisations working with young people and directly with children and young people involved in youth work programmes and groups such as Aberdeen Youth Council we have sought to ensure the voice of children and young people in the Plan
- In April, initial proposals were shared with partners and stakeholders with an invitation to submit written comments
- In May a survey was distributed to CLD learners inviting feedback on priorities initially identified. A total of 77 responses were received coming from learners from a range of organisations
- In June a survey was sent to partners and stakeholders, to identify current and planned actions that would contribute to the delivery of the priorities identified during earlier sessions and learner survey responses
- Partner 'writing groups' were formed for each of the CLD areas to produce a first draft of the CLD Plan
- Further engagements with partners for comment in July
- Draft versions of the Plan shared with partners and stakeholders for comments and contributions
- Content of the Plan has also been influenced by involvement in consultations around the refreshed LOIP and Locality Plans

This CLD plan supports the delivery of outcomes identified in Aberdeen City Local Outcome Improvement Plan and underpinning North, South and Central Locality Plans by providing a framework for greater collaborative working amongst organisations directly and indirectly delivering CLD services in Aberdeen.

Priorities identified included: -

- Further support to communities to create, develop and sustain programmes and activities which address emerging priorities, provide increased opportunities for citizens and increase levels of community volunteering to build greater resilience

- Programmes and activities to support young people’s mental and physical wellbeing, attainment and achievement; support to young people to gain employability skills; initiatives to promote and deliver activities for young people in their community
- Programmes and targeted learning packages to equip adult learners to meet key challenges and transitions in their lives including for those whose lives have been hardest hit by Covid-19

3.3.2 Appendix 1 in the 2021-2024 Plan also shows the legislation, policies, research and guidance that were taken into account when writing the plan.

3.3.3 Partners requested that work was done to align the CLD plans with the LOIP and Localities plans to aid in their understanding and implementation. Accordingly, the plan uses a similar format to the other CPP plans and references directly where CLD outcomes contribute to LOIP and Locality Outcomes

4. FINANCIAL IMPLICATIONS

4.1 Additional youth workers and family learning workers in schools for session 2021/22 will be funded directly from the education service from a Grant to support COVID-19 recovery (Education Recovery Fund monies).

The one-off nature of the grant provides an opportunity to think quite differently and test approaches which will inform future service mainstream delivery.

5. LEGAL IMPLICATIONS

5.1 The Requirements for Community Learning and Development (Scotland) Regulations 2013 require Aberdeen City Council as the Educational Authority to consult on and publish plans every 3 years containing specified information on the provision of CLD by both Local Authority and its partners. Once approved by Committee the plan will be published on the Council’s website.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	Should the plan not be approved, Aberdeen City Council will not be able to fulfil its	Low	Plan to be considered by Operational Delivery Committee

	obligations in relation to the Requirements for Community Learning and Development (Scotland) Regulations 2013		
Operational	Failure to implement the plan will directly impact on the quality of provision customers will receive. This includes adult learning, family learning, work with young people, work with people in recovery of Mental Health, community development, work with volunteers who run community centres	Low	Sufficient resources are available to implement the plan
Financial	Additional youth work and family learning in schools is funded from Education Recovery Grant till June 2022	Medium	There will be intensive and robust evaluation of the work which will determine future service delivery plans
Reputational	None		
Environment / Climate	None		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	<p>The proposals within this report support the delivery of Policy Statements: -</p> <ul style="list-style-type: none"> UNICEF Child Friendly accreditation. Commit to closing the attainment gap in education while working with partners across the city. Continue to promote diversion activities for youths and adults in our city with enhanced focused on our three locality areas. Development of locality plans across the city in conjunction with communities.

Aberdeen City Local Outcome Improvement Plan	
<p>Prosperous Economy Stretch Outcomes</p>	<p>The proposals within this report support the delivery of LOIP Stretch Outcomes:</p> <ol style="list-style-type: none"> 1. No one will suffer due to poverty by 2026 <ol style="list-style-type: none"> 1.1 Mitigating the causes of immediate and acute poverty 1.2 Ensure those experiencing in-work poverty have access to all appropriate benefits. 1.3 Supporting vulnerable and disadvantaged people, families and groups. 1.4 Poverty affecting those with protected characteristics and in specific communities. 2. 400 Unemployed Aberdeen City Residents supported into Fair Work by 2026 3. 500 Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026 <ol style="list-style-type: none"> 3.1 Promoting inclusive economic growth for our most disadvantaged communities
<p>Prosperous People Stretch Outcomes</p>	<p>The proposals within this report support the delivery of LOIP Stretch Outcomes:</p> <ol style="list-style-type: none"> 4. 95% of children (0-5 years) will reach their expected developmental milestones by the time of their child health reviews by 2026. <ol style="list-style-type: none"> 4.1 Ensuring that families receive the parenting and family support they need. 5. 90% of Children and young people will report that their experiences of mental health and wellbeing have been listened to by 2026. This is reflected in interactions, activities, supports and services. <ol style="list-style-type: none"> 5.2 Increasing children's knowledge and understanding of their own physical and mental wellbeing and take an early intervention and prevention approach 7. 95% of children living in our priority neighbourhoods will sustain a positive destination upon leaving school by 2026. 8. Child friendly city where all decisions which impact on children and young people are informed by them by 2026. <ol style="list-style-type: none"> 8.2 Ensuring that children and young people receive accessible information and opportunities to engage and participate in decision making. 9. 30% fewer young people (under 18) charged with an offence by 2026. 10 – 2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026.

<p>Prosperous Place Stretch Outcomes</p>	<p>The proposals within this report support the delivery of LOIP Stretch Outcomes:</p> <p>13.2 Contributing to the delivery of Aberdeen Adapts by developing a bottom-up approach to community resilience to encourage greater ownership and independent action towards understanding communities' risks from climate change and adapting to them</p> <p>15.1 Increasing the diversity, quality and use of the Aberdeen's green spaces by facilitating community participation in them to restore nature and increase people's satisfaction, health, and wellbeing</p> <p>15.2 Increasing the area of public, private and community land managed for nature, in recognition of the nature crisis and in alignment with global and national ambitions to protect 30% of land and 30% of water by 2030 (30-30-30)</p>
<p>Regional and City Strategies</p>	<p>The proposals within this report support the: -</p> <ul style="list-style-type: none"> • Children's' Services Plan • Granite City Food Growing Strategy
<p>UK and Scottish Legislative and Policy Programmes</p>	<p>The report sets out the three-year Aberdeen City Community Learning and Development Plan, which fulfils the requirements placed upon the Council by: -</p> <p>The Requirements for Community Learning and Development (Scotland) Regulations 2013 which place a statutory requirement on local authorities to publish a plan every three years. The plan should outline how the local authority will co-ordinate and secure 'adequate and efficient' Community Learning and Development (CLD) provision with other sector partners.</p> <p>The Strategic Guidance for Community Planning Partnerships: Community Learning and Development (2012) While directed at Community Planning Partnerships (CPPs) and recognising the vital role played by a wide range of organisations and services, the guidance clearly identifies a role for local authorities 'to provide clear leadership and direction, and to drive the action needed to ensure we maximise the contribution of CLD partners in the reform of public services.</p> <p>The Community Empowerment (Scotland) Act 2015 requires community planning partners to secure the participation of community bodies in community planning Community empowerment is a</p>

gradual process which involves continual learning and the constant building of a community's capacity to articulate and address their priorities. CLD makes a significant contribution to supporting this process and in supporting delivery of the [National Standards for Community Engagement](#)

The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill

Scottish Attainment Challenge CLD has an important role to play in supporting children and young people's well-being; helping children recover any lost ground in learning; and, in closing the attainment gap, particularly in relation to what works in closing the attainment gap in our most deprived communities

Curriculum for Excellence CLD is relevant to and supportive of, Scotland's [Refreshed Curriculum Narrative](#). It contributes directly to the purposes of CfE and its four capacities (successful learners, confident individuals, responsible citizens and effective contributors); it supports the development of skills for learning, life and work

National Youth Work Strategy for Scotland through which a wide range of partners in the public and third sector are contributing to improving outcomes for young people, either in direct partnership with schools or in other community settings.

The National Improvement Framework

Education Authorities are under a duty to endeavour to secure improvement in the quality of education of school education which is provided in the schools managed by them and to carry out the duty with a view to achieving the strategic priorities set out in the National Improvement Framework. Community Learning and Development contributes to all four current priorities for the **National Improvement Framework** are:

- Improvement in attainment, particularly in literacy and numeracy;
- Closing the attainment gap between the most and least disadvantaged children;
- Improvement in children and young people's health and wellbeing; and
- Improvement in employability skills and sustained, positive school leaver destinations for all young people.

	The Equality Act 2010 • Duties about diversity and equality so that children and their families are not discriminated against on grounds of race, disability, gender, sexual orientation, language, faith or belief, and age
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment undertaken identifying positive impact on many of the protected characteristics.
Data Protection Impact Assessment	Not Required

9. BACKGROUND PAPERS

None

10. APPENDICES

Appendix 1 - Draft CLD Strategic Plan 2021 - 2024

11. REPORT AUTHOR CONTACT DETAILS

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DRAFT COMMUNITY LEARNING & DEVELOPMENT PLAN

2021-2024

Draft Version 4 - September 2021



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INTRODUCTION

The Aberdeen City Local Outcome Improvement Plan and underpinning North, South and Central Locality Plans set out a vision for Aberdeen as 'a place where all people can prosper'. This Community Learning and Development (CLD) plan supports the delivery of this vision and delivery of the plans by providing a framework for greater collaborative working amongst organisations directly and indirectly delivering CLD services in Aberdeen (See Appendix 1 for list of key CLD partners). This plan is intended to be dynamic and flexible, responding and adapting to emerging needs and priorities.

Learning changes lives for the better and opens opportunities for us all to achieve our full potential. Everyone should have the opportunity to learn, develop and engage in their communities in a way that enhances their lives and contributes to thriving communities. Effective Community Learning and Development (CLD) is life changing for people, families, and communities. It inspires ideas, ambition and citizenship. It helps our city and our communities to flourish.

Community learning and development brings an early intervention and prevention focus providing young people and adults with skills for life, learning and work addressing personal and social development, active citizenship, and individual health and wellbeing issues and empowering people, both as individuals and in communities, to make positive changes in their lives. It also focuses on growing community-led groups and services that make communities more cohesive, sustainable, and better able to overcome the challenges they face, as well as working with community groups to support them to be well-run, sustainable, and independent

Effective community learning and development practice plays an essential role in ensuring people, particularly those facing discrimination and disadvantage, gain the confidence and skills they need to influence decisions that affect their lives.

We will provide CLD opportunities that improve the confidence, self-esteem, and wellbeing of people in our city to become happier and more positive and feel they can make a difference, not only to their own lives, but to others. We will continue to work with schools and deliver family learning to ensure our pupils from the most deprived areas in our city have the same life chances as those from more affluent areas. We will ensure that people gain and build essential skills for life and work including English language and reading, writing and numeracy. We will develop digital skills across a range of platforms to ensure people have the confidence they need to access, use and benefit from the advantages and opportunities offered by the digital world. We will inspire

and develop the skills of young people, adults and families to volunteer and get more involved in their communities. We will work together to develop volunteering opportunities and to increase the capacity building activities in the city.

CLD creates a fairer and more equal place to live, learn and work. We aim to enable those who experience poverty and health related inequalities in our city to access and participate in life changing CLD opportunities which build skills, confidence and aspirations. We are committed to working closely to target resources more effectively at those who have the greatest need to address our health and poverty related inequalities. We will work with partners to address barriers and improve access to life changing CLD opportunities. We will deliver a range of high quality learning to improve essential literacy, numeracy, language and digital skills.

CLD is essential to supporting economic growth particularly for those who experience disadvantage and inequality. We will deliver lifelong learning opportunities to develop the skills, confidence and aspirations required for inclusive growth and active participation. We will develop the talents and ambitions of our young people to enhance their employability and support them into attractive jobs. We will also work with people who are long-term unemployed or are in receipt of benefits to build their confidence and aspirations.

CLD plays a significant role in making our communities more resilient. It empowers local people to make change in their communities. It inspires activism and pride and enables people to use their skills and talents. We will work with communities to enable them to shape services, influence decisions and become more inclusive. We will address barriers and build skills and confidence which leads to increased volunteering in our city. We will foster skills for participation and work with communities to reduce poverty, inequalities and loneliness. We will work with communities to support them to identify issues and find solutions. We will build the capacity of our citizens to influence the decisions and allocation of resources which affect their families and communities. Effective CLD can thus help services just as it can local communities.

This Plan

'Community learning and development' (CLD) includes a huge variety of informal and formal learning, delivered locally in our communities by a wide range of organisations and agencies, in a variety of different ways and different settings. This diversity is a great strength, but for individuals and communities, this can sometimes make it harder to know what support and opportunities are available. It can sometimes mask duplication of effort, or gaps in provision, and make it difficult for learners or communities to know who to ask to develop activities which support their development needs.

The aim of this plan is not to capture all the current and proposed CLD activity of individual providers in one document, but instead to focus on some shared Improvement aspirations for the next three years. This plan describes the clear role of CLD in addressing key challenges around health and poverty related inequalities. This plan offers shared commitment, aspirations and priorities to work more collaboratively to overcome the most significant issues facing our city and its communities. It will help us improve life chances for individuals, families and communities to contribute to and benefit from the city's prosperity.

This plan places the people of Aberdeen at the heart of community learning and development planning and sets out our vision, challenges and priorities to help address some of our city's biggest and most challenging issues including our health and poverty related inequalities. It sees people as assets and recognises the need to work with individuals, families, and communities to support them to address issues and improve their circumstances

This Plan will be an evolving and living document which will be used to help shape and develop the CLD offer in Aberdeen and bring together providers to work ever more effectively in partnership for the benefit of learners and participants. It will be regularly monitored, and it will continually evolve to reflect and respond to the changing circumstances, needs and wants of our communities. Together we will ensure high quality CLD opportunities that reduce disadvantage, promote inclusion, and raise aspirations. We will work together to target resources to address barriers and improve access and participation.

Our key ambition is to strengthen the planning, leadership and decision making of CLD in the city. Given the scale and complexity of need in the city and the number and range of providers, it is challenging to get a coherent picture of the reach and impact of CLD. However, we understand that it is crucial to find ways to gather and share data which evidences the need for and impact of our work.

We will continue to work with other CLD partners in the city and in other authorities, regionally and nationally, to share best practice, develop staff and co-produce learning content. This will lead to an increasingly robust and structured approach to evidencing impact and quality assuring our provision.

Effective self-evaluation by groups, services and partnerships remains key to improving performance and delivering better outcomes for learners and communities. The process for this CLD plan is interlocked with self-evaluation, performance management and impact measurement.

Next Steps: Implementing the Plan

This strategic plan describes the lead role of CLD in addressing our key challenges around health, poverty related inequalities and social and economic recovery. A supporting implementation plan with smart actions and targets and measurable outcomes will detail how we will deliver services

The focus of this plan's evaluation will be to capture the difference made and tell the story of how individuals, groups and communities have benefited from provision. We will work to create mechanisms to capture impact at scale where significant financial resources are allocated to CLD activity

Statutory Background

The Strategic Guidance for Community Planning Partnerships: Community Learning and Development (2012) underpins national CLD policy in Scotland. The Guidance sets out the core contribution that CLD activities can make to national outcomes: with specific reference to:

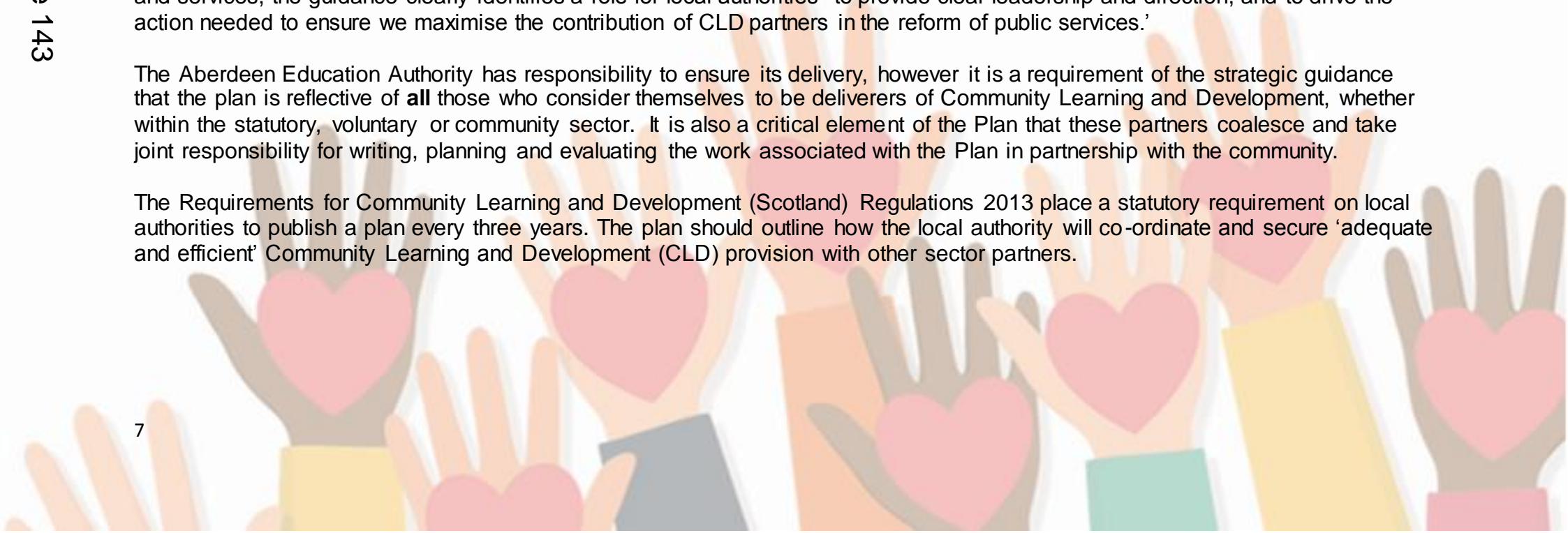
1. Improved life chances for people of all ages, including young people in particular, through learning, personal development and active citizenship; and
2. Stronger, more resilient, supportive, influential and inclusive communities

and includes clear guidance that CLD should support ***‘primarily disadvantaged or vulnerable groups and individuals of all ages to engage in learning, with a focus on bringing about change in their lives and communities.’***

While directed at Community Planning Partnerships (CPPs) and recognising the vital role played by a wide range of organisations and services, the guidance clearly identifies a role for local authorities ‘to provide clear leadership and direction, and to drive the action needed to ensure we maximise the contribution of CLD partners in the reform of public services.’

The Aberdeen Education Authority has responsibility to ensure its delivery, however it is a requirement of the strategic guidance that the plan is reflective of **all** those who consider themselves to be deliverers of Community Learning and Development, whether within the statutory, voluntary or community sector. It is also a critical element of the Plan that these partners coalesce and take joint responsibility for writing, planning and evaluating the work associated with the Plan in partnership with the community.

The Requirements for Community Learning and Development (Scotland) Regulations 2013 place a statutory requirement on local authorities to publish a plan every three years. The plan should outline how the local authority will co-ordinate and secure ‘adequate and efficient’ Community Learning and Development (CLD) provision with other sector partners.



CLD PRIORITIES

CLD Plan 2021-4 – Engagement

The development of this plan has taken place during a global pandemic which has meant many of the traditional ways of engaging with communities and staff, including meeting face to face has not been possible. Instead, most engagement has taken place on-line and through virtual mechanisms to ensure that views have been captured. In an attempt to ensure citizens and partners were involved in the process the following engagement opportunities took place:

In March 2021, CLD Partners attended online sessions to discuss priorities for the CLD Plan, and how the impacts of the pandemic would inform CLD planning in 2021-24. Follow up sessions were held in April, where partners discussed these priorities in themed areas of Youth Work & Wider Achievement, Adult Learning and Community Development. Representatives from around 40 services/organisations attended these sessions (with some attending more than one themed meeting). Partners were invited to submit written comments if unable to attend any of the sessions.

A survey was distributed to CLD learners in May inviting feedback on the priorities initially identified and asking whether these were currently being offered by the group/service/organisation they were involved with. A total of 77 responses were received representing a range of organisations. This was followed by a survey sent to Partners in June, to identify current and planned actions that would contribute to the delivery of the priorities identified during earlier sessions and learner survey responses.

Writing groups were formed for each of the CLD areas to produce a first draft of the CLD Plan which was distributed to Partners for comment in July. A number of partners provided feedback which was subsequently incorporated into the draft Plan.

Services/organisations that attended sessions: AHSCP, Community Planning, Creative Learning, Education Support (Virtual Learning), Equalities team, Fit Like Hubs, Integrated Children & Families – Residential Services, Libraries, Localities, New Scots/Refugee Project, Priority Families, Rangers Service, Education Service, Quality Improvement (Education, Aberdeen Foyer, Aberdeen Lads Club, Aberdeen Science Centre, ACE Voices, ACVO, Community Empowerment Group, Dyce Community Centre Association, Inchgarth Community Centre, Kings Community Church, NE Sensory Services, Police Scotland, Scottish Care, SHMU, Skills Development Scotland, Sport Aberdeen. Partnership Forums – Bucksburn, Cults, Grammar, Harlaw, Hazlehead, Lochside, Northfield, Oldmachar, St Machar

Priority 1 Youth Work

Youth Work can help young people to become more confident, resilient and optimistic for the future. It can support young people to develop skills that will improve their life chances and unlock their potential. It is an empowering approach that enables young people to take responsibility and have control over their lives. Young people who are confident, resilient and have skills valued by employers will help partners achieve the outcomes relating to LOIP 7.1. Young people who are confident and empowered will use their voice to articulate their needs and aspirations to policy makers and service providers; this will help the partnership to progress with the aim of Aberdeen becoming a Child Friendly City (LOIP 8). Young people who enjoy good mental health because they are engaged in positive activities, have outlets for their energy, feel connected to their community and wider networks, have the skills and resilience to manage situations that are challenging and difficult; this will benefit everyone.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
LOIP 7.1 Improving pathways to education, employment and training for identified groups (including disability, ASN, term time leavers and those from priority localities)	Support young people to gain the employability skills required for the world of work. This will increase the number of young people leaving school into a positive destination, especially those from priority areas. Work with school leavers to develop their employability skills.	Develop and deliver a learning offer for young people who are least likely to leave school into a positive destination. Ensure that this happens early enough in the life of the young person including delivery of shmuTRAIN Early Interventions to at least 5 secondary schools	shmu ACC	Positive destination figures are increased.
		Third sector and local authority partners will work together to provide a learner offer for young people who are not in education, employment or training Contributing to ABZworks through developing and delivering the CLD employability programme Supporting third sector programmes such as shmuTRAIN Positive Transitions and Foyer Reach & Prince's Trust	shmu ACC	SDS figures – number of young people not in education, employment or training decreases
LOIP 5.2 Increasing children's knowledge and understanding of their own	Support young people's mental and physical wellbeing and increase	Deliver a learning offer that provides opportunities for young people to improve their confidence levels, build resilience, learn new skills and feel more optimistic for the future.	ACC	An increased number of young people report

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
physical and mental wellbeing and take an early intervention and prevention approach	the number of young people who report that they feel mentally well.	Increase opportunities for young people to connect with each and feel less socially isolated.	ACC Community Projects	that they feel mentally well
		Provide opportunities out-with school-time for young people to join groups and take part in activities that lets them learn new skills and become more confident, optimistic and resilient.		
		Increase the Learning Offer to schools to address demand for youth literacies and mental health/resilience	ACC	Increased numbers of young people report that their mental health is improving.
		Increase the number of youth workers in schools so that more pupils can access a range of learning opportunities that supports their mental wellbeing. Work with schools and other partners to identify those pupils at risk of, or already impacted by, poor mental health and provide those young people with the support they require.	Community Projects	
		Support and provide learning opportunities for young people from “communities of interest” such as New Scots and LGBT+ to feel included, respected, confident and optimistic for the future.	ACC	
		Pilot Healthy Minds/Creative Learning art programme for young people aged 18 to 24 with a diagnosed mental illness		
	Work with partners from the Family Wellbeing Hubs to provide early intervention support to	Use a solution-focused approach with young people and families to help them overcome challenges, develop the skills they need and improve their physical and mental wellbeing.	Children 1 st ACC Youth Work team	Evaluation tool used by FWB’s shows young people’s wellbeing is improving.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
	children, young people and families.	Share knowledge and expertise at regular Hub meetings and networking events.		
LOIP 8 Child Friendly City where all decisions which impact on children & young people are informed by them by 2026 LOIP 9 30% fewer young people under 18 charged with an offence by 2026	Support Community Planning Aberdeen's aim that Aberdeen become a Child Friendly City and gain accreditation for this from UNICEF.	Work together to achieve the Child Friendly City Participation badge.		
		Support partners on how to engage effectively with young people by developing a toolkit and calendar of events.	ACC Youth Work team	Improved engagement in consultations and decision making from young people.
	Promote and deliver diversionary activities for young people with an enhanced focus on the priority areas.	Engage with the young people who are participating in the programme of diversionary activities in the Mastrick area; build on existing provision to increase the range of what's available.	Police Scotland ACC Youth Work team	Increased number of diversionary activities available
		Build the capacity of communities in priority areas to start up and run their own youth groups by offering training and support.	ACC Community Development and ACC Youth Work teams	Increased number of community-run diversionary activities
		Set up a citywide Youth Work Providers' Network where information about diversionary activities is shared and gaps identified.	ACC Youth Work team	
Work in partnership with primary and secondary schools, with a focus on priority areas, to support	Use Covid Recovery Grant to increase the number of youth workers in schools and target resources on those young people most affected by Covid-19	ACC Youth Work team Schools	Using a range of evaluative methods, young people report that their mental	

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
	improvements relating to the National Improvement Framework priorities.	Develop and deliver a youth work learning offer for primary and secondary pupils that meets their educational, personal and social needs and contributes to improved attainment	ACC Youth Work team	<p>wellbeing is improving.</p> <p>Using a range of evaluative methods, young people report back that they are developing life skills and have a more positive view of themselves.</p> <p>Number of youth awards being achieved.</p>

Priority 2 Adult Learning

Adult learning is essential to enable and encourage adults in Aberdeen to acquire the knowledge, skills and confidence necessary to play an active and productive role, both personally and societally. The priorities below will provide opportunities for adults take part in a wide variety of learning opportunities and have clear progression routes in order to continue their learning journey and be confident, resilient and optimistic for their future.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
LOIP 4.1 Ensuring that families receive the parenting and family support they need.	Families are supported to raise attainment and build their capacity and resilience.	Work with partners, including Funded Projects, to provide early intervention support to children, young people, and families.	Family & Adult Learning Team PEEP Funded projects	Support to families discussed as standing order in Adult Learning Providers' Network
		Ensure CLD is recognised, valued and approaches embedded in the delivery of Fit Like Hubs (FLH). Increase FLH's knowledge of existing and developing community based and 3 rd sector support for families and refer where appropriate.	Family & Adult Learning Team Fit Like Hub team	Kidscreen PIES MS Forms evaluation & tracking FLH evaluative tools
		Family Learning Team to deliver work via education support fund in each Partnership Forum Area in the 21/22 academic year. Recruit team consisting of 1 FTE DO/5FTE DW/0.74FTE Adult Learning tutor Promotion of parental Literacy and Numeracy via Family Learning funded posts working within ASG partnership forums	Family & Adult Learning Team	In partnership with Education, develop evaluative tools to monitor impact of Education Support Fund.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
LOIP 1.4 Poverty affecting those with protected characteristics and in specific communities.	Develop and deliver targeted learning package for those whose employment opportunities have been hardest hit by Covid-19	Develop and deliver a learning programme which contributes to the ABZ Works goals. CLD programme delivery to include Power Tools, Basic Literacy and Numeracy, ESOL, Digital Skills Community events in each priority partnership area promoting the programme and recruiting learners	Family & Adult Learning Team	Monitoring Learners Journeys using Upshot Number of participants Number of programmes offered. PIES
		Targeted support to learners in Cornhill Hospital Acute wards and Blair Unit	Healthy Minds	Number of participants Number of programmes offered. PIES
		Clarify and publicise blended learning opportunities within the partnership, providing clear learning pathways and appropriate support/referral routes.	Adult Learning Providers' Network	Self –assessment by partners Learners Feedback
LOIP 11.1 Supporting vulnerable and disadvantaged people, families and groups.	Improve the Mental Wellbeing of adults in our communities	Adults in recovery from mental illness are engaged in first step learning opportunities and have a plan for moving on from healthy minds - programme to include 1-1 support where all learners will develop their own learning plan and accredited group work. Volunteers will be supported to achieve an SVQ level 3 or 4 award and have a volunteering plan	Healthy Minds	No. of learners moving on to positive destinations No. of accredited awards achieved No. of Learners No. of volunteers and peer mentors No. of volunteer awards achieved No. of learning and volunteer plans

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
		<p>Power tools (8 personal development learning modules) development across the city both digitally and face to face with at least one face to face offering in each locality in year 1.</p> <p>Review the programme throughout year including a peer review with our Aberdeen City Council CLD colleagues which will develop a plan for year 2/3</p>	Healthy Minds	<p>No of sessions offered No of Participants 90% of participants report improved wellbeing</p> <p>Staff feedback and year 2/3 plan</p>
LOIP 11.1 Supporting vulnerable and disadvantaged people, families and groups.	Equip Adult Learners to meet key challenges and transitions in their lives –to include Digital inclusion, literacy, numeracy, ESOL and financial resilience.	Support Connecting Scotland Phase 3 Delivery –equipping each learner with the tools they need to engage and the ability to use them.	ACC – Employability and Skills	Upshot PIES Learner Journey evaluation
		Establish and develop an Adult Learning Providers’ Network allowing Partners to work together to improve delivery of programmes and the learning offer, internally with the Adult Learning Team and also building community links with adults through partnerships, leadership and training with providers – AFCCT, Science Centre, ACE Voices, WEA, GREC, Syrian New Scots, SHMU (Station House Media Unit), Care experienced young people, Priority Families, Gypsy/Travellers, Criminal Justice etc	Adult Learning Partners	Development of network – meetings/identification of SMART targets Identify CLD KPI’s to be addressed by Professional Network
		Develop Adult Learning Providers’ Network with Adult Learning Providers, Adult Learning Team and Funded Projects, to ensure that a varied programme of learning opportunities is offered, including progression opportunities	Adult Learning Providers’ Network	Self-Assessment by Professional network Statistical measures Reporting on CLD KPI’s
LOIP 15.1 Increasing the diversity, quality and use of the Aberdeen’s green	Develop and support outdoor learning initiatives	Outdoor Learning spaces and places identified for safe, appropriate delivery of programmes and individual support	Healthy Minds Adult and Family Learning	Designated spaces identified

Link to LOIP/Locality Plan	Outcome	What are we going to do together	Lead CLD Partner	measures
spaces by facilitating community participation in them to restore nature and increase people's satisfaction, health, and wellbeing		Maximise the use of CLD space at The Grove in Hazlehead to learning opportunities across the CLD service to be developed in year 1 and reviewed in years 2/3		No of activities increased by 50% at the Grove space
		Promote the use of outdoor learning in all aspects of CLD delivery and with partners via Adult Learning Providers' Network, including identifying sources of funding to support training and delivery.	Adult Learning Providers' Network	Number of groups taking place outdoors Funding received
LOIP 11.1 Supporting vulnerable and disadvantaged people, families and groups.	Increase focus on accredited qualifications and development of Progression Routes	Clarify and promote the accredited learning available via Adult Learning Providers' Group – establish baselines/publicise.	Adult Learning Providers' Network	Clear information about what is on offer Number of accredited awards being achieved
		Support the Adult Learning Providers' Network to evaluate and develop the programme of accredited learning offered within the City	Adult Learning Providers' Network	Updated Clear information about what is on offer

Priority 3 Community Development

“Community Development is about making a fairer, just and more inclusive society with strong communities at the heart of decision making.” (Scottish Community Development Centre) [CD in 60 seconds](#) | [SCDC - We believe communities matter](#)

People can and want to do more for their localities to improve the life chances for people of all ages and build stronger, more resilient, influential and inclusive communities.

The aim of an ‘asset based’ community development approach is to **strengthen** communities enabling communities to increase control over their lives, being supported to do things for themselves and having their voices heard in the planning and delivery of services. We do this by improving people’s knowledge, skills, confidence, organisational ability and resources, through community learning and development, which makes an important contribution towards promoting lifelong learning, social inclusion and active citizenship.

Community Development partners agreed priorities and projects that directly contribute to Stretch Outcomes in the LOIP and the three Locality Plans as detailed below.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
11.2 Increase opportunities for people to increase their contribution (volunteering) to	Provide capacity building support to communities to create, develop and sustain programmes and activities which address	Partners will collaborate to provide support to community groups and volunteers - creating a clear, consistent, readily available suite of training to communities and partners to ensure better partnership working and capacity building- i.e. management committee training, information on asset transfers, funding, working together, intergenerational working	ACC ACVO	Community groups learning programmes are successful and engaging more individuals

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
communities by 10% by 2023	emerging priorities and provide increased opportunities for citizens	<p>Volunteers and members of community groups have access to training to help build their capacity to deliver learning opportunities</p> <p>Community groups are supported to identify and access additional funding to expand their programmes to local communities</p>		
		<p>Continue developing a programme based on learning needs of community groups through the CAN (Come and Network) Week with community leaders. Develop an annual learning offer with partners.</p> <p>Co-create a capacity building e-toolkit which might include induction, committee guide, constitution, essential training programme, business plan templates, capacity assessments, self-evaluation guides, useful support contacts and volunteer training resources.</p> <p>Develop certificated learning programmes that lead to career progression/higher education in CLD and other.</p>	ACC Community Development Team Partners	
LOIP Stretch Outcome 2. 400 Unemployed Aberdeen City Residents supported into Fair Work by 2026	Support the creation and development of social enterprise and community wealth building	<p>Awareness raising programme in communities about what social enterprises are and the support available.</p> <p>Identify sources of support for social enterprises and develop with partners an 'offer' to be made to communities</p>	ACC Community Development Team ACVO ACC Economic Development	

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
		<p>Discuss with community organisations whether any of their services might be more sustainable as social enterprise</p> <p>Deliver training programme for potential social enterprises and develop social enterprise toolkit with partners and community representatives</p>		
		<p>Identify with community leaders opportunities for community wealth building in their neighbourhood/locality</p> <p>Deliver a 'community wealth building' test of change in each locality</p>	<p>ACC</p> <p>ACVO</p>	
North, South and Central Locality Plans	Ensure Community Planning partners work closely with people and communities to improve our collective understanding of strengths, needs and opportunities	<p>Support the development of the capacity (knowledge, ability and skills) of Locality Empowerment Groups, Priority Neighbourhood Partnerships, Fairer Aberdeen Board and other community bodies</p>	AHSCP; ACC Locality, Community Development & FAF Teams	Communities are confident in using different tools to identify ways to enhance their local area and community
		<p>Continue to develop systems to support two way communication to and from communities via community connectors to allow local needs and ideas to be shared with public bodies and new developments and opportunities to be shared with communities via community leaders</p>		

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
		Support community engagement with and participation in the co-design and delivery of local improvement projects and tests of change		
LOIP 11.2 Increase opportunities for people to increase their contribution (volunteering) to communities by 10% by 2023; and All Locality Plans	Further, develop a clear and coherent framework to support volunteers and volunteering within communities and across community groups and organisations	Increase number of volunteers involved in community activities across Aberdeen with specific focus on the Priority Neighbourhood Areas. Re-visit establishing a localised volunteer friendly award scheme with partners/ Community champion scheme which supports volunteers from the beginning and throughout whilst also incentivising and upskilling them/ recognising efforts. Links with AVCO/NHS etc	ACVO ACC	Community groups are successfully recruiting, retaining and training volunteers Number of volunteers and volunteer hours contributed through Fairer Aberdeen Programme
		Support to promote volunteering opportunities within existing provision and link new opportunities in to gain skill, knowledge and expertise in supporting volunteers.	ACVO ACC	Report an increase of registered opportunities and uptake of volunteering opportunities. No, of volunteers
		Promoting and fostering volunteering opportunities in communities across Aberdeen within organisations and groups	ACVO	

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
		<p>and within public services (including ACC) to sustain and expand their provision.</p> <p>Increase opportunities for volunteers to gain accreditation/ recognition for their contribution</p> <p>Partners collaborate to deliver training and support development of volunteers as required</p> <p>Community groups collaborate/network to share good practice on retention and development of volunteers</p>	ACC	
All LOIP and Locality Plan Outcomes	Develop and implement a training and development programme to ensure best practice is adopted across partners, informed by the National Standards for Community Engagement	Training to be developed which promotes awareness of and effective use of the National Standards of Community Engagement, for customer facing staff.	ACC Community Development Team (Community Empowerment Group)	
		Encourage the use of the VOICE tool when carrying out projects which require us to inform or engage with the community to, among other things: Increase clarity of purpose for community engagement; Enable shared planning of community engagement with colleagues/partners and communities; enable practical application of the National Standards for Community Engagement; and Improve quality of community engagement processes and methods	SCDC ACC AHSCP	
		Develop co-production sessions with partners to ensure they better understand the Standards and how to use them.	SCDC ACC	

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
LOIP Stretch Outcome 1. No one will suffer due to poverty by 2026	Support communities to develop and contribute to local projects which tackle poverty (food, fuel and benefit maximisation) - need to focus projects on those most effected by Covid-19 e.g. young people, minority ethnic communities, disabled people, and how they can be supported	Provide communities with the support required to enable them to create and deliver local solutions to poverty related issues (eg Food larders, local take up campaigns)	CFINE ACC	
		Create ongoing and needs lead initiative for working with EU Citizens- support with settled/pre-settled status and other needs Create pool of volunteers/staff members trained in providing immigration advice	ACC ACVO	
		Contribute to the learning and development of opportunities for New Scots	ACC	
LOIP 13.2 Community led resilience plans in place for areas most vulnerable to flooding by 2023, leading to resilience plans in place across all areas of Aberdeen by 2026.	Harness the increased levels of community volunteering to build greater resilience - support communities to develop resilience plans and groups	Work with stakeholders to develop training and resources to enable development of neighbourhood resilience groups and associated neighbourhood resilience plans	ACVO ACC Scottish Fire and Rescue Service	Number of communities who have a resilience plan. Number of active resilience groups
		Share learning, skills and knowledge across organisations and meet any identified need through providing training opportunities.		
		Identify and offer ongoing capacity support required to maintain effective resilience groups		
		Establish a citywide network of resilience reps from communities to share good practice, ensure resilience plans are up to date etc, Possible 'dry run' of how effective resilience plans are in case of emergency		

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
15.1 Increasing the diversity, quality and use of the Aberdeen's green spaces by facilitating community participation in them to restore nature and increase people's satisfaction, health, and wellbeing.	Support community management/ownership of green spaces and the development of food growing spaces and projects	Increase the awareness for Community Food Growing in the City by promoting opportunities across the City whilst tying in with existing forums and plans. Support existing and or create opportunities for communities to become aware of the potential to create community growing spaces. Engage with the Food Growing Strategy Implementation Group to produce and implement a 'CLD Greenspace Development' plan in partnership with Keep Growing Aberdeen Group Scope out who is available to assist in process for partners and community groups.	CFINE ACC	
		Create and promote a resource with focus on process's, who can help. Identify and include funding resources that are available to support communities manage and or own greenspaces	CFINE ACC	
		Support groups and organisations to seek support through shared skills, knowledge and experiences by supporting and promoting a city-wide network for groups and organisations who currently work or operate greenspace areas. Yr1 – explore options for creation of or enhancing existing forums. Survey of Community partners (Aberdeen Communities Together) Yr2 -3 Supporting the forum to move forward with planning	ACC	Identify community groups, organisations and partners who would be invited to a support forum where information, skills, expertise and knowledge would be shared.

Link to LOIP/Locality Plan	Outcome	What are we going to do together	lead	measures
All LOIP and Locality Plan Outcomes	Neighbourhood planning - develop toolkits and training to strengthen community's capacity to produce their own neighbourhood plans-	Clearly identify the capacity building support partners can commit to offering to community groups to support the development of neighbourhood plans	ACC	
		Work with stakeholders to develop a toolkit and training programme to support community groups to produce their own neighbourhood plans		
		Deliver and evaluate an ongoing programme of capacity building support to neighbourhood groups to engage with their communities to produce and update neighbourhood plans		

Overarching Actions

Link to CPA Development Plan	Outcome	What are we going to do together	Timescale	lead	measures
Data and Research	Provision of CLD is targeted by partners using data to prioritise areas where intervention addresses local needs and makes most impact	Contribute to the ongoing development of the City Population Needs Assessment and Aberdeen City Outcomes Framework to ensure we are capturing and analysing data which enables better understanding of local need and priorities for CLD. KPI document	Ongoing	CLD Team, ACC Partners	Inclusion of CLD measures within online outcomes framework
		Regular review and evaluation using a variety of tools to deliver better evidenced impact and refines priorities/ planning	Ongoing		
		Develop use of the KPIs produced by Community Learning Development Managers Scotland	Ongoing		
Capacity Building	Upskilling of community members to use improvement techniques to test their ideas in the community	Introduction of Model for Improvement Course for Community Members. Sessions to provide an introduction to the plan, do, study, act methodology to our communities to support them testing change ideas included with the Locality Plans and to work	October 2021	Community Planning Team, ACC	

		with Outcome Improvement Groups to take these forward.			
Cross Cutting Campaigns	Community empowerment	Promotion of opportunities and support to community members to get involved in the Locality Empowerment Groups/ Priority Neighbourhood Partnerships to help make things better in their local community.	Ongoing	CLD Team, ACC	
	Children's Rights	Implement a commitment to incorporate the UNCRC into policy across CLD services	Ongoing	CLD Team, ACC Partners	

Workforce Development

CLD partners will work together to design workforce development priorities that are informed by an assessment of the **needs of the whole CLD workforce** in the area – including public and third sector, paid and unpaid workers

Continuous improvement is part of the ethos of CLD. As part of our commitment to improve we will ensure that we have a highly skilled, confident and committed workforce, including our volunteers. We will also increase opportunities and improve pathways to volunteer and provide targeted support to break down barriers and ensure volunteers reflect our city's vibrant diversity.

Workforce Development – CLD partners will work together to:-

- Develop progression routes for volunteers supported by deliberate interventions to support their development.
- Develop ability to deliver PDA's and other accredited awards which support the progression of people engaged in working with communities.
- Develop and deliver training programmes and resources to support the upskilling of workers, including programmes around digital/blended learning and outdoor learning.
- Develop a programme of training and support to enhance the ability of community groups and providers to achieve 'volunteer friendly' status.
- Work with North Alliance to develop shared programmes of training for community learning and development practitioners and address gaps in opportunities.
- Develop the capacity of community learning and development providers to offer Community Learning and Development placements in Aberdeen
- Explore with partners the delivery of accredited courses for those engaged in community learning and development provision.
- Develop the role of NESCOL and local Universities in offering opportunities for progression and career development



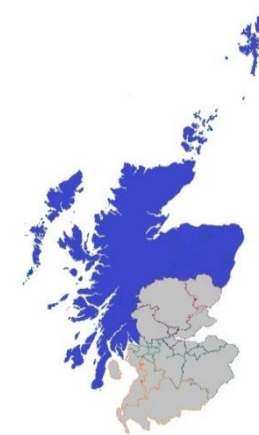
Our Regional Approach in the North

Aberdeen City Council is one of eight regional local authority partner members in the Regional Improvement Collaborative for the North – **The Northern Alliance**. Other members are: Aberdeen City, Moray, Highland, Argyll and Bute, Shetland, Orkney and the Western Isles (Eilean Siar).



The **Northern Alliance** Regional Improvement Collaborative (RIC) aims to develop a culture of collaboration, sharing of expertise and creating local and regional networks to improve the educational and life chances of children and young people.

[The Northern Alliance – A Regional Improvement Collaborative](#)



There are 9 workstreams delivering against the above agenda including a specific **CLD Work-stream** which is managed and delivered through the local authority Lead Officers for CLD. Support for this is provided by Education Scotland through their Education Officers. This has been particularly evident in their involvement in CLD Planning and in aspects of continuous improvement.

The current operational improvement priorities of the CLD Leads group are to:

- Capture approaches to wider achievement for young people and adult learners and share practice
- Capture and analyse youth participation and youth voice
- Further develop approaches to Family Learning
- Increase access to professional learning, including online

Read about our **collective** achievements here [Northern Alliance CLD Sway](#)

Building on these priorities going forward we will be establishing and supporting a Youth Advisory Group for the region, planning and delivering professional learning in STEM (Science, technology, engineering and maths) using a funding award from Education Scotland, strengthening networking around equalities and young people through a new forum, extending practice sharing in relation to Family Learning and contributing to the wider collaborations created through the Regional Improvement Collaborative.

Professional Learning for practitioners and the North Alliance

Access to professional learning and development for practitioners in CLD in the North is enhanced through a regional network of partners, including from the third sector, known as the North Alliance. In turn, this network is a member of the national grouping of CLD Training Consortia. The North Alliance is awarded a small amount of annual funding from the CLD Standards Council in Scotland to deliver professional learning activities for practitioners across the geography.



A Statement of CLD needs which will not be met within the period of the Plan

This Plan is reflective of the current position in Aberdeen but it is acknowledged that due to ongoing changes locally and nationally, particularly in the context of the impact of Covid-19, there is likely to be emerging unmet need in service delivery and support. We will continue to use our community engagement processes and listen to learners' voices to identify unmet need, record it and then consider whether it can be addressed in some other way by partners or community organisations. A significant part of our provision is provided through the voluntary commitment of active citizens as individuals and within groups, to identify and resolve unmet learning need.



How We Work Together

City wide arrangements for delivery - how we engage partners across the City in CLD:

Partnership forums - Partnership Forums should discuss the issues being faced across the community to determine priorities, agree how to allocate resources and identify where gaps in provision remain. Once priorities for improvement have been identified, Forums should consider how each individual service represented can support improvement by targeting their own resources.

Priority Neighbourhood Partnerships - this plan has been heavily influenced by the needs and priorities identified through the recent process of updating Priority Neighborhood Plans and Priority Neighbourhood Partnerships have an important role to play in commenting on future delivery

Locality Empowerment Groups – this plan has been heavily influenced by the needs and priorities identified through the recent process of creating Locality Plans and Locality Empowerment Groups have an important role to play in commenting on future delivery

Adult Learning Providers' Network and **Youth Work Providers' Network** - One of the unintended benefits of bringing partners together to share the process of developing this Plan was a renewed interest and commitment to closer ongoing collaboration. As a result there is a desire to establish and develop Providers' Networks for each to bring together those delivering youth work and adult learning respectively. Perceived benefits include sharing of information, identifying and addressing gaps in provision and unmet needs, access to wider funding streams (explore funding opportunities and scope for collaborative bids), shared knowledge of local provision, improved 'pipeline' progression, development of a wider skills and knowledge base, enhanced partnership working, better co-ordination of provision and a reduction in duplication. These groups will not have a governance role and care will be taken to ensure they complement and link to existing networks such as the Aberdeen City Employability forum

Youth Voice – Aberdeen City Youth Council and local youth forums have an important role in commenting and shaping youth work provision along with participants in youth work programmes and children's voices in school based provision.

Learners Voice - Maximise opportunities for adult learners to participate in planning their own learning and learning programmes

Regeneration Matters - is a forum of residents from priority neighbourhoods, which considers issues of interest across all the communities. They support community engagement and nominate members for the Fairer Aberdeen Board, which distributes funding to tackle poverty.



Governance & Accountability

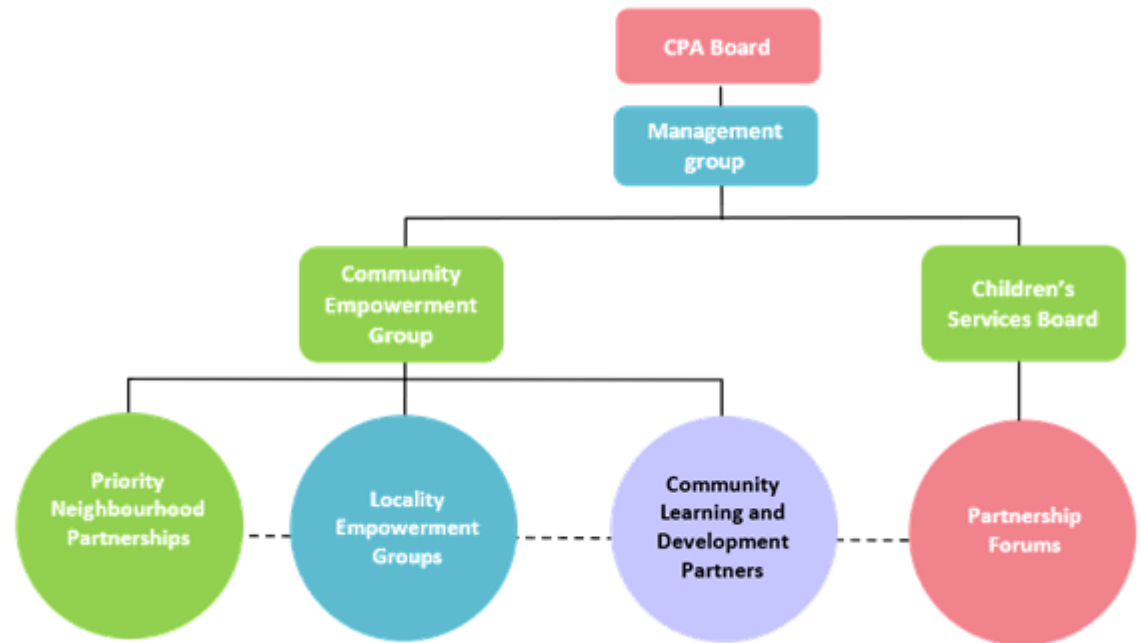
The Community Empowerment Group oversees and scrutinises the development and delivery of the Community Learning & Development Plan on behalf of Community Planning Aberdeen and partner organisations. This includes how the CLD Plan supports delivery of the Aberdeen City Local Outcome Improvement Plan and underpinning Locality Plans to ensure improved outcomes for people and communities across the City.

Aberdeen City Council’s CLD Team leads the operational delivery of the CLD plan and is accountable to the Community Empowerment Group on behalf of CLD partners. The CLD Team facilitates effective joint working across CLD partners and with communities to deliver the plan and ensure communities are supported to engage in the priority areas outlined within this plan.

This involves working closely with the Locality Empowerment Groups, Priority Neighbourhood Partnerships and Partnership Forums which all have a role in working directly with communities to engage and empower them to make things better for themselves, their families and their communities.

The CLD Team will submit a full report against the CLD plan annually to the Community Empowerment Group and provide regular updates on progress, risks and issues at Community Empowerment Group meetings which are held monthly.

Community Learning and Development Managers Scotland (CLDMS) are developing a common set of performance indicators for the sector ([KPI guidance](#)). We will encourage their adoption across partners.



CLD Partners

Community Learning and Development Providers in Aberdeen – what Community Learning and Development providers will be doing within the area over the period of the plan.

There are a range of providers of community Learning and Development services across Aberdeen – some of who are listed below:

CLD Provider	Description
Aberdeen Council of Voluntary Organisations (ACVO)	Focus on capacity building– including community group and organisations; social enterprises Supporting volunteering. Supporting third sector organisations. Promoting and supporting social enterprises. Connecting third sector to CPP
Aberdeen Foyer	<p>Aberdeen Foyer provides supported accommodation to former homeless and at risk young people alongside a range of learning, training, and employment support as well as community health and early intervention services.</p> <p>Addresses many of the underlying causes of homelessness and provides people with the means of gaining and sustaining employment. An integrated approach allows tenants and programme participants to take the next steps towards independent living, learning and work.</p> <p>The Prince’s Trust Team programme is aimed at supporting young people into a positive destination of further education, training, employment or volunteering.</p> <p>Delivers activities aimed at helping each individual to progress into a positive destination and develop their skills and talents so that they can achieve their potential and live an independent and successful life. The</p>

	<p>young people who access the programme are often facing multiple barriers to progression e.g. lack of education, unemployment, homelessness, and are from areas of deprivation within Aberdeen City.</p> <p>Aberdeen Foyer Reach delivers personal, social, wellbeing and employability skills development programmes, aimed at participants who are in recovery from any long-term condition e.g. substance misuse, mental illness or physical illness.</p>
Aberdeen Lads Club	Provides community learning and development services, including childcare, youth work, adult learning, parent and family support, and community capacity building.
Befriend a Child	Provides a befriending service for school-aged children growing up in troubled and disadvantaged circumstances in Aberdeen. Children are matched with trained volunteers who deliver 1:1 befriending and mentoring services. Deliver youth clubs in priority communities.
CFINE Tackling Food Poverty	Maintains and develops Community Food Outlets and Food Pantries, provides food for those in food poverty and coordination, information and networking between organisations involved in food bank work. Aims to make affordable fruit, veg and other produce accessible to low income, disadvantaged and vulnerable residents in Aberdeen. Provides work placements, employability support and training.
CFINE SAFE and SAFE DA (Disability Advice)	Provides face to face financial capability support and education. Deals with benefits, budgeting, debt, digital literacy and financial education.
Choices	Delivers an early intervention programme to break the cycle of gender-based violence and sexual exploitation and to raise awareness, challenge prejudice and stereotypes amongst young people. Promotes positive relationships, supports and empowers people in making choices which will enhance their physical, mental and relational wellbeing.
Citizens Advice Bureau (CAB)	<p>Provides free, independent, confidential, impartial advice available to everyone.</p> <p>Provides advice and information in priority areas using community centres as drop-in centres, assisting clients to maximise their income from welfare benefits and to reduce levels of debt.</p>

<p>Community Flats</p>	<p>Tillydone Community Flat supports community development and provides services designed to improve the quality of life of the residents of the area. Provides resources for community activity; a venue for a range of organisations that offer support, information and advice; and supports community capacity building and adult learning. Promotes and supports individuals to volunteer in the flat and the wider community. Support with welfare reform issues and access to free food.</p> <p>The STAR Community Flat is based in the Seaton area of Aberdeen and serves the local population. The flat offers a range of free services and classes to support and enhance the day to day lives of Seaton residents. Services include back to work support, computer support, free computer and phone access, use of a Chill Out Room and access to educational and vocational classes. The flat also works with the Trussell Trust supporting food bank provision.</p> <p>Cummings Park Flat works with agencies and partners to enhance the lives of people in the community. Helps to address isolation particularly in the elderly, unemployed and/or disabled. Provides engagement opportunities, learning and job seeking support. Access to free wifi. Access to phones for the purpose of appointments (health, legal, housing, benefit). Provides information and access to information to encourage better health and well-being. Giving volunteers opportunities to upskill and recognise existing skills. Sign posting to appropriate agencies.</p>
<p>Faith Groups</p>	<p>Many churches/faith centres provide activities such as playgroups, creches, youth work and work with older people.</p>
<p>Fersands and Fountain Community Project</p>	<p>Provision of community learning and development services, including childcare, youth work, adult learning, parent and family support, Community Food Pantry, and community capacity building</p>

Fersands Family Centre	Provides a range of parent groups, support to individual parents, Nursery, Kindergym
Higher Education	University of Aberdeen – CLD Post Graduate course, research work with community Groups Robert Gordon’s University – widening access courses
GREC	Provides employability ESOL classes within priority areas and a Language Café to offer opportunities to build confidence in speaking English.
Learning Centres.	There are 17 Learning Centres – 10 of which are attached to schools and the other 7 Free-Standing, with several being shared with other services and agencies. The voluntary Associations are supported by Centre Operations Officers to develop learning programmes which meet community identified needs. Programmes include work with children and young people, adults and older people. Programmes vary depending on the size of the centre and the number of volunteers within the Association. They work with the city council through an Operational Agreement. Community Development staff also provide support to the Associations through developing appropriate training with them to help build their capacity to deliver learning opportunities. Associations are supported to identify and access additional funding to expand their programmes to local communities
Leased Centres	There are 23 Leased Community Centres. Leased Centre Associations work to a formal Lease and Management Agreement. They run programmes based on their understanding of need in their local

	<p>communities. They are responsible for the operation of the Centre e.g. Health and Safety, Child Protection. The ACC Community Centre Liaison Officer supports these Associations through support visits, a centre hand book and training. Community Development staff and ACVO also provide support to the Associations as appropriate-</p>
<p>Middlefield Community Project</p>	<p>Provides community learning and development services, including childcare, youth work, adult learning, parent and family support, employment advice and training, access to free/affordable food, and community capacity building.</p> <p>Middlefield Youth Flat supports young people to build their confidence, informal learning opportunities, safe, nurtured, develop their social skills, problem solve and become more resilient, have opportunities, work as a group to make informed choices.</p>
<p>North East Sensory Services</p>	<p>Provides an employment service to blind, visually impaired, deaf or hard of hearing people who live in Aberdeen City. They provide specialist support enabling people to access relevant employment, education and training opportunities and to sustain opportunities which have already been accessed.</p>
<p>North East Scotland College (NESCOL)</p>	<p>Provides and supports a wide range of learning opportunities including ESOL delivery and Employability programmes</p>
<p>Pathways</p>	<p>Supports people into employment by providing tailored support for people from the first stages of job seeking through to securing and maintaining employment. They identify and encourage participation of hard to reach residents through weekly drop-ins, work clubs, established links with partner agencies and individually tailored one to one Keyworker support.</p>
<p>PEEP</p>	<p>The Peep Learning Together Programme is an adult learning programme that supports parents/carers to support their young children's early learning and development. The main focus is to promote strong caring relationships and to increase the quality of the home learning environment. This is done through both group and 1-1 work with families. Families are also offered an opportunity to complete a SCQF credited unit portfolio (Peep Progression Pathway portfolio or PPP) based on what they are already doing to</p>

	<p>support their children. There is an agreement with NESCOL that families who complete a portfolio get an automatic interview.</p> <p>Pre-Covid there was a programme that allowed care experienced young people to volunteer at one of the PEEP groups and complete a portfolio for assessment.</p>
Printfield Community Project	<p>Provides community learning and development services, including childcare, youth work, adult learning, parent and family support, access to free/affordable food, and community capacity building.</p> <p>Out of School childcare for children who attend Woodside and Kittybrewster Primary Schools to support parents/carers in employment and education.</p>
Police Scotland	<p>Supports and contributes to the development of community safety and youth initiatives across the city.</p> <p>The Police Scotland Youth Volunteers (PSYV) are groups of up to 24 young people supported by adult volunteers and led by a police constable, the PSYV volunteer at community and national events across Scotland. The PSYV programme aims to strengthen the relationship with the police and young people, breaking down barriers and promoting positive role models. PSYV promotes a practical way for young people to understand policing by supporting the police in their local area through volunteering. As part of this, young people are given a chance for their voice to be heard and encouraged to promote good citizenship.</p>
Private Sector	Chamber of Commerce – supporting employability

Station House Media Unit	<p>Supports residents in priority areas of the city in radio and video production, traditional and on-line publications, music production and digital inclusion. Supports other disadvantaged communities, both geographic and communities of interest, with an employability and training arm and a programme for prisoners, both pre and post-release.</p> <p>Provides youth work; digital inclusion; adult and family literacy and numeracy; community capacity building; personal and community development; employability skills; criminal justice, and the curriculum for excellence.</p>
Silver City Surfers	<p>Provides computer tutoring for over 55s to learn how to use new technologies through tailored sessions and monthly talks so they can confidently learn how to use the computer and surf the internet safely in a welcoming and social environment.</p>
Sport Aberdeen (ALEO)	<p>Sport Aberdeen manage a wide variety of sport and leisure facilities and delivers a range of services that provide health and wellbeing opportunities.</p> <p>These services have a focus on recruiting and developing volunteers to help deliver the activities and include the likes of Active Schools, Move More, Walk Aberdeen and the Looked After Project. Volunteers are also encouraged to work towards awards. In addition to this there are training opportunities delivered to sports clubs that include the likes of first aid and child protection and safeguarding.</p>
St Machar Parent Support Project	<p>Supports parents and carers of pupils who attend or live in the St Machar Academy catchment area and its feeder primary schools. Aims to improve the attendance of children who are frequently being excluded from mainstream school because of difficulties.</p> <p>Assists parents and their children to have a positive experience with education by providing a “toolkit” for parents enabling them to improve their parenting skills and confidence in handling difficult situations. Supports and encourages families to lead a positive lifestyle, linking with many other agencies to ensure the best support is provided. Supports parents on a one to one basis or in group setting depending on the issue or need.</p>

Uniformed Organisations	Work with young people from ages 5 – 21 providing learning activities which support young people's health and wellbeing, Youth voice and Active Citizenship.
Workers Educational Association	<p>The Reach Out project aims to</p> <ul style="list-style-type: none">• provide a rich programme of learning activities for some of the most vulnerable people in Aberdeen City: people with learning disabilities, those living with mental health and /or substance misuse issues and those going through the criminal justice system• use a student-centred learning approach effectively in order to empower its learners, and improve a range of skills• reduce social isolation, increase confidence and counter discrimination through employing an integrated approach, refusing to segregate by the particular issues/disabilities of its learners

Appendix 2: Legislation, Policies, Research and Guidance reviewed in the production of the Plan

[2017 National Improvement Framework and Improvement Plan for Scotland](#)

ACC National Improvement Framework Plan 2018/2019

[Achieving a Sustainable Future: Regeneration Strategy \(2011\)](#)

[Adult Learning Statement of Ambition 2014-2019](#)

[Adult Literacies in Scotland 2020: Strategic Guidance](#)

[Community Empowerment \(Scotland\) Act 2015](#)

[Community Empowerment \(Scotland\) Act 2015: Part 2 Community Planning Guidance](#)

[Community Learning and Development: Strategic Guidance for Community Planning Partnerships \(2012\)](#)

[Developing the Young Workforce: Scotland's Youth Employment Strategy \(2014\)](#)

[Education Governance review next steps \(2017\)](#)

[Education Scotland Inspection reports of CLD over the period of the last plan](#)

[Fairer Scotland Action Plan \(2016\)](#)

[Family Learning Framework: Advice for Practitioners \(2018\)](#)

[National Performance Framework](#)

[National Youth Work Strategy 2014-2019](#)

North Alliance Plan – Workforce Development

[Revised Guidance Note of Community Learning and Development Planning 2018-2021](#)

Scotland's Community Learning and Development Workforce Development Action Plan

[Scotland's ESOL Strategy 2015 - 2020](#)



[Scottish Governments STEM Education and Training Strategy for Scotland \(2017\)](#)

[The 15-24 Learner Journey Review May 2018 – Scottish Government report](#)

[The National Policy Context for Community Learning and Development \(CLD\) planning](#)

[The Requirement for Community Learning and Development \(Scotland\) Regulations 2013](#)

[The Scottish Attainment Challenge](#)



For Further Information

Please contact: communities@aberdeencity.gov.uk

Facebook: [facebook.com/CommunitiesAberdeen](https://www.facebook.com/CommunitiesAberdeen)

Twitter: [@CommunitiesAbdn](https://twitter.com/CommunitiesAbdn)

<https://communityplanningaberdeen.org.uk>

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 th September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Targeted Learning Package
REPORT NUMBER	CUS/21/192
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Jenny Adie / Madelene MacSween
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To present the Committee with details of the package developed to support those whose employment opportunities have been hardest hit by Covid-19 and how it is being implemented.

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 Note the details of the programme developed (Appendix 1) and the implementation plan; and
- 2.2 Note that the programme is included within the Community Learning & Development Strategic Plan 2021 – 2024 and progress will be monitored via the arrangements in place for that plan.

3. BACKGROUND

- 3.1 At the Council Budget meeting held on 10 March 2021, as part of the General Fund revenue budget and capital programme 2021/22 to 2025/26 a sum of £90,000 was approved and the Chief Officer – Early Intervention & Community Empowerment was instructed to develop, with partners, a targeted learning package for those whose employment opportunities have been hardest hit by Covid-19.
- 3.2 This report is to provide members with an update on the programme developed by the Healthy Minds and Adult & Family Learning teams within Community, Learning and Development and partners to support those most affected.
- 3.3 Data and current research suggest that those most affected are women, disabled and BAME (Black Asian Minority Ethnic) adults. Partners and services working directly with these groups have identified a need for additional support in basic skills such as literacy, numeracy and ESOL

(English for Speakers of Another Language) to enable individuals to access employability programmes.

- 3.4 The Scottish Government Strategic guidance for Community Learning and Development 2012 and The Requirements for Community Learning and Development (Scotland) Regulations 2013 place a legal requirement on local authorities to lead in the delivery of CLD (Community Learning & Development). The goal of ensuring communities – particularly those who are disadvantaged – have access to the CLD support they need is relevant to this programme.
- 3.5 The employability project will work with participants, to better understand their abilities, skills, and interests and then identify ways to address their barriers to employment. This could mean working to improve confidence and self-esteem following redundancy, support in dealing with literacy, discrimination, disability, mental illness, or other kinds of disadvantage that restrict opportunities.
- 3.6 A 14-week programme has been developed (Appendix 1) and will be delivered by Community Learning teams and partner providers. The programme is linked significantly to the Council's employability service and has been promoted through ABZ works. We anticipate 84 participants per block and will run 3 blocks.
- 3.7 Short bite ESOL classes focussing on CV writing and interview skills have been developed and delivery planned to start in September. Learners will also be able to access general ESOL provision and specific tailored programmes such as the Women only ESOL delivered in partnership with Women's Aid.
- 3.8 The Power Tools programme, developed by Aberdeenshire Council, shared free of charge is a Course of 8 Resilience Sessions (Appendix 3 and 4), which have been adapted for delivery will be delivered in North, Central and South areas of the city alongside an online programme citywide.
- 3.9 Outdoor Learning Opportunities will be offered focusing on confidence building, team building and customer service, including the option to complete an emergency first aid at work course.
- 3.10 To ensure we reach the targeted audience an engagement strategy has been developed which includes promotion through web sites, social media, partners, and their networks such as Grampian Women's Aid, and Grampian Racial Equality Council (GREC).

Leaflets have been distributed to various community locations including community flats and libraries and included in food bank parcels. Links have been forged with Fit Like Hubs and various webinars conducted with partners.

Engagement sessions across the city with targeted groups including public sessions in places such as Tesco and have been run alongside the Summer of Play programme to highlight to parents.

Links have been developed with the Low-level Forensic Unit at Cornhill Hospital to improve support to patients on a discharge plan with employability options. This will be delivered along with employability partners.

- 3.11 Access to resources to enable participation will be provided: laptops and iPads via the Phase 3 of Connecting Scotland programme; Transport and support to access childcare.

4. FINANCIAL IMPLICATIONS

- 4.1 Funding of £90,000 was allocated to this project at the Council budget meeting on 10th March 2021.

5. LEGAL IMPLICATIONS

- 5.1 The Requirements for Community Learning and Development (Scotland) Regulations 2013 place duties on local authorities to develop Community Learning plans. The work described in this report is covered by the draft Community Learning and Development Plan 2021-2024.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A		
Compliance	N/A		
Operational	Lack of uptake/referrals for the programme Staff resource inadequate to deliver	L	Engagement strategy developed to work with targeted partners and identified groups. Links to ABZ works Tutors engaged for additional hours; partners identified to support delivery
Financial	Funding insufficient to meet demand	L	Funding in place to meet identified need
Reputational	N/A		
Environment / Climate	N/A		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
<p>Aberdeen City Council Policy Statement</p> <p>We are committed to tackling the inequalities that exist within Aberdeen as a result of socio-economic disadvantage. We recognise People can also face barriers because of their race, gender, age, disability, sexual orientation or religion or belief. We will seek to tackle inequality in the city in whatever form it manifests itself, through clear and coordinated approaches</p>	<p>The proposals within this report support the delivery of the commitment to tackling inequalities which specifically affect individuals from accessing employability support and employment opportunities .</p>
Aberdeen City Local Outcome Improvement Plan	
<p>Prosperous Economy Stretch Outcomes</p>	<p>The proposals within this report support the delivery of LOIP (Local Outcome Improvement Plan) Stretch Outcome 2 – 90% of working people in living wage employment by 2026 (2.1 Promoting inclusive economic growth for our most disadvantaged communities). This initiative will support 50 adults furthest away from the employability market take that first step into their employment journey and achieve a level 3 Adult Achievement Award to then be supported by our employability partners.</p>
<p>Prosperous People Stretch Outcomes</p>	<p>The proposals within this report support the delivery of LOIP Stretch Outcome 10 – 2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026. This initiative will support patients on a discharge plan from the Low-Level Forensic Unit at Cornhill receive first step employability support and link them with our employability partners</p>
<p>Regional and City Strategies</p> <p>Community Learning & Development Plan</p>	<p>The proposals within this report support the Community Learning and Development Plan 2021 - 2024 by supporting communities to deliver activities to meet their local communities' needs and helping</p>

	to build Stronger, more resilient, supportive, influential and inclusive communities.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment undertaken identifying positive impact on many of the protected characteristics.
Data Protection Impact Assessment	Not Required

9. BACKGROUND PAPERS

None

10. APPENDICES

Appendix 1 - 14 Week Programme
Appendix 2 - Flyer
Appendix 3 - Power Tools Information
Appendix 4 - Power Tools Flyer

11. REPORT AUTHOR CONTACT DETAILS

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CLD Targeted Learning Package

The Community Learning Targeted Learning Package has been developed to support those who have been hardest hit by COVID-19 in relation to employment. Data and current research suggest that the most affected are women, disabled and BAME adults. Employability services have been working with these groups however have identified a need for additional support in gaining basic skills for individuals to be better able to access the employability programmes.

The Targeted Learning Package team will work with participants, to understand their abilities, skills, and interests and identify ways to address the barriers to their employment. This could mean, for example, working to improve self-esteem following redundancy, accessing training, support in dealing with discrimination, disability, mental illness, or other kinds of disadvantage that restrict opportunities.

Addressing the barriers to work and training those members of the community face, the specialist support provided through this project will also help overcome many other obstacles and improve the opportunities and wellbeing of the learner and their families.

Programme

3 x 14-week tailor made learning package to suit the needs of 8 individuals per group, where they can access the following:

- 1 x Initial engagement session to complete a learning assessment and develop an individual learning plan, collect data related to wellbeing outcomes are co-produced with learners to enable target setting and manageable achievement, determining the learning needs and support required.
- 2 x Review session during the programme, assessing the progress and goals of the learner, clarifying the end goal.
- 1 x end point review where a variety of evaluative tools will be used to assess the progress of the learner and their destinations in relation to goals set
- Digital capability to be assessed via Connecting Scotland where appropriate. Additional resources sourced where appropriate
- Ongoing weekly/fortnightly Numeracy, Literacy and ICT support where needed
- Ongoing ESOL support where needed
- Weekly rolling programme of 8 x optional Power Tools resilience sessions available to learner during the 14-week Package
- Confidence building via a range of opportunities delivered during Outdoor Learning sessions
- 1 x monthly Financial First Aid sessions for participants to enable them to recognise and address financial issues/build financial capacity
- Participant to complete Adult Achievement Award (Scottish Credit and Qualifications Framework (SCQF) level 3) over the 14-week period.

Development sessions

All learners will initially be offered an introduction session and will look at their goals. They will complete a learning plan at the outset, where digital capability to be assessed and resources allocated where appropriate which will be reviewed at 5wks/10wks/14wks.

Numeracy/Literacy/ESOL support

If required learner can undertake a 10-week course to address any or all these learning needs. These sessions will be delivered using a blended approach to on a 1-1 basis, in small groups face to face or online, depending on need.

Power Tools

Aberdeenshire Council are sharing their power tools resource which they have developed over several years. This has been shared Free of Charge and adapted for use in the city. A limited number of Aberdeen City CLD staff have received some training and delivered pilot sessions within the Healthy Minds and Adult and Family Learning service from April – June.

Power Tools is a suite of personal development learning modules which supports the understanding of how learning, personal growth and mental health and wellbeing are connected. There are currently 8 standalone sessions, each accommodating 4 - 8 learners:

- Express Yourself
- Affirmations
- Mindfulness
- Moods and Mindsets
- Planning for Positive Change
- Excuse Busting
- Responsibility Overload
- Self-Belief and Self Talk
- Who are you? Self-Identity

There are all run as standalone sessions and last approx. 1.5 hours per session.

These sessions will be digital and have 4-8 learners in each session supported by a tutor.

Confidence Building

This is an 8- week course which will initially be offered digitally in small groups, as part of the full package. There will be an option to complete this 1-1 face to face if required. This will become face to face in small groups from September 2021 assuming the current tier allows this.

Financial First Aid

The WEA are currently offering this support. Discussions still to take place with WEA to provide monthly sessions during the Targeted Learning Package timescale.

Adult Achievement Award (SCQF Level 3)

All learners will be given the opportunity and support to complete this award which is at Level 2 of Scottish Credit and Qualifications Framework (SCQF). For many participants it will be their first positive experience of learning and being certificated at a nationally recognised level will significantly increase their prospects of further training, education or employment.

Programme

Programme is based on 8 learners per session in a 14-week block. Each learner accessing a 10-week block of combined numeracy, literacy or ESOL support, power tools, confidence building and development sessions

Session	Learners	Sessions	Hours	Total learning opportunities Block 1	Total Learning opportunities Block 2	Total Learning opportunities Block 3
Development	8	4	2	8	8	8
ESOL/Literacy/numeracy	8	10	1.5	8	8	8
Power Tools	8	8	5	8	8	8
Confidence Building	8	8	2.5	8	8	8
Financial First Aid	8	2	2	16	16	16
REHIS	8	1	6	8	8	8
First Aid @work	5	1		5	5	5
First Aid Offshore	2	1		2	2	2
Outdoor learning residentials	8	2		16	16	16
Cycle Scheme	5			5	5	5
Anticipated totals				84	84	84

Partnership Provision

Partnership delivery will be key to the success of this project. Key providers such as Grampian Women's Aid and GREC will be approached and encouraged to refer participants and support their journey. Potential collaboration with providers such as Pathways to enable them to increase their capacity to contribute will be investigated.

Transport and childcare

Each cohort will be able to access support to cover travel costs and childcare if appropriate. Need for this will be identified during the learner's assessment. For some this need might be negated by provision of resources such as laptops or MiFi devices to study at home.

Resources

Devices to be accessed through Connecting Scotland Phase 3 successful funding bid where possible.

Resources to support learning such literacy materials, books and audio books will be purchased by the library service and made available during their training.

Where no other options are appropriate chrome books and MiFi devices will be purchased.

Current indicative costings shown below:

Resources	Cost
Additional staff hours	£10,000
Chromebook's (for participants not entitled to Connecting Scotland devices) £300 x 24 (approx. 8 learners x 3 blocks)	£7200
Outdoor Learning Resources (for participants without safe, warm clothing and shoes) £500 (approx, 5 learners x 3 blocks)	£1500
Transport £64 x 3 monthly bus pass x 8 participants x 3 blocks	£9216
Childcare £100 creche x 14 weeks x 3 blocks	£4000
Interview clothing £100 x 5 participants x 3 blocks	£1500
Intensive Outdoor Learning Residential – confidence & Self-esteem building 2 x £1500 per cohort x 3 blocks	£9000
Learn to cycle – sustainable travel for work 5 participants x 5 sessions £25 x3 blocks	£1875
Cycle purchase 5 bicycles x £300 x 3 blocks	£4500
First Aid at Work training £300 x 5 participants x 3 blocks	£4500
First Aid Offshore training £500 x 2 participants x 3 blocks	£3000
TOTAL	£48191
<i>REHIS/FOOD HYGEINE/PVG</i>	<i>TBC</i>
<i>Wifi provision (for participants not entitled to Connecting Scotland devices) £30 x 24 months x 5 participants x 3 blocks</i>	<i>TBC £10800</i>
Partner Support for delivery	TBC

Are you looking to get back into employment but struggling to make the first move?

Aberdeen City Council's Community Learning and Development Team are offering back to basics support to build your confidence and support you back into employment.

Support with:

- Basic Numeracy and Literacy
- Setting Goals
- English as a Second Language
- Confidence Building
- Specific Employment Courses
- Financial First Aid
- Level 3 Adult Achievement Award

To find out more information please email
adultlearning@aberdeencity.gov.uk
or call **01224 498130**



Adult-learning Aberdeen

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Power Tools Workshops

Express Yourself

Why expressing yourself is so important. Looking at techniques to boost your skills and confidence with expressing yourself.

- Understanding how we communicate
- How to say what you want to say.
- Tools for positively expressing yourself

Who Are You? Self Identity

Exploring how Self-Identity is made up and examining some ways to develop personal identity that can benefit our lives.

- Understand the importance of personal identity and how it effects thoughts, behaviours and attitudes.
- Investigate different aspects that make up our personal identity.
- Explore areas of identity for self-development.

Other topics coming soon.

To find out more or book a session please contact your Healthy Minds/Family Learning or Adult learning worker.

This course was developed by Aberdeenshire CLD team.



Self-Belief and Self-Talk

What is self-talk and how does it affect our confidence and belief in ourselves?

Understanding how to control self-talk with some useful takeaway tools

- Explore three types of self-talk.
- Understand the self-talk cycle and how we can use it our benefit.
- Using self-talk to help develop a positive self-belief system.

Planning for Positive Change: Excuse Busting

We will look at habits and behaviours, taking responsibility and committing to yourself.

- Identifying personal habits and excuses and the barriers they present to progress and wellness.
- Recognising learning and progress as positive for personal growth and mental health and wellbeing.

Assertiveness

Developing and understanding techniques to support positive assertive behaviour.

- Build confidence to improve behaviours and habits in communicating with others.
- Increase awareness of the difference between passive, aggressive and assertive behaviours.

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Power Tools

Power Tools is a suite of **personal development** learning modules

Power Tools support the understanding of how learning, personal growth and mental health and wellbeing are connected.

This consists of three building blocks:

- Think and reflect
- Enquire and grow
- Small steps of progress and change

These lead to improved wellbeing and personal effectiveness.

We run online groups of 4 to 8 people facilitated by Community Learning and Development practitioners.

The session lasts appx 1.5 hrs

In order to participate you will need either a laptop, computer, tablet or mobile phone which has a camera and microphone.

If you would like more information or to book a place contact your Family Learning/Healthy Minds or Adult Learning worker.

Please see below for dates/times.

Power Tools

Online Programme

Assertiveness

Tuesday 11th May 1—2.30pm

Excuse Busting

Wed 19th May 1.15—2.45pm

Self Identity

Friday 28th May 9.30—11am

Express Yourself

Thursday 3rd June 1—2.30pm

Self Belief & self talk

Tuesday 8th June 10.30—12noon

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Road Safety Plan Annual Update
REPORT NUMBER	OPE/21/214
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Laura Snee
TERMS OF REFERENCE	1.1.1 and 1.1.3

1. PURPOSE OF REPORT

- 1.1 Aberdeen City Council's current Road Safety Plan 2019-2022 (RSP) was written in-line with Scotland's Road Safety Framework to 2020. Now in its second year, this report updates Members on the road safety statistics for the Council over the past year and the progress made towards our targets.
- 1.2 The Council's Road Safety Plan Vision: *"A future where no one is killed on North East roads and the injury rate is much reduced"*. The Outcome is: *"A steady reduction in the number of those killed and seriously injured on North East roads"*.
- 1.3 The report also introduces Scotland's Road Safety Framework to 2030⁽¹⁾ published by Scottish Government setting out a vision for road safety in Scotland to 2050 where no one dies or is seriously injured, with interim casualty reduction targets for 2030.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 note the casualty figures and actions undertaken during 2020.

3. BACKGROUND

- 3.1 Scotland's Road Safety Framework 2020 is based on the premise that no serious or fatal injury is acceptable, and that investment should continue in road safety until a zero rate is achieved. While ongoing developments in vehicle technology may bring this ambition a step closer, we are not proposing a "vision zero" policy at this time and are instead focused on maintaining the declining trend in Aberdeen's road injury rates, which would be a significant step in the right direction.
- 3.2 The Road Safety Framework set targets to measure progress towards its goal. To illustrate the reductions necessary, Table 1 shows the 2004 to 2008

baseline, as well as the level of casualties inferred by the 2015 milestones and 2020 targets. These figures show that Aberdeen has been successful in meeting the 2020 targets set by Transport Scotland.

Table 1: 2004 to 2008 baseline with 2015 milestones and 2020 targets against actual figures.

ABERDEEN CITY	2004-2008 Ave	2015 Milestone reduction	2015 Target	2015	2016	2017	2018	2019	2020 Target	2020 Target	2020 provisional figures	2030 Interim Target	2050
People killed	5	30%	3.5	5	3	2	2	3	40%	3	1	50%	0
People seriously injured	85	43%	48.5	69	52	31	43	51	55%	38.3	37	50%	18
Children (aged <16) killed	0	35%	0	0	0	0	0	0	50%	0	0	60%	0
Children (aged <16 seriously injured	9	50%	4.5	9	12	2	1	5	65%	3.2	2	60%	1

KEY	Transport Scotland (TS) target not met
	Transport Scotland (TS) Target met

3.3 Road casualty figures are reported annually by Transport Scotland, provisional figures for the previous year are available in the following June with finalised data available in the October. The figures for 2020, shown in Table 1, are provisional pending verification and publishing in October 2021.

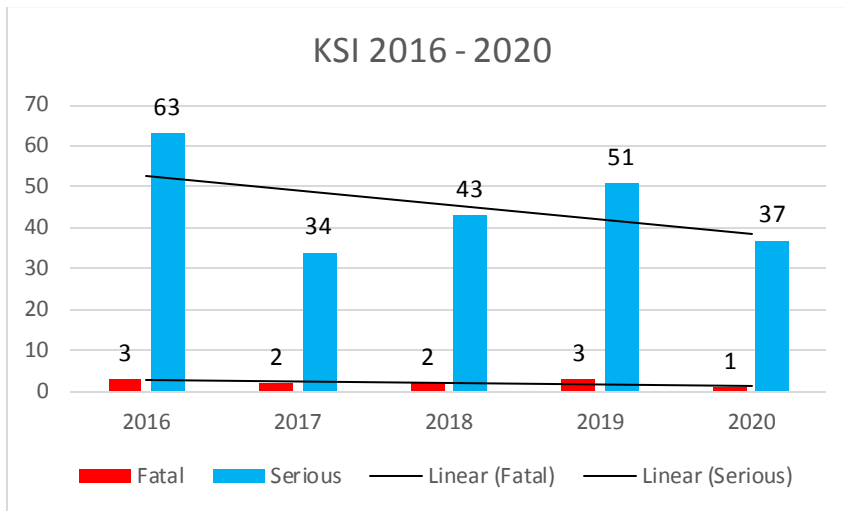
3.4 The road casualty statistics from the past year have been reviewed against previous years see Table 2 below for details.

Table 2: Summary of Killed or Seriously Injured Casualties in Aberdeen City

Year	2016	2017	2018	2019	2020 (preliminary)
Killed	3	2	2	3	1
Seriously injured	63	34	43	51	37

Source: [Reported Road Casualties Scotland 2016 \(final publication\)](#)
[Reported Road Casualties Scotland 2017 \(final publication\)](#)
[Reported Road Casualties Scotland 2018 \(final publication\)](#)
[Reported Road Casualties Scotland 2019 \(final publication\)](#)
[Reported Road Casualties Scotland 2020 \(provisional publication\)](#)

Key reported road casualty document links above summarise reported injury accidents and severity of casualties injured in Aberdeen City found in table B: Summary of reported injury accidents by council and severity. It should be noted due to changes in the way casualty severities are recorded, figures for serious accidents in 2019 are not comparable with previous years.

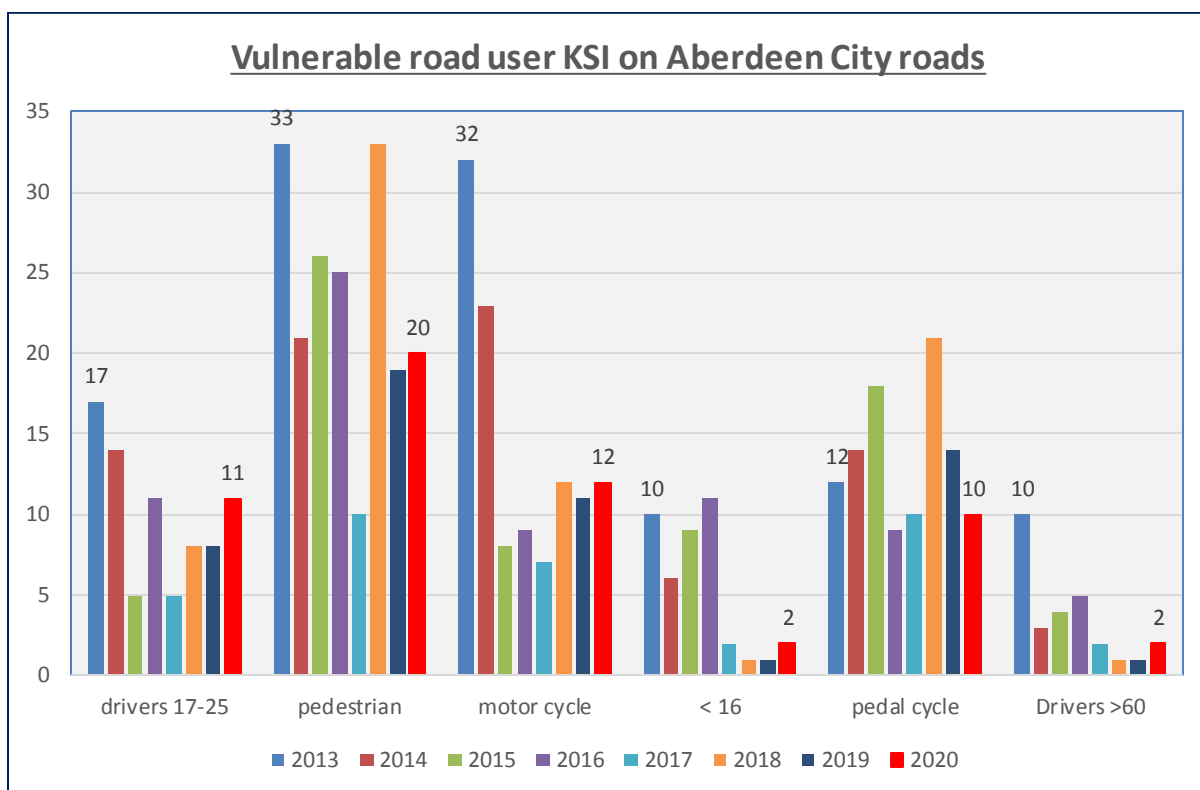


- 3.5 COVID-19 has had a profound impact on transport choices and the number of Killed and Seriously Injured road traffic collision casualties nationally. Transport Scotland research found that car traffic levels dropped to around 25 per cent of 2019 levels at the start of the pandemic measures but had recovered to 91 per cent of 2019 levels by the end of the first six-month period. Car traffic on tourist routes fell to a lower minimum level, but recovered more than non-tourist routes once tourism reopened. The reasons for how, why and when people travel have fundamentally changed. There has been a mass shift to home working in some professions. Sustained remote and local working practices could promote a better work/life balance and result in less exposure to air pollution, while also causing less congestion.

Evaluation of Vulnerable Road Users

- 3.6 Some road users are at greater risk than others,
- Pedestrians
 - Children under the age of 16 years
 - Pedal cycles
 - Young drivers (aged 17 – 25 years)
 - Motor cyclists
 - Drivers aged 60+
- 3.7 The figures below in Table 3 show some increase on figures from 2019 for vulnerable road users with the exception of cyclists. Decreases over time have been sustained however the results do highlight areas for focus over the coming year.

Table 3: Vulnerable road user KSI in Aberdeen City



Actions Undertaken in 2020

3.8 Spaces for People (SfP) funded by Transport Scotland was introduced in June 2020 due to the Covid pandemic and the need for physical distancing to protect public health. To address the public health concerns additional space for pedestrians and cyclist links were introduced to minimise the use of public transport, promote cycling and walking for short distances, and encourage people using 'community' local provisions, supporting the local economy. The following City areas were identified for road re-allocation and the introduction of a temporary 20mph speed limit.

- (i) Rosemount
- (ii) Beach Boulevard/Beach Esplanade
- (iii) City Centre/Union Street
- (iv) George Street
- (v) Torry / Victoria Road

3.9 The road re-allocation measures were introduced on a temporary basis and following the change to level zero, the removal of some restrictions has commenced. The 20mph speed limits introduced in the Rosemount and George Street areas have now been promoted under permanent traffic regulation orders and the measures to assist physical distancing in Union Street and surrounding streets will remain in place pending permanent recommendations for the area in line with the CCMP.

- 3.10 In addition to the introduction of Spaces for People, the following schemes have also been introduced which aim to assist the reduction of road casualties and increase the active travel network.
- Golf Road, Seaton width restriction, removing the through route for HGV's (installed)
 - Extension of 30mph speed limit on Coast Road (installed)
 - Hardgate Cycle Contraflow (implementation expected this financial year)
 - Closure of Central Reserve Gap at A92 Harehill (implementation expected this financial year)
 - Extension to the 20mph speed limit within the City Centre West End (implementation expected this financial year)
 - LED Traffic Signals installation (underway, completion expected by the end of financial year)
 - Zebra Crossing LED replacement lights (implementation expected this financial year)
- 3.11 These works will build on our activities such as engagement with communities and vulnerable road user groups, encouragement of individual responsibility, community ownership for changing attitudes and practices, working with public and private sector partners, consideration of funding streams, media and promotional activities, route action schemes, data collection, data analysis and monitoring and the work of the North of Scotland Safety Camera Unit.

Introduction to Scotland's Road Safety Framework to 2030

- 3.12 The Framework builds on what has already been achieved here in Scotland over the last decade. It sets out new strategic outcomes for road safety, built around the safe system approach, coupled with a comprehensive performance management system to monitor progress. For the first time, mode specific targets are being created to focus attention by partners on priority areas. This Framework is launching with a new nationwide marketing campaign by the Scottish Government and Road Safety Scotland focusing on speed reduction to tackle the issue of speeding on our roads – with the clear message “*there is no excuse for speeding*”.
- 3.13 Transport Scotland will also establish new Local Partnership Forums (LRF) to expand and grow the connections between national and local road safety across Scotland.
- 3.14 The intention is to gather together local authorities in geographical areas (to be confirmed) and feed in research and strategic local knowledge feeding back local actions and focus ensuring the strategy is appropriate and fit for purpose.
- 3.15 The RSF sets out how it proposes to achieve the national road casualty reduction targets. The framework identified 10 strategic actions all council areas need to focus on:

- Speed
- Active and sustainable travel
- Climate
- Knowledge and data analysis
- Funding and resources
- Enforcement
- Change in attitudes and behaviours
- Education
- Technology
- Health

3.16 ACC is already part of Road Safety North East Scotland at operational and lead officer levels with our Aberdeenshire, Moray, Nestrans and Bear colleagues alongside the emergency services. This group is currently reviewing the joint North East Scotland Road Casualty Reduction Strategy to bring it in line with the Road Safety Framework 2030. This will be reported to a future committee. It would be intended to maintain this group alongside the proposed LPF which would cover a much wider geographical area.

3.17 View additional information about road casualties:

- [Key Reported Road Casualties Scotland 2019](#)
- [Key Reported Road Casualties Scotland 2020 \(provisional data provided by Transport Scotland\)](#)

4. FINANCIAL IMPLICATIONS

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

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

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A		
Compliance	N/A		
Operational	N/A		
Financial	That measures may be identified that	L	Officers can explore alternative budgets for further works that are

	cannot be met by existing budgets.		identified dependant on the scale/ extent and type of work that is deemed to be required.
Reputational	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided thorough rationale as to the requirement for the proposal.
Environment / Climate	N/A		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Aberdeen City Local Outcome Improvement Plan	
Prosperous People Stretch Outcomes	This report demonstrates the positive impact of the Road Safety Plan on customer experience in terms of road safety in our communities.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

- 9.1 A Road Safety Plan for Aberdeen City 2019 to 2022 approved by ODC, September 2019
<https://committees.aberdeencity.gov.uk/documents/s102613/Road%20Safety%20Plan%20Report%20appendix%201.pdf?txonly=1>
- 9.2 Scotland's Road Safety Framework to 2030
<https://roadsafety.scot/scotlands-road-safety-framework/>
- 9.3 Reported Road Casualties Scotland 2020
<https://www.transport.gov.scot/publication/key-reported-road-casualties-2020-pdf-only/>

10. APPENDICES

N/A

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 th September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Household Waste and Recycling Centre (HWRC) Policy
REPORT NUMBER	OPE/21/136
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Hannah Lynch
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

- 1.1 To seek approval for the Household Waste and Recycling Centre (HWRC) policy.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Approves the proposed Household Waste and Recycling Centre Policy (HWRC) attached at Appendix 1.

3. BACKGROUND

- 3.1 Aberdeen City Council aims to provide high quality, high performing HWRC facilities across the city that are easily accessible to residents.

The HWRCs in Aberdeen are operated by Suez Ltd on behalf of the Council and all sites are licenced under a Waste Management Licence (WML) issued by SEPA. The sites are free to use by householders and are licensed to accept household waste only. Commercial users are not permitted to use any of Aberdeen's HWRCs.

The facilities provided are intended to have sufficient capacity to cater for a growing population; conveniently located for customers and are of a high standard that enables maximum diversion from disposal (landfill or energy from waste) and include re-use facilities, where possible.

The Hazlehead site is an excellent example of a modern HWRC which has capacity to separate a wide range of materials and is safe and convenient for both staff and householders. The target provision for the city is 4 sites of a similar type to Hazlehead and all should include re-use facilities. The locations of these HWRCs should be such that they are within easy reach of the population.

- 3.2 The HWRC policy provides potential users with clear guidance about the correct usage of the sites and the consequences of non-compliance with the policy. The policy formalises existing visitor arrangements, including those introduced in response to the Covid pandemic, and introduces a limit to the booking system, which is intended to limit opportunity for abuse by commercial users.

The purpose of the policy is to:

- State the level of provision the authority provides for householders;
- Maximise the amount of household waste materials segregated for reuse and recycling and provide a convenient service for householders to easily segregate materials;
- Prevent the risk of misuse of the HWRCs by both domestic and non-domestic users; and
- Ensure compliance of the licensing requirements for the HWRCs and help reduce the risk of financial burden associated with abuse of the sites from commercial users.

3.3 **Retention of changes introduced during the Covid pandemic.**

Some changes to the use of Aberdeen's HWRCs were introduced in 2020 in order to be able to reopen the sites safely during the Covid pandemic and it is intended that some of these changes are retained and are formalised in the policy.

Limiting use to Aberdeen City residents.

During Covid, use of Aberdeen's HWRCs was restricted to Aberdeen City residents due to the Scottish Government's travel restrictions which for a time prevented travel between local authority areas. All users are required to show proof of address e.g. driver's license, recent Council Tax or a utility bill.

This aligns with the approach taken by other local authorities, including neighbouring Aberdeenshire Council, and means that ACC is responsible for only the household waste produced in Aberdeen, and not waste arising in other local authorities.

A booking system for larger vehicles or trailers

Residents using larger vehicles and trailers to carry household waste must book an appointment before visiting any of the HWRCs. A booking system was introduced in August 2020, in response to prevailing covid restrictions, to enable access to the HWRCs to larger vehicles and trailers, whilst minimising queues. Larger vehicles and trailers typically take longer to unload and the booking system provides a mechanism to help manage traffic flow, which not only reduces the risk of queues but also enables site staff to better manage their time and provide more guidance to visitors, which in turn leads to increased separation and diversion from energy from waste or landfill.

An added benefit of the booking system is that it acts as an extra deterrent to the potential misuse of the sites by commercial users. Indeed, it has proven to be a useful tool, helping identify potential commercial users.

A booking system for depositing household paint or chemicals

A booking is required to deposit household paint or chemicals at Hazlehead HWRC (currently the only site able to accept these materials). This is due to the nature of the materials and the requirement for staff assistance and guidance, leading to longer unloading times.

Limit on the number of bookings

Whilst the booking system does help prevent non-domestic access, it is apparent that there continues to be some misuse of the sites. To help minimise this it is proposed that bookings for large vehicles and trailers and for the deposit of household paint and chemicals are limited to 4 per month. This will provide adequate access for householders, whilst limiting opportunity for misuse by commercial users.

For clarity, smaller vehicles such as cars and small vans do not require a booking and there are no limits on the number of visits, provided they carry household waste (excluding paint and chemicals, which do require a booking).

However, it should be noted that if the pattern of use and type/quantity of waste or other indicators lead staff to believe that there may be commercial waste being deposited by any vehicle this can be challenged.

Benefits of retaining a booking system

None of Aberdeen's HWRCs is licensed to accept commercial waste and provisions to prevent misuse are necessary for compliance with SEPA's licensing conditions.

There were significant changes to the volumes of various types of waste collected at Aberdeen's HWRCs during the Covid pandemic and there is evidence that the changes introduced during Covid resulted in lower tonnages of some of the types of materials typically produced by commercial users.

The table below illustrates the change in tonnage of materials typically produced by commercial users.

Materials	2019 (i.e. pre-Covid)	2020 (Covid)	2021 forecast
Inert (rubble, etc)	3103	1630	2703
Compost	2339	1725	1743
Plasterboard	512	257	339
Soil and turf	449	165	477
Wood	3802	2861	3631

Scrap metal	1337	882	1131
Tiles & ceramics	222	138	181
Paint	368	191	287

- 3.4 The Household Waste and Recycling Centre (HWRC) policy contained in this report will be subject to regular review and any changes are intended to improve the content or address gaps that had been identified.

4. FINANCIAL IMPLICATIONS

- 4.1 It is estimated that disposal costs of around £50,000 can be avoided annually by continuing to deter commercial users by retaining the booking system.

In addition, the booking system provides a mechanism to help manage traffic flow, which allows site staff more opportunity to assist visitors and help separate more materials for reuse and recycling, which is typically cheaper than disposal.

5. LEGAL IMPLICATIONS

- 5.1 The provisions outlined in the policy will aid compliance with The Waste Management Licencing (Scotland) Regulations 2011 and the Waste Management Licence conditions imposed by SEPA.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Limiting potential to achieve: 1. Aberdeen's recycling target of 56% household waste by 2025. 2. LOIP Stretch outcome 13: Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026	M	The booking system enables some management of traffic flow; which in turn allows site staff to focus more of their time on increasing separation of materials for reuse and recycling.
Compliance	Potential for abuse by commercial users. The HWRCs are not licensed to accept commercial waste. The policy reinforces this and aids	M	Booking system, limit on bookings and identification checks mitigate risk of commercial going into HWRCs.

	compliance with SEPA's licensing conditions.		
Operational	Potential for queues and conflict.	L	Policy provides users and staff with clear guidance, reducing the potential for conflict. Additionally, the booking system helps manage the flow of traffic, enabling site staff manage their time effectively, which help maintain high standards of customer service.
Financial	Disposal costs associated with commercial waste and unsegregated wastes.	M	Booking system helps limit abuse by commercial users. This reduces disposal costs. The booking system also helps manage traffic flow, which enables staff to manage their time effectively – helping customers separate more materials for reuse and recycling, which typically incur lower costs than disposal.
Reputational	Public acceptability of policy content.	L	Ongoing communications, raising awareness of waste services and how to use them. Appropriate training of Waste Team, Suez staff and Contact Centre Staff.
Environment / Climate	Fly-tipping	L	There has been no obvious significant increase in fly-tipping since the booking system was introduced 12 months ago. Sporadic fly-tipping occurs and there is some evidence to suggest this is coming from commercial sources. Mitigation will include good communications around the proper use of HWRCs and providing advice to businesses on how to correctly dispose of their waste as well as working with partners such as SEPA and others to address this issue. The HWRCs remain open 7 days per week for householders to deposit their waste free of charge.
	Carbon emissions associated with waste.	M	The provision of accessible, convenient facilities with sufficient facilities and capacity will help increase reuse and recycling, which typically have reduced carbon impacts when compared to disposal. The booking system helps manage traffic flow, which helps reduce queuing and therefore vehicular emissions. This also helps which

			enables staff to manage their time effectively and improve customer assistance, separating more materials for reuse and recycling.
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7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Local Outcome Improvement Plan	
Prosperous Place	The policy supports the delivery of LOIP stretch outcome 13 (Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate) as the booking system helps site staff manage their time better, allowing them to focus more effort on increasing separation of materials for reuse and recycling.
Aberdeen's Waste Strategy	The policy aligns with Aberdeen's Waste Strategy and will help Aberdeen achieve its target of 56% recycling household waste recycled by 2025.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	IAA completed
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

n/a

10. APPENDICES

Appendix 1: HWRC policy

11. REPORT AUTHOR CONTACT DETAILS

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Household Waste and Recycling Centre (HWRC) policy

Approved by Committee on
16th September 2021 with an implementation date of
16th September 2021

Document Control

Approval Date	16 th September 2021
Implementation Date	16 th September 2021
Policy Number	OPE/21/136
Policy Author(s) and Owner	Hannah Lynch Policy author Kris Hultman Policy owner
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Scheduled Review	Annual
Date and Changes:	n/a

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1 Why does the Council need this Policy?

1.1 This policy document details the purpose and provision of Household Waste and Recycling Centres (HWRCs) in Aberdeen and level of provision for the City. It also makes clear what is expected of the customer and consequences when there is non-compliance to the policy.

The purpose of the policy is to:

- State the level of provision the authority provides for householders.
- Maximise the amount of household waste materials segregated for reuse and recycling. Provide a convenient service for householders which maximises segregation of materials at the sites.
- Prevent the risk of misuse of the HWRCs by both domestic and non-domestic users.
- Ensure compliance of the licensing requirements for the HWRCs and help reduce the risk of financial burden associated with abuse of the sites from commercial users.

2 Application and Scope Statement

2.1 The policy applies to all potential users of the Household Waste and Recycling Centres. For clarity, commercial waste cannot be accepted at any of the sites.

3 Responsibilities

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

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

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

4 Supporting Procedures and Documentation

4.1 Supporting documentation

- [ACC Waste strategy 2014-2025](#)
- [Government waste and recycling targets](#)
[The Refuse Disposal \(Amenity\) Act 1978 \(section 1 \(1\)\)](#)
- Household Waste & Recycling Centres Guidance:
https://wrap.org.uk/sites/default/files/2021-02/HWRC_Guidance_2018_4.pdf

4.2 Supporting procedure

- Household Waste and Recycling Centre procedure

5 About this Policy

5.1 Provision of HWRCs

5.1.1 Local authorities have a legal duty to provide HWRCs under 'The Refuse Disposal (Amenity) Act 1978' which states: " It shall be the duty of a local authority to provide places where refuse, other than refuse falling to be disposed of in the course of a business, may be deposited at all reasonable times (including at least one period of time on the Saturday or the following day of each week except a week in which the Saturday is 25th December or 1st January) free of charge by any person."

5.1.2 The Council provides HWRC facilities that are operated by Suez Ltd on behalf of the Council and all sites are licenced under a Waste Management Licence (WML) issued by SEPA. They are free of charge for residents to deposit their household waste. The facilities provided are intended to have sufficient capacity to cater for a growing population; conveniently located for customers and are of a high standard that enables maximum diversion from disposal (landfill or Energy from Waste) and include re-use facilities.

5.1.3 Details for each of Aberdeen's HWRCs can be found online at [Bins, Waste and Recycling | Aberdeen City Council](#).

5.1.4 The HWRCs in Aberdeen are only licensed to accept household waste and cannot accept commercial or industrial waste.

5.1.5 Only Aberdeen residents are permitted to use Aberdeen's HWRCs. All users are required to show proof of address e.g. driver's license, recent Council Tax or a utility bill. Visitors who cannot demonstrate residency will be turned away from the HWRC by site staff.

Where there is a genuine reason for a non-resident to visit a HWRC (e.g. clearing the property of a deceased relative who had resided in Aberdeen, travelling community waste) arrangements can be made in advance by contacting the Waste and Recycling Service. Details on how to do this are available on the Council website.

5.2 Items accepted at HWRCs

5.2.1 A list of the types of waste which can be deposited at the sites is available on our website: [Find your nearest household waste and recycling centre | Aberdeen City Council](#)

5.2.2 Items not accepted include:

- Asbestos (please note that we cannot accept asbestos as this is classified as a special waste which requires specialist removal and treatment; please contact a licensed asbestos disposal contractor).
- Commercial or industrial waste.
- Note that this is not an exhaustive list and refer to the Aberdeen city Council website: [Find your nearest household waste and recycling centre | Aberdeen City Council](#)

5.3 Commercial waste

5.3.1 Staff will turn away any vehicles carrying commercial or industrial waste attempting to enter the sites. Alternative arrangements must be made for the legal disposal of commercial waste e.g. via the Council's Business Waste collections or at facility licensed to accept this type of waste. More information is available from SEPA.

5.4 Vehicles permitted and not permitted at HWRCs

5.4.1 Cars and small vans carrying household waste can access any of the HWRCs without booking, but all visitors are required to bring proof of address as per 5.1.5. There is no limit on the number of visits that can be made to the site, however, if the frequency of visits and volumes and types of wastes being deposited are such that site staff suspect the waste is not from a domestic property, this will be challenged and access may be denied.

5.4.2 Residents using larger vehicles and trailers to carry household waste must book an appointment before visiting any of the HWRCs. Larger vehicles that require an appointment include:

- Transit-type vans
- Cars with trailers
- People carriers above 7-seater capacity
- Pickup trucks
- Vans with a capacity above 4 cubic metres

5.4.3 Vehicles not permitted access to any Aberdeen HWRC include:

Vehicles weighing over 3.5 tonnes

Vehicles with twin wheels or more than 4 wheels including:

- Tippers
- Plant vehicles
- Tractors

Trailers longer than 8 ft (2.5m)

5.5 Visiting the HWRC

5.5.1 All visitors to HWRCs should observe site rules and be respectful to site staff. Site staff reserve the right to deny access if there is inappropriate behaviour or abuse of staff.

5.5.2 Site staff will assist visitors when appropriate and will promote recycling or reusing items instead of disposing of materials.

5.5.3 Any resident wishing to visit a HWRC with a larger vehicle or trailer as defined in 5.6.2 that visits the site, must book an appointment in advance. Larger vehicles typically take longer to unload, and the booking system helps to manage the flow of traffic and reduce the likelihood of queuing. Appointments can be booked online at: [Book an appointment at a household waste and recycling centre | Aberdeen City Council.](#)

5.5.4 Any resident wishing to bring paint or chemicals, regardless of vehicle type, to a HRWC must book an appointment in advance. This is to ensure there is supervision of this type of hazardous/difficult material.

5.5.5 Bookings are restricted to 4 visits per household per month to help prevent illegal access by commercial visitors.

5.5.6 On arrival to any of the HWRCs, all visitors must show proof of residency and visitors with larger vehicles and cars with trailers and/or paint will need their booking reference number and hire vehicle documentation if applicable.

5.6 Non-compliance with this policy

5.6.1 Site staff have the right to refuse the customer access to a HWRC if they suspect that the vehicle is carrying commercial waste, even if a booking has been made.

5.6.2 The Council reserves the right to ban any visitor or vehicle for repeated non-compliance with this policy.

5.7 Operating hours

5.7.1 The HWRC operating hours are available on the Council website and are subject to change: [Find your nearest household waste and recycling centre | Aberdeen City Council](#). There may be occasions when a site must close temporarily without notice. Materials must only be disposed of when the HWRC is open. Leaving items of waste or recycling at the gate of a closed HWRC, is fly tipping and therefore illegal. All sites have CCTV and fly tipping will be investigated and may lead to prosecution.

5.8 Communication

5.8.1 Consistent, clear and appropriate signage will be provided at all HWRCs.

6 Risk

6.1 The policy seeks to reduce the Council's financial and environmental risks and enhance the Council's reputation through compliance with permitting requirements, increased recycling rates and more efficient operations.

6.2 Without this policy there would be a lack of clarity over the purpose, level of provision and legislative limitations that apply to these facilities.

6.3 Unrestricted access to HWRCs would be in breach of the SEPA's licensing conditions and would have a significant negative impact on the Council's budget due to the cost of the additional waste the council would have to manage.

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

7 Environmental Considerations

- 7.1** Providing recycling and reuse facilities at HWRCs in addition to the domestic waste collection service, increases opportunity for residents to divert materials from disposal and reduce greenhouse gas emissions.
- 7.2** The policy will support a reduction in carbon emissions, in line with the Council's targets of net zero emissions by 2045, through increasing diversion of materials from landfill and energy from waste.

8 Policy Performance

8.1 The effectiveness of policy performance will be measured in several ways including:

- HWRC waste disposal costs should decline with restricting amount of trade waste being illegally brought in through implementing this policy.
- HWRC tonnage and diversion data should demonstrate a decline in typically trade waste e.g. builders rubble, plasterboard through implementing this policy.
- Illegal trade waste visitor counts will decline through implementing this policy.
- Booking data should show decline in illegal trade waste visitors through implementing this policy.
- Commercial waste disclaimer data will lead to a reduction in disclaimers through implementing this policy.
- Volume of non-conforming wastes delivered/ accepted should decrease through implementing this policy.
- There will be fewer customer complaints regarding queues to sites as booking system implemented for larger vehicles.

8.2 The booking system provides a mechanism to help manage traffic flow, which not only reduces the risk of queues but also enables site staff to better manage their time and provide more guidance to visitors, which in turn leads to increased separation and diversion from energy from waste/landfill.

8.3 The number of relevant customer complaints and customer feedback is also an indicator of success e.g. fewer complaints of queues. In addition, a clear well communicated policy reduces the likelihood of conflict at sites.

8.4 Waste and recycling data is reported annually to SEPA and is an indicator of success. Recycling performance data is also reported quarterly to the Operational Delivery Committee. In addition, the Waste and Recycling Service also has internal reporting where the waste and recycling data is reviewed, bench marked against previous years and used to inform plans and activities. Data is available for the recycling rates of each individual HWRC.

9 Design and Delivery

9.1 The policy will address the LOIP stretch outcome 14 of reducing Aberdeen's carbon emissions by 42.5% by 2026, through increasing diversion of materials from landfill and energy from waste.

9.2 Council's Statutory Obligations will be met through the policy implementing requirements from the legislation detailed in section 4.1.

10 Housekeeping and Maintenance

10.1 The supporting document specified within this policy will be reviewed and updated as and when required.

10.2 An accompanying procedure will be created to support the Household Waste and Recycling Centre (HWRC) policy.

11 Communication and Distribution

11.1 The Household Waste and Recycling Centre (HWRC) policy will be available on the Aberdeen City Council website to be accessed by householders and shared with relevant staff. If customers have no digital access, information can be obtained through calling the Contact centre on 03000 200 292 or from information hubs and local libraries.

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

12 Information Management

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

13 Definitions and Understanding this Policy

13.1

Commercial waste: Waste similar in type to household waste but arising from non-domestic premises (including 3rd sector or charity premises) or rented domestic premises, where the landlord manages the waste.

Household Waste and Recycling Centre (HWRC): Community facility where residents can take household waste for reuse or recycling without charge.

Household waste: waste arising from households.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Roads Winter Service Plan 2021-2022
REPORT NUMBER	OPE/21/195
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Paul Davies
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 This report is intended to present Members with the Roads Winter Service Plan for the coming winter and to highlight any significant changes.

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 Approve the “Roads Winter Service Plan 2021/2022” (Appendix 1)
- 2.2 Delegate authority to the Chief Officer - Operations and Protective Services to, following consultation with the Chief Officer – Finance, continue to deliver the Winter Maintenance Service.

3. BACKGROUND

- 3.1 Aberdeen City Council’s Roads Winter Service Plan has evolved over many years and is reviewed and amended annually to reflect both national and local requirements, changes in resource and guidance. This years’ Roads Winter Service Plan is an evolution of the service plan for 2020/21.
- 3.2 Consideration has been given to the possibility of pandemic restrictions returning, however the service believes this risk to be relatively low and one

which can be mitigated using processes and procedures developed for last winter, if required.

3.3 Route changes

3.3.1 The 2021/22 Service Plan reverts to the routes used for winter 2019/20. These have had minor alteration to account for the sites where Spaces for People remain but are otherwise unchanged and proved successful when last used. These routes are optimised to cover as much of the network as is possible with the resources available. Any requests for additions to the routes would require increased budget or the removal of roads from the routes. This would be against officer's advice.

3.3.2 The remaining Spaces for People areas will be treated as per winter 2020/21.

3.3.3 Last winter there were a number of enquiries in relation to Heathryfold Circle and officers agreed to review what might be possible to help residents of the area. Heathryfold Circle will continue to be treated as a top priority road once priority one routes have been completed (as part of the first phase of priority 2 roads).

Officers have identified two locations where it may be possible to place one tonne salt bags. The first location is on the verge area roughly opposite the block housing 216-226 Heathryfold Circle. The other is in the vicinity of the shop at 247 Heathryfold Circle. There are currently four permanent grit boxes in the area. Officers note that the east and northeast extents of Heathryfold Circle are furthest from grit boxes, however a site investigation found there to be nowhere in this area where a salt bag could be placed on any adopted asset without creating safety issues. Officers have identified that a number of properties in this area have substantial driveways and the service would be happy to provide one or two salt bags in the area (waiving the normal requirement for bags to be a reasonable distance apart). Any bags will require customers to apply for them and will not be delivered automatically.

The following items 3.4 – 3.10 are reported to committee annually.

3.4 Salt Usage and Stocks

Salt stock levels have been taken back up to around 11,750 tonnes - this stock is to be topped up with regular programmed deliveries throughout winter.

Year	Starting Tonnage	Usage
18/19	11,531	6,166
19/20	11,911	4,500
20/21	11,750	11,760

3.5 Salt Bins

There are more than 900 salt bins throughout the city. Every year there are demands for further bins at new locations. Maintaining the salt bins is a labour-

intensive operation and to continually increase the numbers would only add to the current restocking problems. It is proposed to continue the policy of not issuing any additional salt bins this winter, but to continue to promote the 1 tonne salt bag scheme for community use. Twenty large capacity grit bins, introduced in late 2018, from which the public can collect salt remain in place. These “community bins” have been poorly utilised and it is the intention to further promote them in a bid to encourage customers to collect salt for their location. With these bins being easier and more efficient to fill, there is a service benefit to their use.

3.6 Community Salt Bags

- 3.6.1 This scheme has been run for 9 years now and has proven popular and effective. The media team will help promote the scheme and the benefits it provides to the public. Officers were asked to investigate the relaxation of the current scheme guidelines for winter 2021/22. A thorough review of the scheme has been undertaken and some relaxation of the scheme conditions can be made however, legal, logistic, safety and budgetary constraints limit the degree to which the scheme can be expanded.
- 3.6.2 The service has had requests to investigate the possibility of placing salt bags on adopted roads or footways. Unfortunately, there are negative implications associated with placing an obstacle on an adopted carriageway. These can be potential hazards to road and network users, especially vulnerable groups such as the blind and partially sighted. Adequate space must also always be left for vulnerable road users such as those in wheelchairs, as well as those with prams and so on. This severely reduces the number of locations where this would be a viable option.
- 3.6.3 One of the reasons that all bags have been required to be on private land and have a named contact is that this encourages ownership of the resource. Where there is no ownership, such as if the bag were to be placed on public land, there is a fear that bags would not be monitored and may be liable to theft and misuse, as well as potentially being allowed to empty where upon they could be blown around by the wind and create a new hazard on the network.
- 3.6.4 On recently adopted roads where developers have left grit bins – these are not adopted when the road is – we may be able to offer to drop a bag beside the unadopted bin in order for residents to fill it themselves. This would only be possible where there is adequate space around the bin to allow the bag to be placed without causing obstruction and ideally where the bag can be placed on land that has not been adopted.
- 3.6.5 Applications will be considered at the end of a foot/carriageway where there is no through traffic that would be affected by the placement of a bag. Such sites would need to be in very close proximity to the applicants home address to ensure the bags were monitored.
- 3.6.6 Bags will not be placed where there is another grit resource in close proximity, however in steeper areas we will allow bags to be placed closer as we understand there is a greater need in these areas.

3.6.7 While these steps will be taken to open the scheme, care is required not to open the scheme to the extent that a demand is generated which outstrips what the service has the resource to provide.

3.6.8 The revised guidelines are found within the winter service plan and will be published on the Council webpage.

- Salt is issued to community groups.
- The bags are to be located in a secure place such as a resident's driveway as they are susceptible to theft and vandalism.
- The locations need to be accessible to a large delivery lorry.
- Salt will not be left on or near private grassed or garden areas until the owner/tenant accepts responsibility for the possible long-term damage that could occur from salt contamination of the ground.

3.6.9 The cut-off date for applications is the 1st of November 2021, after which applications will not be processed due to the additional demand this places on the service at this time of year. The media team will make the public aware of this well in advance of winter. While the scheme will run until the 1st of November, we would encourage applications as soon as possible as this helps to ensure the scheme runs as efficiently as possible.

3.7 Vehicles and Plant

Continued investment over the years has reduced the average age of the winter fleet. This programme will continue this winter in order to have a fleet of vehicles at an age which is serviceable and reduces downtime for repair. Future investment will continue with the purchase of multi-use vehicles that can be quickly converted to other specialist equipment. The procurement of multiuse vehicles has proven to be the most cost-effective method of updating the fleet. This year sees the first use of a fleet of new footway gritters which replace an ageing fleet and should provide greater reliability.

3.8 Service Provision Over Festive Period (subject to any pandemic restrictions)

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

Day	Status	Service Available
Fri 17 Dec	Normal Day	Full Service
Sat 18 Dec	Normal Day	Standby + Response
Sun 19 Dec	Normal Day	Standby + Response
Mon 20 Dec	Normal Day	Full Service
Tues 21 Dec	Normal Day	Full Service
Wed 22 Dec	Normal Day	Full Service
Thur 23 Dec	Normal Day	Full Service
Fri 24 Dec	Normal Day	Full Service
Sat 25 Dec	Public Holiday	Standby+ Response
Sun 26 Dec	Public Holiday	Standby+ Response

Mon 27 Dec	Normal Day	Standby+Early Morning+ Response
Tues 28 Dec	Normal Day	Standby+Early Morning+ Response
Wed 29 Dec	Normal Day	Standby+Early Morning+ Response
Thur 30 Dec	Public Holiday	Standby + Response
Fri 31 Dec	Public Holiday	Standby + Response
Sat 1 Jan	Normal Day	Standby + Response
Sun 2 Jan	Normal Day	Standby + Response

The Response team consists of up to 6 roadworkers providing 24 hours of cover per day, 7 days per week. This team is available to respond to the required treatment on the 4 Priority 1 Gold Routes.

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

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

3.9 Footways and Cycle Path Operations

Treatment of footways and cycle routes remain as per winter 2020/21.

3.9.1 The city centre priority 1 footways as set out in the Roads Winter Services Plan are the only routes to be covered as part of the early morning operations. The priority 1 routes are concentrated on the city centre, shopping areas and footways with a steep gradient. Treatment should begin on footways early mornings so that they may be completed prior to the footways becoming busy with pedestrians. Treatment is not safe or practical once footways become busy.

3.9.2 Footway treatment operations are completed in conjunction with the Grounds Service who support the Roads Service during winter operations and without whom we would be unable to provide the current levels of service.

3.9.3 Once the Priority1 footways are treated, further treatment is extended into the lower priority footways. The treatment that lower priority footways receive is dependent on the resources available so there is no timescale placed on when these footways will be completed.

3.10 Public Information

3.10.1 An information section for Winter Operations is included on the Council's web site and this provides information on gritter routes and live information on operations on the main routes, including gritter tracking showing where operations have been completed. The webpage will continue to be developed further as necessary.

3.10.2 In recent years the Roads Service has worked closely with the ACC media team to put more winter information into the public domain. This has helped minimise enquiries and complaints from the public and is something that the service will look to grow for the coming winter. The media team will continue to issue a daily winter service update (Mon-Fri) to elected members to keep them abreast of operations.

3.10.3 One issue that became apparent during winter 2020/21 was that salt was being misused with customers often attempting to use it to clear snow. Salt is not an effective snow clearance method and should not be used for this purpose. The amount of salt being used to treat areas for ice was also often excessive. This meant that salt bins and salt bags were emptied prematurely. Prolonged periods of winter weather meant that staff were occupied with gritting and snow clearance and were not able to refill bins as quickly as requests came in. This winter we will continue to work with the media team to educate customers on appropriate salt use and how little salt is needed to treat relatively large areas. We hope that this will help reduce issues encountered last winter where salt bins and bags ran out, often unnecessarily.

3.10 Consultation

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

3.11 Resilience

3.11.1 There is a residual risk that the restrictions that have been applied previously to manage the pandemic may be still in place or be reintroduced and may impact the winter service in 2021/22. While we hope this does not transpire, the service is able to move back to an operating model as per last winter if required.

3.11.2 Were such events to take place, as an absolute minimum the service would wish to be able to cover all strategic gold routes with the aim to also cover silver routes and provide full priority one route coverage.

3.11.3 Salt and other supply issues

There is a potential risk that the pandemic could result in supply issues for salt and other winter supplies. Current salt stocks cover the total salt used in either of the last two winters (should levels fall to 4485 tonnes – resilience levels - resilience measures may be activated). This means that in the event of a similar winter there should be adequate supply, although a winter similar to winter 2020/21 would see levels run extremely low were no further supplies able to be procured. Should winter 2021/22 be a harsher winter than winter 2020/21, the current salt stocks may not be adequate. To mitigate this risk salt levels will be kept “topped-up” throughout the winter period. If, however salt supplies are restricted, treatment of non-strategic routes may have to be restricted to keep traffic flows along main roads and access to important establishment such as the main hospitals operating.

3.11.4 Staffing

Gritting operations can be completed whilst adhering to social distancing measures, should these be reintroduced. Gritters can be loaded and operated without the need of any staff-staff contact. Starting times for staff may be staggered in order to minimise the number of people in the yard at any given time. Should Covid 19 affect a significant number of the frontline staff resilience measures may have to be applied. Frontline staff involved in the delivery of the winter service are to be offered the seasonal flu vaccine and support staff are to be offered the vaccine or directed to the proposed NHS vaccination campaign. These measures should reduce the number of staff developing seasonal flu and consequently being unavailable for works. By the start of winter 2021/22 we anticipate the majority of operatives will have been 'double-vaccinated' against Covid-19.

We will continue to work jointly with our colleagues in ground, as we have done in previous years to facilitate service delivery.

3.11.5 Further Resilience measures.

Resilience measures have been included in Section 7 Resilience of the Roads Service Plan for several years. This section of the plan is in place to allow managers to respond to extreme circumstances that may have a major adverse impact on the provision of the winter service. The measures delegate to Roads Operations Manager and the Roads Infrastructure Manager the authority to alter the level of service to be provided in response to circumstances that cannot be currently forecast or to seek additional resources to deliver the required level of service. Pandemics are a typical example of such circumstances. If staff numbers are significantly reduced such measures may include.

- Restricting treatment to Priority 1 Gold or Gold/Silver routes
- Restricting the level of service to the capacity of the available resources.
- Dedicate further available resources to the service delivery.

The service plan includes trigger points at which it would be reasonable to consider the introduction of resilience measures.

4. FINANCIAL IMPLICATIONS

4.1 Non Covid related expenditure is anticipated to be around the Council's approved Revenue budgets for Winter Maintenance and Emergencies 2021/22 of £1.57M. The expenditure relating to any potential Covid control measures is currently unclear and is not currently allocated within the Roads Revenue budget. This budget is unchanged from 2020/21.

4.2 It should be noted that the expenditure for the previous three winters has been £2.1M in 2020/21 £1.339M in 2019/20 and £1.729M in 2018/19. The outturn expenditure is heavily dependent on conditions experienced during the winter. It would therefore be prudent to note that authorisation may be required for continued expenditure beyond the budget should the weather be worse than anticipated.

5. LEGAL IMPLICATIONS

- 5.1 Failure to provide a robust and justifiable “Roads Winter Service Plan” would leave the Council vulnerable to legal challenges and 3rd party insurance claims.
- 5.2 The Council is obligated under Section 34 of the Roads (Scotland) Act 1984 to take such steps as they consider reasonable to prevent snow and ice endangering the safe passage of pedestrians and vehicles over a public road.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	The current pandemic has the potential to affect the delivery of the winter service in many ways.	Medium	The Service Plan incorporates measures that will allow increased flexibility by delegates in extreme circumstances to the Roads Operations Manager and the Roads Infrastructure Manager the authority to adjust the level of service to respond to circumstances including responding to pandemic control measures.
Compliance	The legal requirement and basis for a Roads Winter Service Plan has been in place for many years. What is considered an adequate Winter Service Plan changes in line with national guidance. There is a risk that not following national guidance may open the council up to litigation.	Low	The winter service plan has been produced following the national guidance such as advice in the “Well managed Highway Infrastructure” Code of Practice. Staff also attend national seminars and discuss requirements with neighbouring authorities to rationalise treatments across the region.
Operational	Staff may contract Covid 19 and depending on how many were affected, there could be potential for service impact.	Medium	By the commencement of winter operations, most operatives will have been ‘double-vaccinated’ however it is acknowledged that this may not cover new variants of the virus and does not provide complete protection.
Financial	Allocated Budget will only cover costs of a mild winter,	High	Make provision within the overall budgets for the possibility of additional

	overspend at times of proloner or worse than average winter weather will require the allocation of additional budget		expenditure being required if the winter is more than averagely severe.
Reputational	The delivery of the service is dependant on the availability of frontline staff. The risk of reduced staff numbers impacting on the service would be likely to negatively impact on the council's reputation.	Low	Liaise with media team to make the public aware of any service changes as a result of Covid 19, should these occur.
Environment / Climate	The risk to plants, trees, watercourses, bridges and other structures from overtreating the networks.	Low	There is a potential risk of overtreating the network with salt this can be mitigated by training the duty officers on the required level of treatment.

7. OUTCOMES

COUNCIL DELIVERY PLAN	
	Impact of Report
Aberdeen City Council Policy Statement 3. Refresh the Local Transport Strategy, ensuring it includes the results of a city centre parking review, promotes cycle and pedestrian routes, and considers support for public transport.	Continue to work to facilitate safe transport for customers during winter weather events.
Aberdeen City Local Outcome Improvement Plan	
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 People 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.

Regional and City Strategies	The proposals within this report support the Strategic Regional Transport Strategy facilitating safe winter transport links for the benefits of communities and businesses.
UK and Scottish Legislative and Policy Programmes	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	Full EHRIA assessment included.
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

Code of Practice for Roads – *Well Managed Highway Infrastructure*

10. APPENDICES

Appendix 1 - Roads Winter Service Plan 2021-2022

Appendix 2 – IIA

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

Roads Winter Service Plan

2021 – 2022



Specification & Operational Plan



OPERATIONS & PROTECTIVE SERVICES

ROAD SERVICES

WINTER SERVICE PLAN

2021-2022

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ABERDEEN CITY COUNCIL
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PART 1 SPECIFICATION

WINTER SERVICE PLAN

PART 1 SPECIFICATION DOCUMENT

1. **Policy**

- 1.1 The City Council's policy is stated in the report submitted to the Roads Sub-Committee of the Policy and Resources Committee on 19th September 1996 and Policy & Strategy Committee of 5th June 2008.
- 1.2 The Council's policy objectives in relation to winter service is defined as the reduction, as far as practicable, of the effects of adverse weather conditions on the movement of people and vehicles to facilitate safe travel on the higher priority roads in the City.

2. **Priorities and Standards**

2.1 **General**

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

- 2.1.1 Priority 1 routes will be principal roads or other classified roads serving as the main routes of major traffic distributors. Priority 1 routes should also carry heavy traffic flows or serve as major public service bus routes or give access to public service or emergency facilities providing an essential public service. In special circumstances a road which does not meet the above definition may be considered a priority 1 route if it is regularly used and presents special hazards because it is habitually liable to drifting snow or freezing because of altitude or exposure etc. A road need not be considered a priority route at all times.
- 2.1.2 Priority 1 routes shall be separated into two levels those of strategic importance (Strategic Roads and Main Distributor Roads and access roads to emergency services facilities in addition to the detrunked sections of the A92 and A96) and Priority 1 Silver, those of less than strategic importance (Historic Priority 1 routes less Priority 1 Gold routes and Link Roads and Local Access Roads that do not have any special circumstance such as steep slopes, etc. These routes are identified in Appendix C.
- 2.1.3 The standard to be aimed at on Priority 1 routes is that:

For the Priority 1 Gold routes for 24 hours 7 days a week during the winter.

For the Priority 1 Silver routes between the hours of 04.45 and 21.00 7 days a week.

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

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

- 2.1.4 There should be, for these routes an availability of crews and equipment with the Response crews and standby arrangements being such that the response time for an instruction from a responsible officer of the authority to commence winter service operations to the start of snow or ice clearing on site should not be greater than one hour, during the times indicated in clause 2.1.3.
- 2.1.5 Consideration will be given to the pre-salting of priority 1 routes on receipt of an adverse weather forecast to prevent the formation of ice, or to make the clearing of snow or ice from the surface of the road less difficult.
- 2.1.6 A list of priority 1 Gold and Silver routes should be drawn up. The routes will be collated into convenient lengths to be dealt with by one or more salt stores and the need to keep mileage, which is run empty for reloading to an absolute minimum.
- 2.1.7 The priority 1 Gold and Silver routes should be reviewed annually in the late summer/autumn months to take account of changes in the road layout e.g. change from single to dual carriageway or in the light of new development and particularly the opening of new community facilities e.g. hospitals or similar, or in the light of changes in the road network and amendments to the routing of Public Transport.
- 2.1.8 Priority 2 routes will be principal and other classified roads not included in the priority 1 routes but which serve as main roads or as traffic distributors and which carry medium traffic flows or give access to community or public facilities of a non-essential nature. These routes will contain the (Category 3b Secondary Distributor routes 4a Link Roads).
- 2.1.9 In order to provide an efficient and effective use of labour and plant several of the Priority 2 Routes may be included in the Priority 1 Gold and Silver routes, the remaining Priority 2 routes will only be treated once the combined Priority 1 & 2 routes have been opened to traffic. The remaining Priority 2 roads will be dealt with on an "Area Response" basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. Additional resources from external Contractors may be employed to assist in the operation.
- 2.1.10 Priority 3 locations (Category 4b Link Roads) such as access roads, service roads, cul de sacs and minor roads where it could be expected that residents and employees etc could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route.
- 2.1.11 The standard for Priority 3 locations would be that they would not normally be treated unless conditions were severe enough to prevent the passage of emergency vehicles, where it was considered in the light of prevailing weather forecasts that the conditions might be expected to persist for some time or that there was an exceptional depth of snow packed snow or ice. In the case of a medical emergency or an event such as a funeral the location in question would be treated. Priority 3 locations due to width of access, or they are dead ends will not always be accessible with normal winter

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

- 2.1.12 Non-Aberdeen City Council maintained roads and roads or lanes providing a secondary means of access for service vehicles together with roads on which there are no direct accesses to any habitations would not be treated except in the case of a medical emergency.
- 2.1.13 In extreme weather conditions only, Priority 1 routes will be treated. Should salt stock levels diminish, salt treatment of Areas will be stopped, then Priority 2 routes, until only priority 1 routes are being treated.

2.2 Priorities and Standards – Footways & Cycle Ways

- 2.2.1 The priority with regard to the treatment of footways is that, precedence will be given to those footways in the City for which the Council is responsible and which carry the greatest number of pedestrians. This means the central areas of the City where the shopping and commercial facilities etc are concentrated. Precedence will also be given to footways and gradients, which are so steep, that they would be dangerous when covered with ice or hard packed snow. This may be altered by the duty supervisor or the duty officer depending on the circumstances that are being encountered.
- 2.2.2 The standard to be aimed at for footways on the Priority 1 list is that, these footways should be kept in a safe condition for pedestrians. In “normal” conditions snow or ice clearance should be started as soon as practicable when the need for such treatment becomes apparent. Equipment and resources should be provided and should be capable of being deployed sufficiently quickly to be able to begin treatment of a moderate snowfall between the hours of 07.45 and 15.45 Monday to Friday. At weekends the duty supervisor or the duty officer will determine if additional resources can be sourced.
- 2.2.3 All other footways in the city will be considered to have a lower priority although again precedence will be given to the more heavily trafficked routes, footways in the vicinity of major public services, medical or community facilities providing an essential public service and where numbers of infirm, elderly, accompanied infants and young children are likely to congregate. These footways will be treated only when the Priority 1 routes have been treated and made safe for pedestrian movement and will be dealt with on an Area Response basis with the allocation of resources to the defined areas being subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity.

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

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

2.2.6 Cycle ways in the city will be considered to have the same priority as lower priority footways. These cycle ways will be treated only when the Priority 2 routes have been treated and will be dealt with on an Area Response basis in conjunction with the footways in that area. The allocation of resources to the defined areas will be subject to the prevailing weather conditions. Treatment of an Area is not subject to a time for completion due to their size and complexity. In keeping with Priority 3 carriageways, it would be expected that cyclists could make their way with some difficulty in all but abnormal conditions to the nearest higher priority route. A list of the cycle ways to be treated was approved at the EP & I Committee on 12 November 2013 and is included in Appendix C.

2.3 **Self Help**

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

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

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

2.3.4 1Tonne bags of salt will be issued on application to individual residents on behalf of their community for self help winter treatment. These bags will be issued and replenished on condition that they are situated in a secure location which is accessible to the Council delivery lorry. A communal area such as a car park would not be acceptable as the bags will be susceptible to theft and vandalism.

To receive a bag, the following criteria must be met:*

- A named individual must take responsibility for the salt bag
- Contact details of that named individual (phone no. or email address) must be supplied
- A location within the boundaries of the individuals private property must be provided for the bag to be placed (we regret that we are unable to deliver bags to locations that are on Council owned or adopted assets. **)
- The location requires 1.5m² space for bag to be dropped
- 3m width access for our delivery lorry, with room to turn (we are unable to deliver bags to locations where HGV access is not possible. All applications will be checked for access prior to approval given)

- The location should be within 5m of public road or carriageway, where possible
- The bag must be accessible to members of the community, i.e. not behind locked gates, or out of sight. The scheme is for community benefit and not just for the benefit of the applicant and applicants who attempt to prevent access to bag may have their bag removed without notice.
- Applicants must sign our disclaimer removing Aberdeen City Council's liability for damage caused to vegetation by the salt bags. Salt can kill vegetation and we cannot accept any responsibility for such loss as a result of participation in the scheme. We ask applicants to consider this when selecting a location for their bag.
- Bags must be a reasonable distance apart – i.e. we will not deliver bags to closely proximate locations. We will also reject applications where the location already has a permanent grit bin in close proximity.
- Applications after the closing date will not be considered and will be automatically rejected.

* Please note that criteria have changed from the 2021/22 season and that having been approved for a bag in years does not guarantee an application will be successful this year. Council officers have the final say on whether an application is successful and may consider any relevant factor when dealing with requests. ACC reserve the right to close the scheme should demand outstrip service delivery capacity.

** Exception may be made where a location is on a recently adopted road where the developer has left a grit bin which has not been adopted but does have space beside it for a bag to be placed. This must not encroach onto the adopted footway in such a way as to restrict the footway width to below 1.5m. Locations at the very end of a footway or carriageway may be considered where the location is not a thoroughfare, and the placement of the bag would not hinder access to property or for services such as refuse collection. A named contact would still be required for the bag.

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

3. Treatments of Conditions

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

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

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

Precautionary Treatment for Hoar Frost and Ice.

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

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

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

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

3.2 Precautionary Treatment for Snow.

- 3.2.2 When continuous snow/freezing rain is forecast precautionary salting rates are to be 20-40 g/sq. m according to the anticipated severity of the snowfall as per Appendix (D,c)
- 3.2.3 The maximum salt spreading rate recommended for melting up to 50mm of fresh snow is 40 g/sq.m. Repeated applications of salt can remove heavy accumulations of snow, however, this approach is not recommended and ploughing should be undertaken as the depth of snow starts to exceeds 10mm. 20g per square metre of salt should be applied in advance of a snowfall to allow the formation of a debonding layer and assist subsequent ploughing. Where more than 50mm of snow has accumulated, compaction by traffic is likely to become problematic.
- 3.2.4 These spread rates are dependant on available salt stocks, during periods of sustained snow salt availability may be restricted due to availability or instructions from outwith the council, and periods of salt conservation may be necessary as per section 7.0)

3.3 Treatment for Ice and Compacted Snow Conditions

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

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

3.4 Updated guidelines on salt spread rates

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

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

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

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

4. Winter Service Plant

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

5. Salt and Grit

- 5.1.1 Salt supplied to various locations throughout the City shall be to BS 3247.
- 5.1.2 Grit for use either neat or in mixtures shall be single sized abrasive or particle size 6mm – 2mm having a low fine content. The particles should be angular in shape suitable for an abrasive.
- 5.1.3 Chemical de-icing treatment may to be used at selected locations including the city centre and cycleways.
- 5.1.4 Salt is purchased to restock the storage areas to their maximum stock levels in advance of the season, salt stocks are closely monitored, and restocking orders placed to maintain suitable levels.
- 5.1.5 Salt at storage areas are currently stored uncovered.
- 5.1.6 A guide to appropriate maximum and minimum and resilience stock levels are included in Appendix (D,e).
- 5.1.7 Salt stocks are monitored weekly by Transport Scotland for all 32 Local Authorities, and have an emergency stock for any authority running short during severe winter conditions.

6. Communications

- 6.1.1 Work has been carried out with the Corporate Communications Team and the Service Design and Development team to provide up to date information on the Council Web Site. The information provided will enable members of the public to check on expected road conditions, confirm main gritting routes and check action currently underway. There is also a section to check the weather and road conditions.
- 6.1.2 City Voice Questionnaire including several questions relating to the general public's satisfaction with Aberdeen City Council's winter performance will be issued to the general public following the 2020-21 winter season. This questionnaire is repeated annually as part of the Roads Asset Management Plan to build up a picture of the trend of public satisfaction related to the severity of the winter weather. It may also indicate areas for improvement or future action within the limitations of the winter budget.

7. Resilience

- 7.1.1 If salt stock levels fall close to the resilience stock levels indicated in Appendix (D,e) the Roads Operations Manager will consider and implement the actions required to maintain traffic flow along the strategic network.
- 7.1.2 In extreme circumstances including but not limited to national salt shortages, pandemic circumstances, fuel shortages, that may have a major adverse impact on the provision of the winter service the Roads Operations Manager after consultation with the Roads Infrastructure Manager may implement the actions required to maintain traffic flow along the strategic network these may include but are not restricted to:
 - Reduce salt spread rates.
 - Restrict salt spreading to the Priority 1 Gold or Gold/Silver routes.
 - Move to using salt/grit mixes.
 - Move to using grit only on Secondary routes.

- Grit only to be used on hard packed snow on priority/secondary/cul de sac routes
- Replenish Grit Bins with grit only
- Move to using grit only on priority and secondary footway routes
- Restrict treatment to the resilience network consisting of Priority 1 Gold or Gold/Silver routes and city centre footways.
- Restrict the level of service to the capacity of the available resources.
- Dedicate further available resources to the service delivery.

7.1.3 The resilience network consists of the Priority 1 Gold and Silver routes and the City Centre footways. The normal Minimum Winter Network being treated would be the resilience networks. In extreme circumstances when resources are not available to treat this network either as a result of illness or due to restrictions applied by the Scottish or UK governments the minimum network being treated could be reduced to the Priority 1 Gold network.

7.1.4 The trigger points for considering activation of the Minimum Winter Network treatment is any one of the following

Salt Levels

All depots	Non-Winter stock	Non-Core Winter Period	Core Winter Period
Tonnes	N/A	2690	4485

ABERDEEN CITY COUNCIL
OPERATIONS & PROTECTIVE SERVICES
ROADS OPERATIONS

WINTER SERVICE PLAN

2021-2022

PART 2 - OPERATIONAL PLAN

WINTER SERVICE DOCUMENT

PART 2

OPERATIONAL PLAN

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WINTER SERVICE PLAN - STANDING ORDERS

PART 2 - OPERATIONAL PLAN

1. **Introduction**

1.1 **Outline**

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

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

1.2 **Stages of the Plan**

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

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

1.3 **Delegation of Responsibilities**

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

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

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

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

2. Working Arrangements

2.1 Operating period

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

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

2.2 Standby Service – 15/11/2021 to 21/03/2022

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

Specialist Winter Service vehicles will be stationed at appropriate depots for immediate use outwith normal working hours. The vehicles will be loaded with neat salt and drivers will be contactable to receive instructions from the Supervisor. A Supervisor will be available to receive telephone calls from the Police or other responsible Officers of the Council, assess road conditions and initiate emergency actions.

On receipt of an emergency call, the Supervisor will assess the situation and, if necessary, will call out the standby crews to treat roads as required, he may at his discretion, alert other Supervisors, as it may be necessary to call out additional drivers and vehicles.

The Supervisors will advise the Lead Response Operative or the Duty Officer what resources are deployed and the route/areas being treated to allow the Council's web site to be updated.

The standby drivers will report to the Supervisor the road conditions at the area of the particular hazard and in the area generally. The Supervisor will log the telephone call seeking assistance together with the details of any action taken in response to it and any action by way of treating other locations so that there is a permanent record, for inspection, of the extent of Winter Service operations carried out.

2.3 Early Morning Patrols – 15/11/2021 to 21/03/2022

The specialist Winter Service vehicles will be operated on early morning patrol service during the winter period. Each vehicle will be driven on a prescribed priority route and treatment will be carried out as instructed for the conditions encountered.

The Supervisor will advise the Lead Response Operative or the Duty Officer what resources are deployed, and the route/areas being treated to allow the Council's web site to be updated.

Special attention will be given to those locations, which are designated as areas of particular hazard; drivers will report the road conditions on their prescribed route to the Supervisor/Lead Response Operative both during and on completion of their patrols.

Additionally, the Supervisors may at their discretion, if adverse weather conditions are expected, detail additional operatives to make themselves available for standby duties/early action.

2.4 Service Within Working Hour

2.4.1 If road or weather conditions warrant it, Winter Service operations utilising the specialist vehicles will continue during the course of the working day. In addition to the specialist vehicles, the Supervisors can instruct the use of the Council's normal heavy goods vehicles on Winter Service operations. The vehicles will be fitted with snowploughs and/or gritter bodies according to the road conditions.

The Supervisors will advise the Lead Response Operative or the Duty Officer what resources are deployed, and the route/areas being treated to allow the Council's web site to be updated.

2.4.2 Daytime 07:45 a.m. – 15:45 p.m. Monday - Friday

The ice detection equipment will be monitored by the Road Services staff. When a change in conditions is displayed at any of the ice detection locations in his area, the Road Operations Manager or his staff will advise the Supervisors who, taking account of all factors known to him, will dispatch a gritting vehicle to inspect and treat conditions at the location as necessary and thereafter proceed to such other locations the Supervisors considers may require treatment.

2.5 Service Outwith Normal Working Hours 15/11/2021 to 21/03/2022

2.5.1 Response will provide an emergency all night service and specialist Winter Service vehicles will be ready for immediate use throughout the winter season.

The vehicles will be loaded with neat salt and drivers will be in attendance at the depot. In addition to the drivers the depot will be manned by a Duty Lead Response Operative who will receive telephone calls from the Met Office, Police or other responsible Officers of the Council initiating emergency action.

The Duty Officer will continue to monitor the ice detection equipment and forecast and will remain the point of contact for Winter Service along with the Duty Supervisor until the Lead Response Operative commences work at 20:30.

On receipt of an emergency call, the Duty Lead Response Operative will dispatch a driver to investigate and, if necessary, treat the road surface. Immediately after the driver has dealt with the specific complaint, he will travel to those locations designated as areas of particular hazard in the vicinity of the locus of the complaint and, if necessary, treat the road surface at these locations. He will report to the Duty Lead Response Operative the road conditions at the areas of particular hazard and in the area generally. The Lead Response Operative will log the telephone call seeking assistance together with the details of any locations so that there is a permanent record for inspection by the Duty Supervisor of the extent of Winter Service operations carried out during the night.

Should it appear to the Duty Lead Response Operative from the number of telephone calls received requesting assistance or from the reports received from drivers that the road conditions are so bad as to require the deployment of more resources than provided by the all night service, he will immediately telephone the Duty Supervisor advising him of the conditions so that the Duty Supervisor may, at his discretion, instruct the call out of additional drivers and vehicles.

- 2.5.2 When an adverse change of conditions is displayed at any of the ice detection locations in the City, the Lead Response Operative will dispatch a loaded gritter to inspect and treat conditions at the location as necessary and thereafter, taking account of all other known factors, proceed to treat as necessary areas of special hazard. The Duty Lead Response Operative will log the change in road temperatures together with his actions and details of any locations actioned so that there is a permanent record for inspection by the Duty Supervisor of the extent of Winter Service operations carried out during the night.
- 2.5.3 Over Christmas and New Year a stand by crew will only be available to treat priority 1 carriageways and footways on the days of the 25 – 26 December and 31 December – 2 January inclusive.

2.6 Footway Treatment

The Priority 1 footways for treatment are listed in Appendix C (e).

The standard practice for treating footways will be to use neat salt although discretion is given to Supervisors to use salt/grit mixtures when weather conditions warrant it, and especially when dealing with ice that has formed as a result of the re-freezing of partially thawed snow as per Appendix D, (d)

In clearing a passage for pedestrians, any cleared snow will be left piled at the edge of the footway until resources are available for its removal. Special attention will be given at pedestrian crossings, road junctions where large number of pedestrians cross, bus stops etc where gaps should be left at these locations to allow pedestrians to cross without having to negotiate the heaped snow.

Special care will also be taken to ensure that street gullies are not blocked by piled snow, as this would prevent water draining away at the onset of a thaw.

2.7 Footway Readiness

Recourses for footway treatment are to be allocated on a three-level readiness basis. The readiness level shall be implemented and recorded following discussions between the duty officer and the Roads Operations/Roads Infrastructure Manager.

Green:

Forecast conditions to be below zero for up to 5 consecutive days.

City centre routes to be check by Supervisor each morning with treatment undertaken if required, no other routes to be treated.

Amber:

Forecast conditions of prolonged freezing extending beyond 5 days, snowfall or extensive ice forecast. Frontline staff to be made available for prolonged treatment, assistance from other departments requested as required. If other departments assistance required, they are to be notified when Amber condition is identified.

Grit bins and Community Bins, checked and filled in advance, Footway plant and equipment checked for readiness in advance, Priority 1 Footways and sheltered housing areas considered for treatment.

Additional back office staff requirement to respond to public enquiries.

Red:

Forecast conditions as Amber but with continued heavy snowfall or extreme ice in forecast resulting in a risk to infrastructure.

Action as per Amber, additionally external and supplementary resources from other departments to be mobilised as available.

Treatment to be extended to area footway treatment beyond Priority 1 routes as resources allow.

Full reporting system to be implemented, availability of resources to respond to repair to infrastructure to assessed. Additional back office staff requirement to respond to public enquiries regarding infrastructure damage after thaw develops.

2.8 Thawing

During the thaw, the first responsibility of the Supervisors will be to ensure, as far as practicable, that road channels and verges are cleared in the area of street gullies and cross grips to allow melted snow to drain away. Only after the channels and cross grips have been cleared should an attempt be made to clear the stockpiled snow.

2.9 Lifting of Snow from Roads etc

In extreme conditions after heavy snow falls it may be necessary to lift snow from streets. Snow cleared from the road will only be uplifted in exceptional circumstances, e.g. where existing piled snow is preventing further snow clearance from the road.

3. Information

3.1 Communications

During Office Hours - Mondays to Fridays inclusive, telephone messages will be received by the contact centre.

Outwith Office Hours – All out of office calls will be received through the call centre. Telephone messages to be passed to the Duty Supervisors (Daytime) or the Duty Officer as per rota from 16:00 to 20:30 (Monday to Friday) from 08:00 to 20:30 (Saturday, Sunday & Public Holidays) and to the Lead Response Operative at West Tullos Depot from 20:30 to 08:00.

3.2 Weather Forecasts

The Council's meteorological advisors will provide information for the duration of the winter period including:-

- a) General Forecasts for the following 36 hours
- b) 2-5-day outlook forecast
- c) Air and road temperatures and a predicted forecast graph

During Office Hours

The Forecast data information is assessed and entered into an advice sheet prepared by the Duty Officer in conjunction with the Duty Supervisor and if required submitted to the Roads Operations Manager for discussion and a decision made as to the required treatment. Roads Operations Manager to be advised of daily action.

The information will also be passed to the Standby Supervisor by the Duty Officer.

Outwith Office Hours and Holidays

It will be the responsibility of the Duty Officer to obtain the weather forecast, consult Supervisor and confirm action. Supervisor to contact the Lead Response Operative at West Tullos Depot each day shortly after 20:30 hours to appraise him of the situation. If there is a forecast of severe weather the Standby Supervisor should also be informed. Roads Operations Manager to be advised of daily action.

Emergency Weather Forecasts

The Council's meteorological advisors will inform the Duty Officer from 08:00 to 20:30 or the Lead Response Operative from 20:30 to 08:00 to advise on changes in forecast information.

Additional phone numbers should be supplied to the Met Office in case there is difficulty in contacting the Duty Officer or the Lead Response Operative. The Duty Officer or the Lead Response Operative will advise the Duty Supervisor of changes to the weather forecast which may alter the proposed winter treatment.

3.3 Advice Sheets

3.3.1 Winter Maintenance Advice Sheets

Forecast information and the Winter Maintenance Advice Sheet will be used to assist in decision making. In the absence of any indication or information to the contrary the advice recommendation given on the Advice Sheets should be followed.

3.3.2 Interpretation of Advice Sheets

The Advice Sheets recommendations may not be followed if:

- (a) A clear emergency exists which requires immediate action
- (b) The Road Operations Manager advises differently.
- (c) The actual weather (e.g. as measured by Ice Outstations) is at variance from the forecast such that action taken would need to be significantly different from that advised, e.g. the stepping up of salting from 10 to 20 g/sq. m or equivalent in mixtures, or if the forecast of snow turns out to be rain then reducing or changing the treatment. In this case the meteorological advisors should be contacted, advised of actual weather conditions and new forecast information requested.

3.3.3 Variation from Advice Sheets

A record will be kept of all variations of action from the advised action on the advice sheet. The reason for such a variation will be noted on the advice sheet for record purposes.

3.3.4 General Note

The Council's meteorological advisers are available 24 hours a day and can be contacted at any time by Supervisors or staff for advice. They are contracted to supply new weather information when a significant change is forecast and to give advice over the telephone on all meteorological matters. If in any doubt about the actual weather and/or the forecast the rule is contact the meteorological advisers.

4. Plant

4.1 Availability and Maintenance of Vehicles, Plant etc

All specialist Winter Service vehicles, plant and footway snowploughs require to be maintained and overhauled prior to the commencement of Winter Service operations. All items of Winter Service equipment overhauled shall be on station not later than the end of September in order that calibration works can be carried out to all plant at the same time.

All vehicles, plant and equipment shall be checked to ensure they are fully operational on return to station.

A stand by mechanic will be available at all times during the winter period to carry out routine maintenance and minor repairs allocated to him. Where applicable the six week safety checks on vehicles should be carried out during early morning operations when no action is being carried out, any major defect found during this period will require the vehicle to be taken to Kittybrewster for repair. Fleet Services to provide the Road Operations Manager and the Supervisors with a rota of the mechanics.

4.2 Operation of Vehicles

While it is acknowledged that the drivers of vehicles engaged in Winter Service operations do not operate under normal circumstances, it is nevertheless the driver's duty to take every precaution to avoid accidents.

Once the vehicles are on station and Winter Service operations have begun, it will be the duty of the driver and/or operator for each vehicle and item of plant to check his vehicle daily before starting duty. The inspection shall cover the fuel, oil and water levels and the lights, brakes and tyres, together with all bolts and couplings fixing ploughs, spinners and safety rails.

Any fault revealed by the check shall be immediately reported to the Supervisor who will call out the stand by mechanic to determine whether or not the vehicle is in a fit state to continue with Winter Service operations or whether the vehicle should be withdrawn from service for immediate repair at the Depot or transported to Kittybrewster. In the latter case the Supervisor, in consultation with the Repair Depot Supervisor, shall decide whether or not, depending on the length of time that any repair is likely to take, an alternative vehicle should be made available as a replacement for the unserviceable vehicle.

The amber flashing lights fitted to each vehicle must be kept in operation during gritting and snow clearing operations. In poor visibility, the vehicle's horn should be sounded as necessary, but its use should be kept to a minimum consistent with safe driving and the need to cause as little inconvenience as is possible to residents, particularly during early morning and late night working. A "SPREADING" sign is to be fitted and kept clean on rear of gritting and large snow plough vehicles.

Snow ploughs and scrapers must always be raised above the road surface when passing over sections of road which are clear of snow and ice and drivers should constantly be on the lookout for manhole covers, street tobies or other obstructions such as traffic calming measures which may be standing proud of the road surface.

It is the responsibility of the driver of any vehicle to ensure that the hopper or the platform

of this vehicle is not left loaded with salt or salt/sand mixture for more than forty-eight hours. If the salt or salt/sand mixture has not been used for this period of time, the hopper and/or platform should be emptied and immediately refilled with fresh material.

If the vehicle has been driven during heavy rain, the driver should check the salt or salt/sand mixture to ensure that caking has not taken place. If it has, the vehicle should be emptied and immediately refilled with fresh material.

Where mobile phone communication is used the driver must not under any circumstance answer the phone until parked safely and the engine is turned off as per the Council's mobile phone policy. Drivers will be issued with a radio for communication purposes.

5. Materials and Equipment

5.1 Salt and Salt/Sand Stocks

Salt

Stocks of salt will be built up to the predetermined levels indicated in the contract requirements. It will be the responsibility of the salt supplier to maintain the agreed stock levels at all storage points as per the predetermined schedule. It will be the responsibility of the Duty Supervisor and Duty Officer to make a daily update on salt usage and a weekly return of salt receipts and issues to the Road Operation Manager.

Salt/Sand mixtures

Sand will be kept available to be mixed with salt in accordance with the instructions of the Supervisor for that area and will generally consist of one parts sand to one part salt by weight but this mixture may be varied at the discretion of the Supervisors depending upon road and weather conditions.

5.2 Use of Materials

In general, neat salt will be used on all roads. The use of neat salt or of the salt/sand mixture may be varied at the discretion of the Supervisor depending upon road and weather conditions.

It shall be the responsibility of the Supervisors to ensure that all salt stores are allocated a loading shovel and that the stores are manned continuously during periods of extreme weather or when general Winter Service operations are being carried out.

During the spreading of salt, especially in built-up areas, care must be taken to keep salt clear of trees, hedges, shrubs, lawns etc.

Should hard packed snow and ice occur, a trial will be carried out using Ecothaw de-icer and a comparison made with roads and footways treated with salt.

6. Assistance from Third Parties

6.1 Local Authority Services

Other Local Authority Services may undertake the gritting/salting, and/or snow clearing of footways and/or roads in designated areas, by arrangement agreed prior to the onset of winter.

6.2 Education

Winter Service within the City's educational establishments are dealt with under separate arrangements within the Council

6.3 Parks, Cemetery accesses, Crematoria access, Sheltered Housing accesses, Unadopted Footways through Council Housing Areas and Other Council Property accesses

Priority Roads and Footways in these areas will be treated under contract by other Council Services. Operations will normally be carried out during the standard working day and will be co-ordinated by Operations and Protective Services they will be informed of the prevailing conditions and whether they are required to carry out winter service operations outside normal working hours. A standby rota will be produced to cover weekend operations. A list of priority locations are detailed in Appendix C (h).

7. Road Closures

7.1 Road Closures

The closure of a road under severe winter conditions can only be authorised by the Police but operationally the signs could equally well be put out by the Police or Roads Staff. It is absolutely essential that there is consultation and co-operation between the two bodies in the issue of the signs e.g. for a closure instigated by the Police during the night, the Duty be informed as soon as possible and where the closure initiative came from the Roads Staff that the Police be contacted immediately. Duty Officer will be informed by 08:00 of any road closures and openings. If a road is closed signing should be maintained until the road is reopened. Roads Operations Manager or a duty representative will be required to inform Roadworks Coordination and Communications of any road closures.

8 Road Treatment Logs

A "Road Treatment Log" will be kept by each gritter driver to show the times treatment is necessary. The log will also show the road conditions encountered and the approximate tonnage of the material used. These sheets are to be completed daily by the gritter drivers and returned to the Supervisors each day.

ABERDEEN CITY COUNCIL

OPERATIONAL PLAN APPENDICES

APPENDIX A	EMERGENCY CONTACTS
APPENDIX B	DUTIES OF PERSONNEL
APPENDIX C	GRITTING ROUTES
APPENDIX D	STOCK & TREATMENT GUIDANCE.
APPENDIX E	FLOODING GUIDANCE

**OPERATIONAL PLAN
APPENDIX A - EMERGENCY CONTACTS**

Call Centre Number

03000 200292

FOR WINTER "CALL-OUTS" PLEASE NOTE

24 hours / 7 days Call Centre Number 03000 200292

FOR WINTER "CALL-OUTS" PLEASE NOTE

24 hours / 7 days Call Centre Number 03000 200292

OPERATIONAL PLAN
APPENDIX B - PERSONNEL
1 - DUTIES OF PERSONNEL

Duties of the Gritter Drivers

1. Duty Period: Monday – Sunday (including Public Holidays) Start 04.45am

In addition, when on standby during period of duty, make himself available for call-out by request, during emergency.

Maximum duty period will be 11 hours (10 hours driving unless a declared emergency and driver fit to drive).

2. Location: At Depot detailed by Duty Supervisor

3. Communication Radio

4. Responsible to the Duty Supervisor

5. Responsibilities

- a) To carry out a First Use Vehicle Check.
- b) Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Supervisor/Lead Response Operative, ensuring that carriageways are adequately gritted for the conditions prevailing.
- c) Maintain communication with the Duty Supervisor/Lead Response Operative advising when treatment of a route/area is started and completed.
 - 1) Provide an update of road and footway conditions when requested
 - 2) Advise duty Supervisor/Lead Response Operative when required to deviate from programmed route.
- d) During actual gritting and snow clearing operations, the amber flashing beacon must be used. Speeds in excess of 20mph (32kph) are prohibited.
- e) In the event of a breakdown of his vehicle or any incident, which prevents him carrying out his allocated duty, he will advise the Duty Supervisor/Lead Response Operative by radio and await further instructions.
- f) Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Supervisor/Lead Response Operative by the end of the next working day
- g) To wash down gritter/spinner after use, clean and tidy the cab and top up fuel.

Duties of the Response Drivers

1. Duty period: 04:00 to 15:30 & 15:30 to 03:00
2. Location: Tullos Depot and work locations detailed by Supervisor
3. Communication Radio
4. Responsible to the Duty Supervisor
5. Responsibilities
 - a) Complete a First Use Vehicle Check before leaving the depot.
 - b) While he may be involved in routine maintenance work, he must be prepared to react immediately to a call-out request which will be initiated by a radio instruction from the Lead Response Operative/Duty Supervisor.
 - c) On receipt of a call-out he will proceed to location and deal with the condition, maintaining communication with the Lead Response Operative/Duty Supervisor advising him when the matter has been dealt with.
 - d) Drive gritting vehicle along route as detailed on satellite navigation system or to verbal instructions of Duty Supervisor, ensuring that carriageways are adequately gritted for the conditions prevailing.
 - e) Relay information back to the Lead Response Operative/Duty Supervisor on any action taken at the locations, the state of the roads and any action taken at any other locations.
 - f) Deal with all requests from the Lead Response Operative/Duty Supervisor until return to Depot when he will again resume his other allocated duties.
 - 1) Provide an update of road and footway conditions when requested.
 - 2) Advise Duty Supervisor/Lead Response Operative when required to deviate from programmed route.
 - g) In the event of a general call-out he will operate in the location advised by the Duty Supervisor/Lead Response Operative.
 - h) In the event of a breakdown of his vehicle or any incident, which prevents him, carrying out this allotted duty, he will advise the Lead Response Operative/Duty Supervisor by radio and await further instructions.
 - i) Complete daily winter maintenance treatment log and other such relevant documentation and pass to the Duty Supervisor/Lead Response Operative at the end of the shift.
 - j) To wash down gritter/spinner after use and clean and tidy the cab and top up of fluids also required.

Duties of the Duty Supervisor/Standby Supervisor

1. Duty Period: Duty Supervisor 04:45 – 15:45
Standby Supervisor 15:45 – 04:45

2. Location: West Tullos Depot

3. Communication

The Supervisor will be equipped with a mobile phone and a radio for communication.

4. Responsible to the Roads Operations Manager, Operations, Roads.

5. Responsibilities

Overall responsibility for the day to day operations of the Winter Service function.

- a) On receipt of Winter Maintenance Advice Sheet, initiate appropriate action, utilising Lead Response Operative as necessary, including advising drivers on spread rates to be applied.
- b) Ensure that gritters, lorries, plant and ancillary equipment are maintained in operational condition and located at the appropriate Depots and that adequate supplies of salt and sand are available.
- c) Ensure that drivers and operators are conversant with operational details.
- d) In the event of severe conditions, which exhaust the capacity of his resources, advise the Road Operations Manager of the short fall in resources.
- e) To react to outside agency's requests and advise them, as necessary, when adverse conditions require their action and render support in plant and labour resources as necessary. Discuss with Roads Operations Manager or Duty Officer where this compromises treatment in the road network.
- f) In the event of the breakdown of a vehicle, report defect to the appropriate workshop.
- g) Complete a daily log of vehicles and plant breakdowns.
- h) To ensure all call-out requests are logged in Log Book indicating time received, time accident dealt with and by which vehicle.
- i) Ensure that drivers logs are maintained, and to ensure that the treatment and spread rates comply with his instruction on a daily or weekly basis.

- j) To advise the Road Operations Manager or the Duty Officer each day not later than 07:00 on the road conditions prevailing and the action taken and to compile a morning stat report each day no later than 07:00 (08:00 on Sundays and public holidays).
- k) If continuing action maintain and complete Continuing Action Form
- l) During all operations the Supervisor must keep either the Lead Response Operative or the Duty Officer advised when action is taken on each route/area and also when action ceases. Total resources deployed on each route/area must also be communicated. It is vital that this information is accurate and given timeously in order that the Council's website reflects exactly the action being undertaken on the ground.

Duties of the Duty Officer

1. Duty Period: 1 week commencing with issue of midday forecast on Monday morning to completion of morning treatment the following Monday midday

2. Location: Duty Officer's Office or Residence as necessary.

3. Communication

The Duty Officer will be equipped with a mobile phone and radio for communication.

4. Responsible to the Road Operations Manager, CHI

5. Responsibilities

Responsibility for interpreting the daily forecast to produce the daily Winter Maintenance Advice Sheet and ensuring that relevant parties are informed of the proposed action.

- a) On receipt of weather forecast, and telephone contact with Met Office if necessary, decide on appropriate winter treatment and spread rates for the coming afternoon, night shift and following morning. Check updated forecast at 18:00 and amend action plan as necessary with stand by Supervisor.
- b) Complete Winter Maintenance Advice Sheet and issue to Duty Supervisor. Duty Supervisor to be contacted by telephone/radio if not available in West Tullos Depot.
- c) Issue Winter Maintenance Advice Sheet to Lead Response Operative.
- d) As necessary issue Winter Maintenance Advice Sheet to appropriate parties.
- e) Update Weather Conditions on Council Website on a daily basis.
- f) Update Council Website at the start of each treatment and on completion of each treatment.
- g) Complete the Winter Maintenance Advice Sheet after the following morning's treatment, detailing any change from the proposed action and recording actual temperatures and conditions from the previous 24 hours.
- h) Advise Roads Operations Manager of salt tonnage used on a daily basis.
- i) Consult Roads Operations Manager concerning current salt stock levels and the impact this may have on limiting proposed winter action.

Duties of the Lead Response Operative

1. Duty period: 8:30 pm to 8.00am
2. Location: West Tullos Depot
3. Communication Telephone and radio
4. Responsible to Duty Supervisor/Stand-by Supervisor/Supervisor
5. Responsibilities
 - a) To accept by telephone, all call-out requests from Police Scotland
 - b) To log all calls in Log Book indicating time received, time incident dealt with and by which vehicle.
 - c) To dispatch drivers, who are in attendance to the requested locations.
 - d) In the event of demand significantly exceeding capability, telephone Stand-by/Duty Supervisor who will assume control and instruct as necessary.
 - e) In the event of a report that a vehicle is out of commission,
 - 1) he will use alternative standby vehicle or driver if available
 - 2) if not available, advise Stand-by/Duty Supervisor who will assume responsibility.
 - f) Ensure that he receives information and immediately updates the Council's website to reflect the current position on the ground
 - g) Monitor weather forecast and graphs and recording actions taken
 - h) From 06:30 compile morning status report by 07:00 and distribute to Roads Operations Manager, Duty Supervisor and Duty Officer.

Duties of the Road Operations Manager

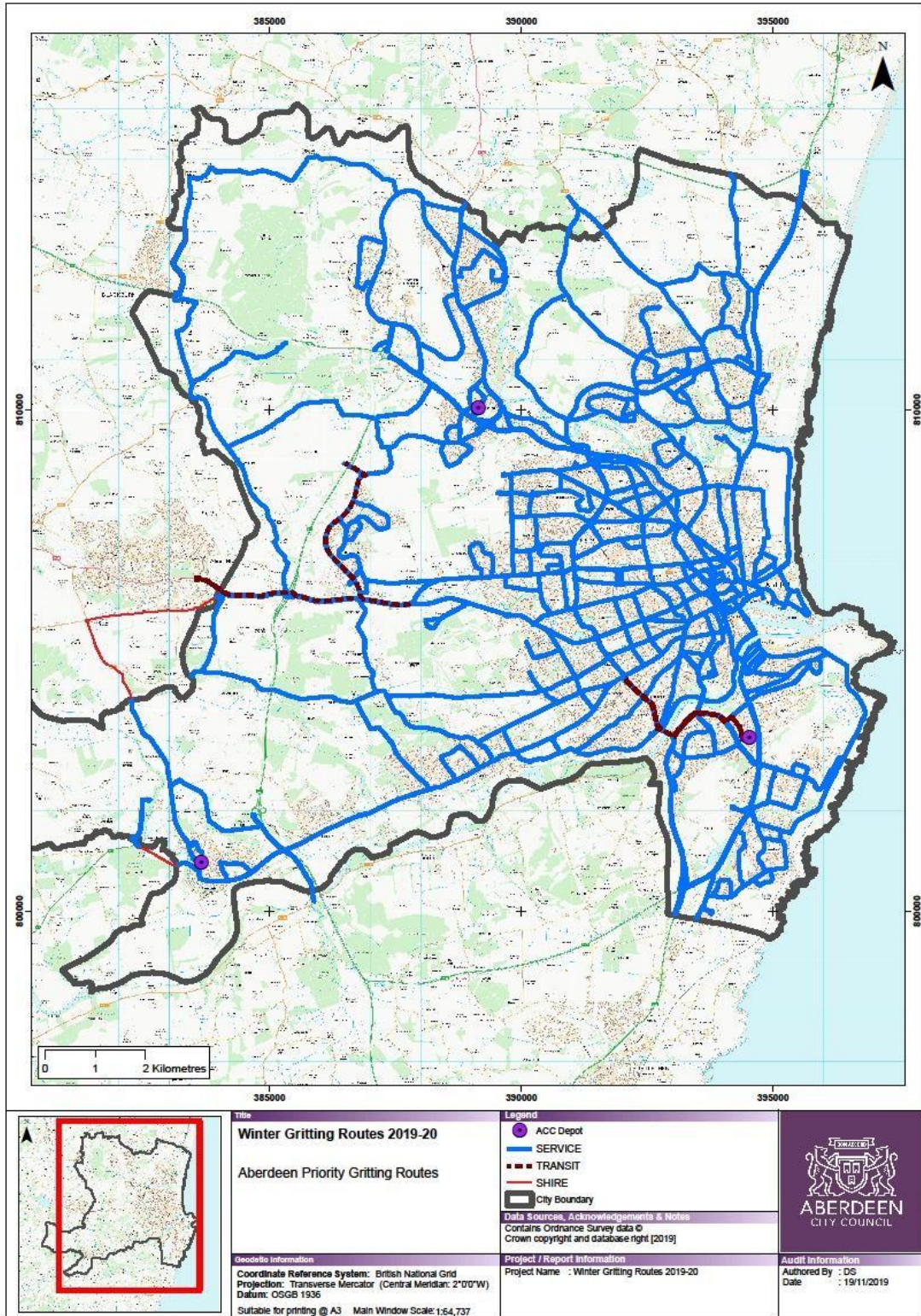
1. Duty period: Flexible.
2. Location: Office/Residence.
3. Communication: Telephone and radio
4. Responsible to Roads Infrastructure Manager, Operations, Roads.
5. Responsibilities
 - a) Wholly responsible for ensuring that the Supervisors and Operatives are conversant with Winter Maintenance Operations and shall provide the Supervisors with the physical resources to enable them to carry out the objectives and meet the standard set.
 - b) Shall have the authority to utilise all the resources of his area, however, deployed on normal works, in the event of extreme conditions.
 - c) During working hours, responsible for ensuring the Supervisors are advised of weather forecasts.
 - d) Ensuring that stocks of sand and salt are maintained at a sufficient level during the operation period.
 - e) Responsible for checking that all Winter Service equipment is overhauled and on station by the end of September each year and reporting omissions, if any.
 - f) Responsible for preparing a duty rota for Supervisor and Operatives to ensure that adequate supervision for day to day operations is provided.
 - g) Ensure compliance with the Specification Document.

In Roads Operations Manager absence, this role will be taken over by the Team Leader – Operations.

**OPERATIONAL PLAN
APPENDIX C - GRITTING ROUTES**

Priority Routes

The following map shows the roads treated as either Priority1 Gold or Priority 1 Silver.

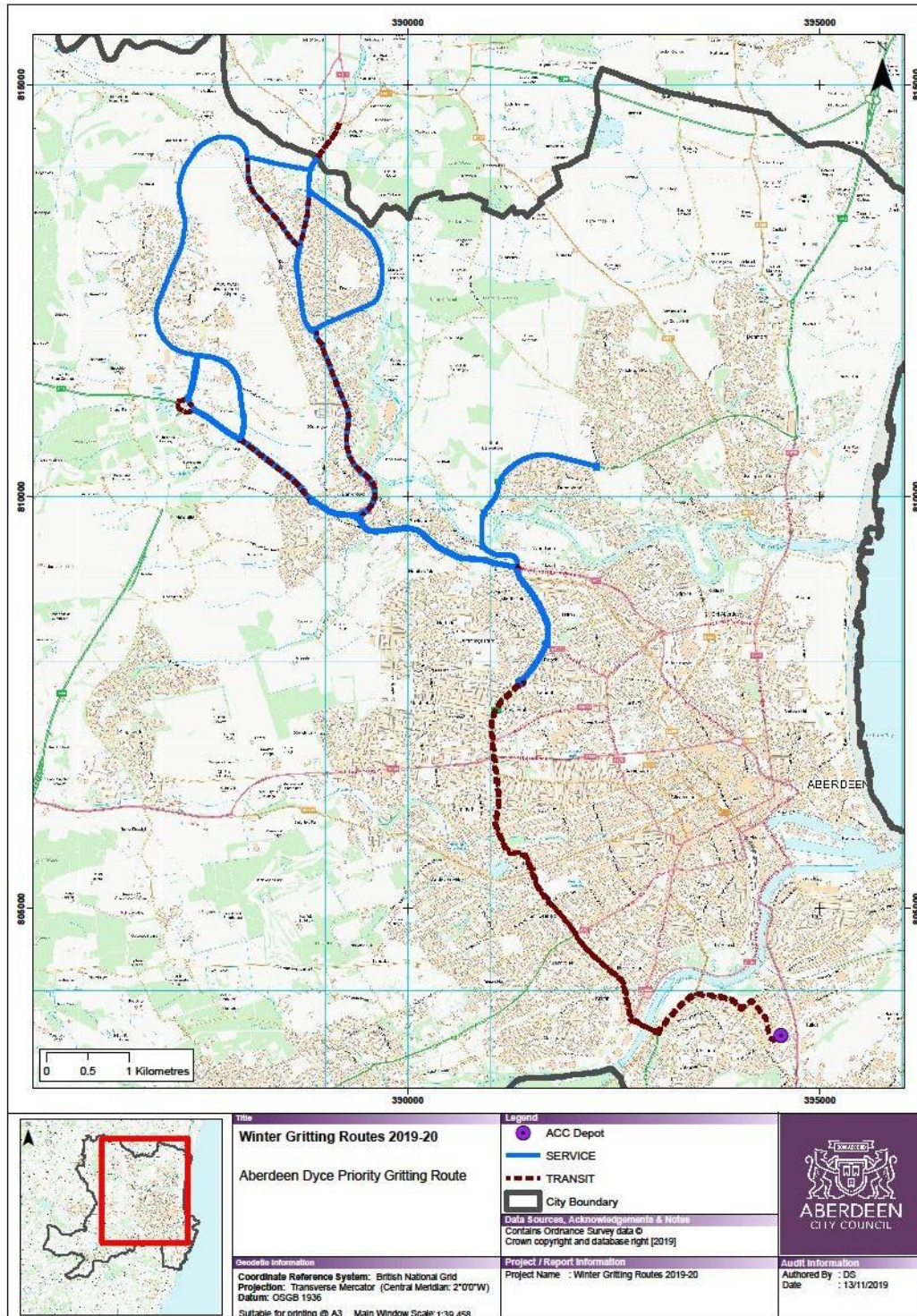


(a) **Priority 1 Gold Routes**

The following routes (Gold 1-4) are to be treated 24 hours 7 days during the winter.

Bold Text – Treat	<i>Italic - Run</i>	Traffic Calming
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Gold route 1

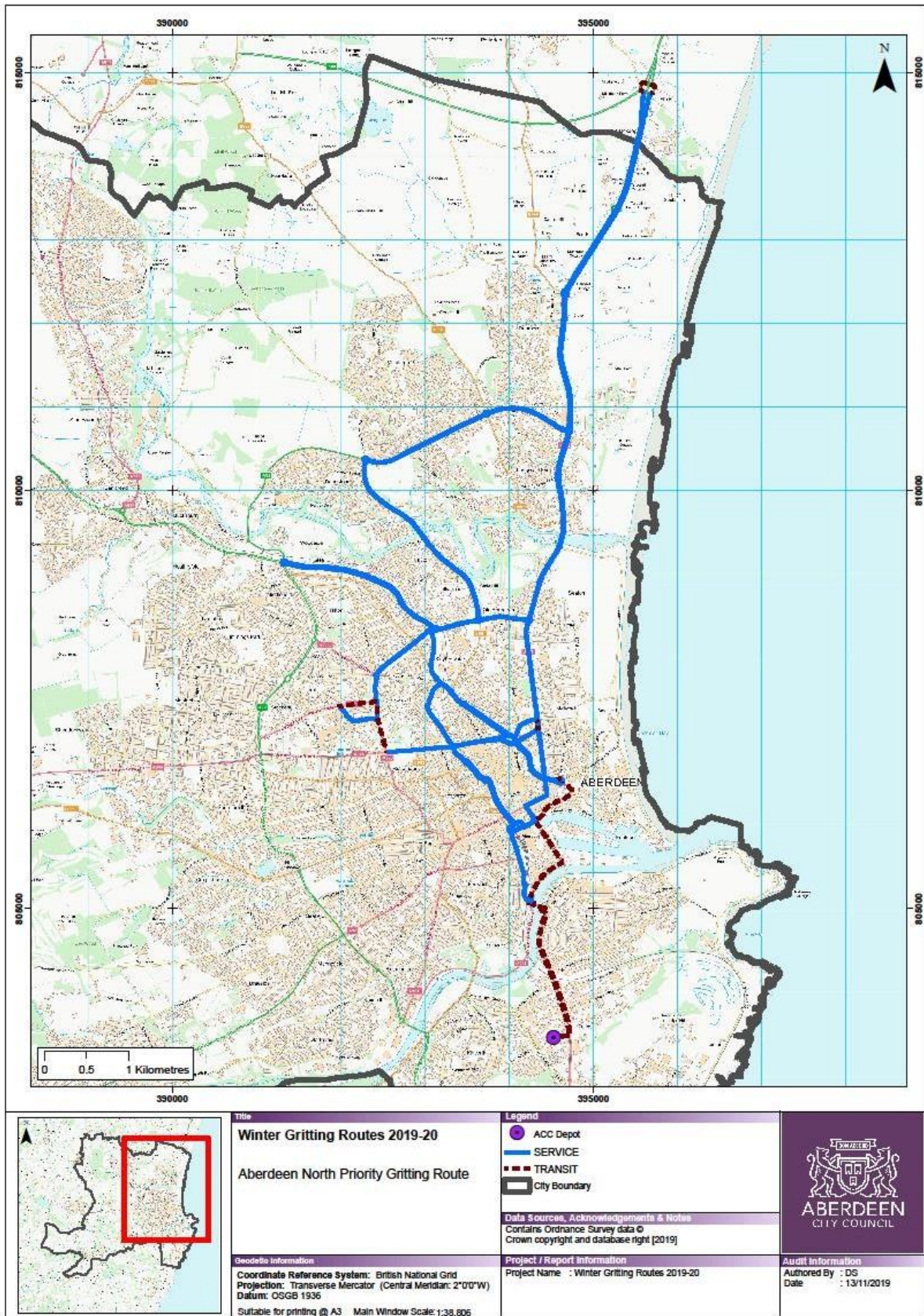


GOLD ROUTE 1		
STREET	TO	DIRECTION
WEST TULLOS ROAD DEPOT	CRAIGSHAW DRIVE	RIGHT
CRAIGSHAW DRIVE	ABBOTSWELL ROAD	LEFT
ABBOTSWELL ROAD	ABBOTSWELL ROUNDABOUT	RIGHT - 2ND EXIT
ABBOTSWELL ROUNDABOUT	WEST TULLOS ROAD	
WEST TULLOS ROAD	KING GEORGE VI BRIDGE ROUNDABOUT	STRAIGHT - 2ND EXIT
KING GEORGE VI BRIDGE ROUNDABOUT	GREAT SOUTHERN ROAD	
GREAT SOUTHERN ROAD	BRIDGE OF DEE ROUNDABOUT	RIGHT - 3RD EXIT
BRIDGE OF DEE ROUNDABOUT	STONEHAVEN ROAD	
STONEHAVEN ROAD	GARTHDEE ROUNDABOUT	
GARTHDEE ROUNDABOUT	SOUTH ANDERSON DRIVE	STRAIGHT - 2ND EXIT
SOUTH ANDERSON DRIVE	BROOMHILL ROUNDABOUT	
BROOMHILL ROUNDABOUT	SOUTH ANDERSON DRIVE	
SOUTH ANDERSON DRIVE	ANDERSON DRIVE	FOLLOW ON TO
ANDERSON DRIVE	SEAFIELD ROUNDABOUT	STRAIGHT - 2ND EXIT
SEAFIELD ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	KEPPLESTONE ROUNDABOUT	STRAIGHT - 2ND EXIT
KEPPLESTONE ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	KINGSGATE ROUNDABOUT	STRAIGHT - 2ND EXIT
KINGSGATE ROUNDABOUT	NORTH ANDERSON DRIVE	
NORTH ANDERSON DRIVE	"MURDO'S ROUNDABOUT"	
"MURDO'S ROUNDABOUT"	NORTH ANDERSON DRIVE	COMPLETE - 2ND EXIT
NORTH ANDERSON DRIVE	ROSEHILL ROUNDABOUT	STRAIGHT - 2ND EXIT
ROSEHILL ROUNDABOUT	NORTH ANDERSON DRIVE	
NORTH ANDERSON DRIVE	HAUDAGAIN ROUNDABOUT	
HAUDAGAIN ROUNDABOUT	MUGIEMOSS ROAD	RIGHT - 2ND EXIT
MUGIEMOSS ROAD	MUGIEMOSS ROUNDABOUT	
MUGIEMOSS ROUNDABOUT	PARKWAY	
PARKWAY	"TESCO" ROUNDABOUT	STRAIGHT - 2ND EXIT
"TESCO" ROUNDABOUT	PARKWAY	
PARKWAY	DANESTONE ROUNDABOUT	COMPLETE - 4TH EXIT
DANESTONE ROUNDABOUT	PARKWAY	STRAIGHT - 2ND EXIT
PARKWAY	"TESCO" ROUNDABOUT	
"TESCO" ROUNDABOUT	PARKWAY	
PARKWAY	MUGIEMOSS ROUNDABOUT	LEFT - 1ST EXIT

MUGIEMOSS ROUNDABOUT	MUGIEMOSS ROAD	
MUGIEMOSS ROAD	HAUDAGAIN ROUNDABOUT	RIGHT - 3RD EXIT
HAUDAGAIN ROUNDABOUT	AUCHMILL ROAD	
AUCHMILL ROAD	INVERURIE ROAD	FOLLOW ON TO
INVERURIE ROAD	BUCKSBURN ROUNDABOUT	KEEP LEFT SLIP
BUCKSBURN ROUNDABOUT	INVERURIE ROAD	
INVERURIE ROAD	SCLATTIE ROUNDABOUT	ROUND - 4TH EXIT
SCLATTIE ROUNDABOUT	INVERURIE ROAD	ROUND - 4TH EXIT
INVERURIE ROAD	BUCKSBURN ROUNDABOUT	LEFT - 1ST EXIT
BUCKSBURN ROUNDABOUT	NEW STONEYWOOD ROAD	
NEW STONEYWOOD ROAD	STONEYWOOD ROAD	FOLLOW ON TO
STONEYWOOD ROAD	"BP" ROUNDABOUT	LEFT - 1ST EXIT
"BP" ROUNDABOUT	VICTORIA STREET	
VICTORIA STREET	"KWIKFIT" ROUNDABOUT	LEFT - 1ST EXIT
"KWIKFIT" ROUNDABOUT	OLD MELDRUM ROAD	
OLD MELDRUM ROAD	DYCE DRIVE	LEFT
DYCE DRIVE	PITMEDDEN ROAD	LEFT
PITMEDDEN ROAD	VICTORIA STREET	LEFT
<i>VICTORIA STREET</i>	<i>"KWIKFIT" ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>"KWIKFIT" ROUNDABOUT</i>	<i>OLD MELDRUM ROAD</i>	
OLD MELDRUM ROAD	OLD MELDRUM ROAD	FOLLOW ON TO
<i>OLD MELDRUM ROAD</i>	<i>OLD MELDRUM ROAD</i>	<i>TURN AT LIGHTS</i>
OLD MELDRUM ROAD	"KWIKFIT" ROUNDABOUT	LEFT - 1ST EXIT
"KWIKFIT" ROUNDABOUT	RIVERVIEW DRIVE	
RIVERVIEW DRIVE	"BP" ROUNDABOUT	LEFT - 1ST EXIT
"BP" ROUNDABOUT	STONEYWOOD ROAD	
STONEYWOOD ROAD	NEW STONEYWOOD ROAD	FOLLOW ON TO
NEW STONEYWOOD ROAD	BUCKSBURN ROUNDABOUT	ROUND - 2ND EXIT
BUCKSBURN ROUNDABOUT	INVERURIE ROAD	
<i>INVERURIE ROAD</i>	<i>SCLATTIE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
SCLATTIE ROUNDABOUT	INVERURIE ROAD	STRAIGHT - 2ND EXIT
INVERURIE ROAD	AIRPORT ROUNDABOUT	ROUND - 4TH EXIT
<i>AIRPORT ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	<i>ROUND - 4TH EXIT</i>
INVERURIE ROAD	DYCE DRIVE	LEFT
DYCE DRIVE	AGYLL ROAD	LEFT
AGYLL ROAD	AIRPORT ROUNDABOUT	ROUND - 4TH EXIT
AIRPORT ROUNDABOUT	AGYLL ROAD	

AGYLL ROAD	DYCE DRIVE	RIGHT
DYCE DRIVE	INVERURIE ROAD	LEFT
INVERURIE ROAD	SCLATTIE ROUNDABOUT	ROUND - 4TH EXIT
SCLATTIE ROUNDABOUT	INVERURIE ROAD	
<i>INVERURIE ROAD</i>	<i>DYCE DRIVE</i>	<i>RIGHT</i>
DYCE DRIVE	PITMEDDEN ROAD	FOLLOW ON TO
<i>PITMEDDEN ROAD</i>	<i>VICTORIA STREET</i>	<i>RIGHT</i>
VICTORIA STREET	"BP" ROUNDABOUT	STRAIGHT - 2ND EXIT
"BP" ROUNDABOUT	STONEWOOD ROAD	
<i>STONEWOOD ROAD</i>	<i>NEW STONEYWOOD ROAD</i>	<i>FOLLOW ON TO</i>
<i>NEW STONEYWOOD ROAD</i>	<i>BUCKSBURN ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>BUCKSBURN ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	
INVERURIE ROAD	AUCHMILL ROAD	LEFT - 1ST EXIT
AUCHMILL ROAD	GREAT NORTHERN ROAD	FOLLOW ON TO
GREAT NORTHERN ROAD	HAUDAGAIN ROUNDABOUT	RIGHT - 3RD EXIT
<i>HAUDAGAIN ROUNDABOUT</i>	<i>NORTH ANDERSON DRIVE</i>	<i>RIGHT - 3RD EXIT</i>
NORTH ANDERSON DRIVE	ROSEHILL ROUNDABOUT	STRAIGHT - 2ND EXIT
ROSEHILL ROUNDABOUT	NORTH ANDERSON DRIVE	
NORTH ANDERSON DRIVE	"MURDO'S ROUNDABOUT"	STRAIGHT - 3RD EXIT
<i>"MURDO'S ROUNDABOUT"</i>	<i>NORTH ANDERSON DRIVE</i>	<i>STRAIGHT - 3RD EXIT</i>
<i>NORTH ANDERSON DRIVE</i>	<i>KINGS CROSS ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>KINGS CROSS ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>ANDERSON DRIVE</i>	<i>KEPPLESTONE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>KEPPLESTONE ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	
<i>ANDERSON DRIVE</i>	<i>SEAFIELD ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>SEAFIELD ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	
<i>ANDERSON DRIVE</i>	<i>SOUTH ANDERSON DRIVE</i>	<i>FOLLOW ON TO</i>
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHILL ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>BROOMHILL ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	
<i>STONEHAVEN ROAD</i>	<i>GREAT SOUTHERN ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>GREAT SOUTHERN ROAD</i>	<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>ABBOTSWELL ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS ROADS DEPOT</i>	<i>LEFT</i>

Gold route 2



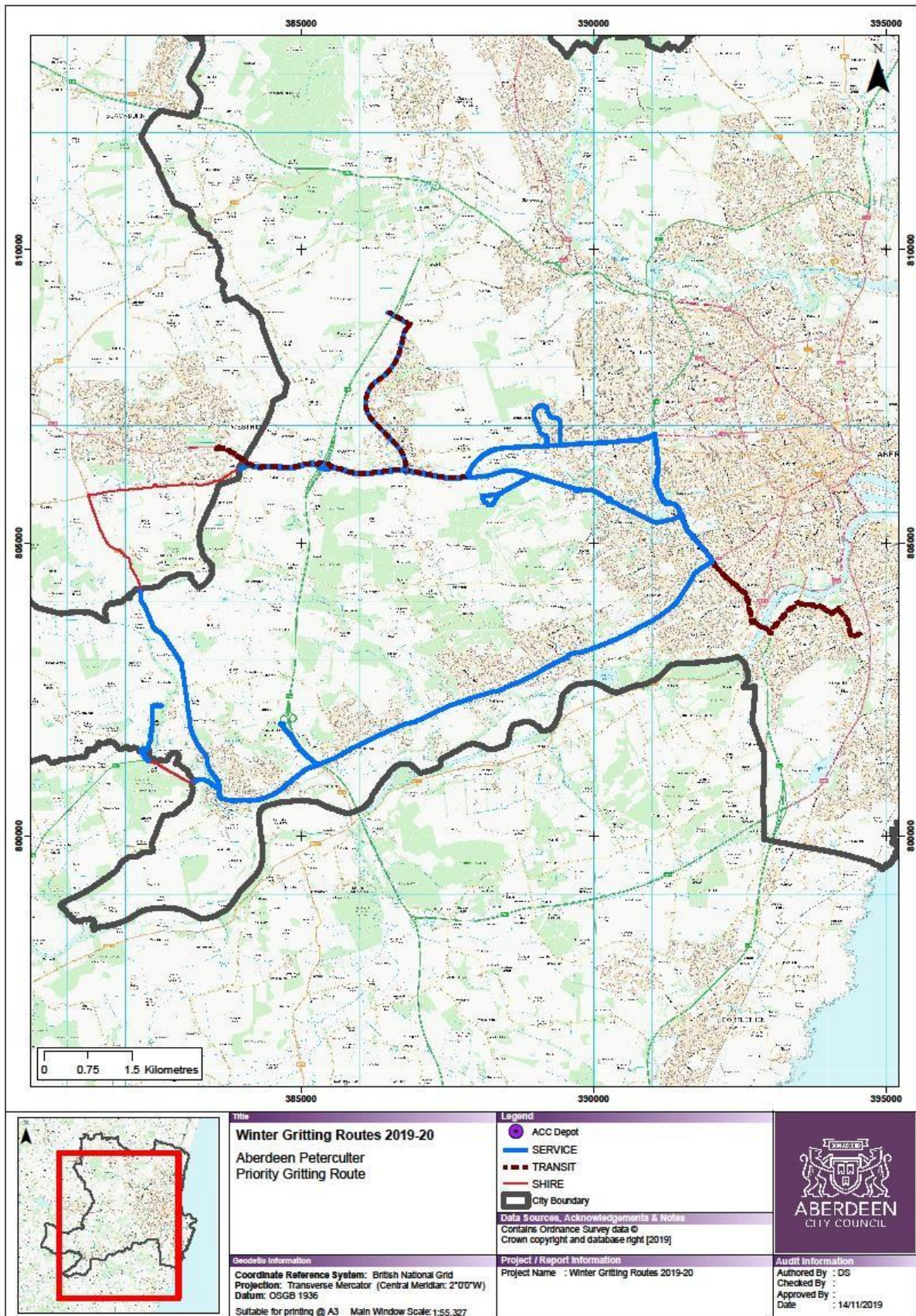
GOLD ROUTE 2		
STREET	TO	DIRECTION
<i>WEST TULLOS DEPOT</i>	<i>CRAIGSHAW DRIVE</i>	<i>LEFT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WELLINGTON ROAD</i>	<i>LEFT</i>
<i>WELLINGTON ROAD</i>	<i>QUEEN ELIZABETH BRIDGE</i>	<i>LEFT - 1ST EXIT</i>
<i>QUEEN ELIZABETH BRIDGE</i>	<i>NORTH ESPLANADE WEST</i>	<i>RIGHT - 3RD EXIT</i>
<i>NORTH ESPLANADE WEST</i>	<i>MARKET STREET</i>	<i>LEFT</i>
<i>MARKET STREET</i>	<i>MARKET STREET</i>	<i>FOLLOW ON TO</i>
MARKET STREET	UNION STREET	RIGHT
UNION STREET	CASTLE STREET	FOLLOW ON TO
CASTLE STREET	KING STREET	LEFT
KING STREET	ELLON ROAD	FOLLOW ON TO
ELLON ROAD	ELLON ROAD	CITY LIMIT
ELLON ROAD	ELLON ROAD	LEFT - OFF SLIP ROAD
<i>ELLON ROAD</i>	<i>ELLON ROAD</i>	<i>ROUND - 5TH EXIT</i>
ELLON ROAD	ELLON ROAD	ON SLIP ROAD
ELLON ROAD	MURCAR ROUNDABOUT	STRAIGHT ON - 2ND EXIT
MURCAR ROUNDABOUT	ELLON ROAD	
ELLON ROAD	AECC ROUNDABOUT	RIGHT - 3RD EXIT
AECC ROUNDABOUT	PARKWAY	
PARKWAY	SCOTSTOWN ROUNDABOUT	STRAIGHT ON - 2ND EXIT
SCOTSTOWN ROUNDABOUT	PARKWAY	
PARKWAY	DANESTONE ROUNDABOUT	ROUND - 4TH EXIT
STREET	TO	DIRECTION
DANESTONE ROUNDABOUT	PARKWAY	ROUND - 4TH EXIT
PARKWAY	SCOTSTOWN ROUNDABOUT	STRAIGHT ON - 2ND EXIT
SCOTSTOWN ROUNDABOUT	PARKWAY	STRAIGHT ON - 2ND EXIT
PARKWAY	AECC ROUNDABOUT	RIGHT - 3RD EXIT
AECC ROUNDABOUT	KING STREET	
KING STREET	EAST NORTH STREET	LEFT
<i>EAST NORTH STREET</i>	<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>STRAIGHT ON - 3RD EXIT</i>
<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>COMMERCE STREET</i>	
<i>COMMERCE STREET</i>	<i>VIRGINIA STREET</i>	<i>RIGHT</i>
<i>VIRGINIA STREET</i>	<i>GUILD STREET</i>	<i>FOLLOW ON TO</i>
GUILD STREET	BRIDGE STREET	RIGHT

BRIDGE STREET	WAPPING STREET	RIGHT
WAPPING STREET	DENBURN ROAD	LEFT
DENBURN ROAD	WOOLMANHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
WOOLMANHILL ROUNDABOUT	GILCOMSTON STEPS	
GILCOMSTON STEPS	SKENE SQUARE	FOLLOW ON TO
SKENE SQUARE	ROSEMOUNT ROUNDABOUT	STRAIGHT ON - 2ND EXIT
ROSEMOUNT ROUNDABOUT	SKENE SQUARE	
SKENE SQUARE	CAROLINE PLACE	FOLLOW ON TO
CAROLINE PLACE	BERRYDEN ROAD	STRAIGHT ON
BERRYDEN ROAD	BERRYDEN ROOUNDABOUT	STRAIGHT ON - 2ND EXIT
BERRYDEN ROOUNDABOUT	BERRYDEN ROAD	
BERRYDEN ROAD	BELMONT ROAD	FOLLOW ON TO
BELMONT ROAD	POWIS TERRACE	RIGHT
POWIS TERRACE	POWIS PLACE	KEEP LEFT
POWIS PLACE	CAUSEWAYEND	FOLLOW ON TO
CAUSEWAYEND	MOUNTHOOLY ROUNDABOUT	STRAIGHT ON - 2ND EXIT
MOUNTHOOLY ROUNDABOUT	NELSON STREET	STRAIGHT ON - 2ND EXIT THEN 1ST LEFT
NELSON STREET	KING STREET	LEFT
<i>KING STREET</i>	<i>MOUNTHOOLY WAY</i>	<i>LEFT</i>
MOUNTHOOLY WAY	MOUNTHOOLY ROUNDABOUT	FOLLOW ON TO
MOUNTHOOLY ROUNDABOUT	WEST NORTH STREET	LEFT - 1ST EXIT
WEST NORTH STREET	EAST NORTH STRREET	STRAIGHT ON
EAST NORTH STRREET	JUSTICE PORT ROUNDABOUT	ROUND - 5TH EXIT
JUSTICE PORT ROUNDABOUT	EAST NORTH STRREET	
EAST NORTH STRREET	WEST NORTH STREET	STRAIGHT ON
WEST NORTH STREET	MOUNTHOOLY ROUNDABOUT	STRAIGHT ON - 3RD EXIT
MOUNTHOOLY ROUNDABOUT	CAUSEWAYEND	STRAIGHT ON - 3RD EXIT
CAUSEWAYEND	POWIS PLACE	FOLLOW ON TO
POWIS PLACE	POWIS TERRACE	STRAIGHT ON
POWIS TERRACE	GREAT NORTHERN ROAD	FOLLOW ON TO
GREAT NORTHERN ROAD	ST MACHAR ROUNDABOUT	STRAIGHT ON - 2ND EXIT
ST MACHAR ROUNDABOUT	GREAT NORTHERN ROAD	
GREAT NORTHERN ROAD	HAUDAGAIN ROUNDABOUT	ROUND - 4TH EXIT
HAUDAGAIN ROUNDABOUT	GREAT NORTHERN ROAD	
GREAT NORTHERN ROAD	ST MACHAR ROUNDABOUT	LEFT - 2ND EXIT
ST MACHAR ROUNDABOUT	ST MACHAR DRIVE	

ST MACHAR DRIVE	TILLYDRONE AVENUE	LEFT
TILLYDRONE AVENUE	GORDON MILLS ROAD	FOLLOW ON TO
GORDON MILLS ROAD	GORDON BRAE	FOLLOW ON TO
GORDON BRAE	DANESTONE ROUNDABOUT	FOLLOW ON TO
DANESTONE ROUNDABOUT	GORDON BRAE	ROUND - 4TH EXIT
<i>GORDON BRAE</i>	<i>GORDON MILLS ROAD</i>	<i>FOLLOW ON TO</i>
GORDON MILLS ROAD	TILLYDRONE AVENUE	FOLLOW ON TO
TILLYDRONE AVENUE	ST MACHAR DRIVE	LEFT
ST MACHAR DRIVE	SEATON ROUNDABOUT	ROUND - 4TH EXIT
SEATON ROUNDABOUT	ST MACHAR DRIVE	
ST MACHAR DRIVE	ST MACHAR ROUNDABOUT	STRAIGHT ON - 2ND EXIT
ST MACHAR ROUNDABOUT	LESLIE ROAD	STRAIGHT ON - 2ND EXIT
LESLIE ROAD	HILTON STREET	STRAIGHT ON
HILTON STREET	SIX ROADS ROUNDABOUT	STRAIGHT ON - 2ND EXIT
SIX ROADS ROUNDABOUT	WESTBURN DRIVE	
WESTBURN DRIVE	CORNHILL ROAD	RIGHT
CORNHILL ROAD	ASHGROVE ROAD WEST	RIGHT
<i>ASHGROVE ROAD WEST</i>	<i>WESTBURN DRIVE</i>	<i>RIGHT</i>
<i>WESTBURN DRIVE</i>	<i>WESTBURN ROAD</i>	<i>LEFT</i>
WESTBURN ROAD	HUTCHEON STREET	STRAIGHT ON
HUTCHEON STREET	MOUNTHOOLY ROUNDABOUT	ROUND - 5TH EXIT
MOUNTHOOLY ROUNDABOUT	HUTCHEON STREET	
HUTCHEON STREET	CAROLINE PLACE	LEFT
CAROLINE PLACE	SKENE SQUARE	FOLLOW ON TO
SKENE SQUARE	ROSEMOUNT ROUNDABOUT	STRAIGHT ON - 2ND EXIT
ROSEMOUNT ROUNDABOUT	SKENE SQUARE	
SKENE SQUARE	GILCOMSTON STEPS	FOLLOW ON TO
GILCOMSTON STEPS	WOOLMANHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
WOOLMANHILL ROUNDABOUT	DENBURN ROAD	STRAIGHT ON - 2ND EXIT

DENBURN ROAD	WAPPING STREET	LEFT
STREET	TO	DIRECTION
WAPPING STREET	CARMELITE STREET	RIGHT
CARMELITE STREET	GUILD STREET	RIGHT
GUILD STREET	COLLEGE STREET	LEFT
COLLEGE STREET	SOUTH COLLEGE STREET	STRAIGHT ON TO
SOUTH COLLEGE STREET	QUEEN ELIZABETH BRIDGE ROUNDAABOUT	STRAIGHT ON - 2ND EXIT
QUEEN ELIZABETH BRIDGE ROUNDAABOUT	QUEEN ELIZABETH BRIDGE	
<i>QUEEN ELIZABETH BRIDGE</i>	<i>CRAIGINCHES ROUNDAABOUT</i>	<i>STRAIGHT - 3RD EXIT</i>
<i>CRAIGINCHES ROUNDAABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WELLINGTON ROAD</i>	<i>RIGHT - DEPOT</i>

Gold route 3



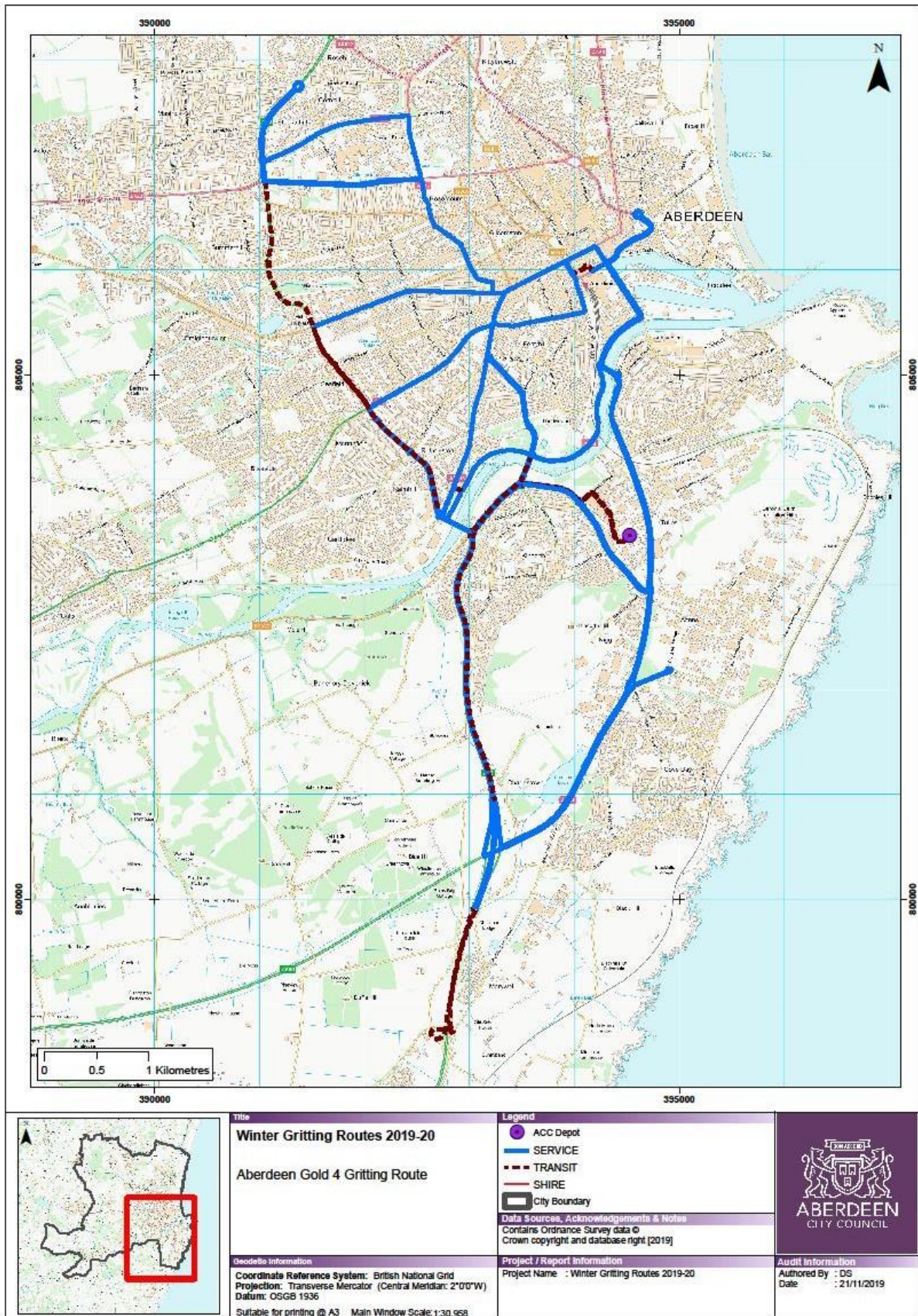
GOLD ROUTE 3		
STREET	TO	DIRECTION
<i>WEST TULLOS DEPOT</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT</i>
<i>ABBOTSWELL ROAD</i>	<i>ABBOTSWELL ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>ABBOTSWELL ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	
<i>STONEHAVEN ROAD</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHILL ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>BROOMHILL ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>ANDERSON DRIVE</i>	<i>FOLLOW ON TO</i>
ANDERSON DRIVE	SEAFIELD ROUNDABOUT	STRAIGHT - 2ND EXIT
SEAFIELD ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	KEPPLESTONE ROUNDABOUT	STRAIGHT - 2ND EXIT
KEPPLESTONE ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	KINGSGATE	STRAIGHT - 2ND EXIT
KINGSGATE	NORTH ANDERSON DRIVE	
NORTH ANDERSON DRIVE	LANG STRACHT	LEFT
LANG STRACHT	MIDDENCRAIG ROUNDABOUT	ROUND - 3RD EXIT
MIDDENCRAIG ROUNDABOUT	LANG STRACHT	
LANG STRACHT	SKYE ROAD	LEFT
SKYE ROAD	ARRAN AVENUE	LEFT
ARRAN AVENUE	LEWIS ROAD	FOLLOW ON TO
LEWIS ROAD	LANG STRACHT	LEFT
LANG STRACHT	NORTH ANDERSON DRIVE	RIGHT
NORTH ANDERSON DRIVE	KINGS CROSS ROUNDABOUT	STRAIGHT - 2ND EXIT
KINGS CROSS ROUNDABOUT	ANDERSON DRIVE	

ANDERSON DRIVE	KEPPLESTONE ROUNDABOUT	STRAIGHT - 2ND EXIT
KEPPLESTONE ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	SEAFIELD ROUNDABOUT	STRAIGHT - 2ND EXIT
SEAFIELD ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	GREAT WESTERN ROAD	RIGHT
GREAT WESTERN ROAD	ST JOHNS TERRACE	FOLLOW ON TO
ST JOHNS TERRACE	NORTH DEESIDE ROAD	FOLLOW ON TO
NORTH DEESIDE ROAD	NORTH DEESIDE ROAD	TO CITY LIMIT
<i>NORTH DEESIDE ROAD</i>	<i>ANGUSTON ROAD</i>	<i>TURN RIGHT</i>
ANGUSTON ROAD	LINN MOOR ROAD	TURN RIGHT
LINN MOOR ROAD	LINN MOOR ROAD	FOLLOW LEFT
LINN MOOR ROAD	LINN MOOR SCHOOL	TURN AROUND
LINN MOOR SCHOOL	LINN MOOR ROAD	TURN LEFT
LINN MOOR ROAD	LINN MOOR ROAD	FOLLOW RIGHT
LINN MOOR ROAD	ANGUSTON ROAD	TURN LEFT
<i>ANGUSTON ROAD</i>	<i>NORTH DEESIDE ROAD</i>	<i>TURN LEFT</i>
NORTH DEESIDE ROAD	NORTH DEESIDE ROAD	TO CITY LIMIT
NORTH DEESIDE ROAD	AWPR	LEFT
AWPR	AWPR	ROUND - 3RD EXIT
AWPR	NORTH DEESIDE ROAD	RIGHT
<i>NORTH DEESIDE ROAD</i>	<i>MALCOLM ROAD</i>	<i>RIGHT</i>
MALCOLM ROAD	PETERCULTER - KIRKTON OF SKENE ROAD	FOLLOW ON TO
PETERCULTER - KIRKTON OF SKENE ROAD	B979	TO CITY LIMIT
<i>B979</i>	<i>CARNIE ROUNDABOUT</i>	<i>ROUND - 3RD EXIT</i>
<i>CARNIE ROUNDABOUT</i>	<i>B9119</i>	
<i>B9119</i>	<i>"TOTAL" ROUNDABOUT</i>	<i>STRAIGHT - 3RD EXIT</i>
<i>"TOTAL" ROUNDABOUT</i>	<i>B9119</i>	
<i>B9119</i>	<i>B9119 ROUNDABOUT 'TAQA'</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>B9119 ROUNDABOUT 'TAQA'</i>	<i>B9119</i>	
<i>B9119</i>	<i>B9119 ROUNDABOUT AT PROSPECT ROAD</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>B9119 ROUNDABOUT AT PROSPECT ROAD</i>	<i>B9119 TO CITY BOUNDARY</i>	
<i>B9119 TO CITY BOUNDARY</i>	<i>TARLAND ROAD</i>	<i>TO CITY LIMIT</i>
TARLAND ROAD	SKENE ROAD TO CITY BOUNDARY	LEFT
SKENE ROAD TO CITY BOUNDARY	A944	FOLLOW ON TO

A944	A944 ROUNDABOUT AT WESTHILL DRIVE	ROUND - 4TH EXIT
A944 ROUNDABOUT AT WESTHILL DRIVE	A944 TO CITY BOUNDARY	
A944 TO CITY BOUNDARY	SKENE ROAD	FOLLOW ON TO
SKENE ROAD	AWPR ROUNDABOUT	STRAIGHT - 3RD EXIT
AWPR ROUNDABOUT	SKENE ROAD	
SKENE ROAD	KINGSWELLS ROUNDABOUT	LEFT - 1ST EXIT
KINGSWELLS ROUNDABOUT	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	AWPR ROUNDABOUT	LEFT - 1ST EXIT
AWPR ROUNDABOUT	AWPR ACCESS ROAD	
AWPR ACCESS ROAD	AWPR ACCESS ROAD	TURN
AWPR ACCESS ROAD	AWPR ROUNDABOUT	RIGHT - 2ND EXIT
AWPR ROUNDABOUT	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	KINGSWELLS ROUNDABOUT	LEFT - 1ST EXIT
KINGSWELLS ROUNDABOUT	SKENE ROAD	LEFT - 1ST EXIT
SKENE ROAD	MIDDENCRAIG ROUNDABOUT	ROUND - 3RD EXIT
MIDDENCRAIG ROUNDABOUT	SKENE ROAD	
SKENE ROAD	KINGSWELLS ROUNDABOUT	STRAIGHT - 2ND EXIT
KINGSWELLS ROUNDABOUT	SKENE ROAD	
SKENE ROAD	AWPR ROUNDABOUT	STRAIGHT - 2ND EXIT
AWPR ROUNDABOUT	SKENE ROAD	
SKENE ROAD	SKENE ROAD TO CITY BOUNDARY	FOLLOW ON TO
SKENE ROAD TO CITY BOUNDARY	A944	FOLLOW ON TO
A944	A944 ROUNDABOUT AT WESTHILL DRIVE	ROUND - 4TH EXIT
A944 ROUNDABOUT AT WESTHILL DRIVE	A944 TO CITY BOUNDARY	
A944 TO CITY BOUNDARY	SKENE ROAD	FOLLOW ON TO
SKENE ROAD	AWPR ROUNDABOUT	STRAIGHT - 3RD EXIT
AWPR ROUNDABOUT	SKENE ROAD	
SKENE ROAD	KINGSWELL ROUNDABOUT	STRAIGHT - 2ND EXIT
KINGSWELL ROUNDABOUT	SKENE ROAD	
SKENE ROAD	MIDDENCRAIG ROUNDABOUT	STRAIGHT - 2ND EXIT
MIDDENCRAIG ROUNDABOUT	SKENE ROAD	
SKENE ROAD	CREMATORIUM LOOP	RIGHT

CREMATORIUM LOOP	SKENE ROAD	RIGHT
SKENE ROAD	QUEENS ROAD	FOLLOW ON TO
QUEENS ROAD	PROVOST GRAHAM AVENUE BUS LOOP	RIGHT
PROVOST GRAHAM AVENUE BUS LOOP	QUEENS ROAD	RIGHT
QUEENS ROAD	HAZLEHEAD ROUNDABOUT	COMPLETE - 2ND EXIT
HAZLEHEAD ROUNDABOUT	QUEENS ROAD	
QUEENS ROAD	KEPPLESTONE ROUNDABOUT	RIGHT - 3RD EXIT
<i>KEPPLESTONE ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	<i>RIGHT - 3RD EXIT</i>
<i>ANDERSON DRIVE</i>	<i>SEAFIELD ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>SEAFIELD ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	
<i>ANDERSON DRIVE</i>	<i>SOUTH ANDERSON DRIVE</i>	<i>FOLLOW ON TO</i>
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHILL ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>BROOMHILL ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>STONEHAVEN ROAD</i>	<i>GREAT SOUTHERN ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>GREAT SOUTHERN ROAD</i>	<i>KING GEORVE VI BRIDGE ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>KING GEORVE VI BRIDGE ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>ABBOTSWELL ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS DEPOT</i>	<i>LEFT</i>

Gold route 4



GOLD ROUTE 4		
STREET	TO	DIRECTION
<i>WEST TULLOS DEPOT</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT</i>
<i>ABBOTSWELL ROAD</i>	<i>ABBOTSWELL ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>ABBOTSWELL ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
WEST TULLOS ROAD	NIGG ROUNDABOUT	LEFT - 1ST EXIT
NIGG ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	CRAIGINCHES ROUNDABOUT	LEFT - 1ST EXIT
CRAIGINCHES ROUNDABOUT	QUEEN ELIZABETH BRIDGE	
QUEEN ELIZABETH BRIDGE	QUEEN ELIZABETH BRIDGE ROUNDABOUT	RIGHT - 3RD EXIT
QUEEN ELIZABETH BRIDGE ROUNDABOUT	NORTH ESPLANADE WEST	
NORTH ESPLANADE WEST	MARKET STREET	LEFT
MARKET STREET	UNION STREET	LEFT
UNION STREET	BRIDGE STREET	LEFT
BRIDGE STREET	WAPPING STREET	LEFT
<i>WAPPING STREET</i>	<i>CARMELITE STREET</i>	<i>RIGHT</i>
<i>CARMELITE STREET</i>	<i>GUILD STREET</i>	<i>LEFT</i>
GUILD STREET	TRINITY QUAY	STRAIGHT ON
TRINITY QUAY	VIRGINIA STREET	STRAIGHT ON
VIRGINIA STREET	COMMERCE STREET	LEFT
COMMERCE STREET	BEACH BOULEVARD ROUNDABOUT	COMPLETE - 5TH EXIT
BEACH BOULEVARD ROUNDABOUT	COMMERCE STREET	
COMMERCE STREET	VIRGINIA STREET	RIGHT
VIRGINIA STREET	TRINITY QUAY	FOLLOW ON TO
TRINITY QUAY	MARKET STREET	LEFT
MARKET STREET	NORTH ESPLANADE WEST	RIGHT
NORTH ESPLANADE WEST	QUEEN ELIZABETH BRIDGE	LEFT - 1ST EXIT
QUEEN ELIZABETH BRIDGE	WELLINGTON ROAD	ROUND - 3RD EXIT
WELLINGTON ROAD	NIGG ROUNDABOUT	STRAIGHT ON - 2ND EXIT
NIGG ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	ALTENS ROUNDABOUT	LEFT - 1ST EXIT
ALTENS ROUNDABOUT	SOUTER HEAD ROAD	
SOUTER HEAD ROAD	ALTENS ROUNDABOUT	COMPLETE AND RETURN TO
ALTENS ROUNDABOUT	WELLINGTON ROAD	LEFT - 2ND EXIT

WELLINGTON ROAD	STONEHAVEN ROAD - A92 NORTH	RIGHT
STONEHAVEN ROAD - A92 NORTH	BRIDGE OF DEE ROUNDABOUT	STRAIGHT ON - 2ND EXIT
BRIDGE OF DEE ROUNDABOUT	STONEHAVEN ROAD	
STONEHAVEN ROAD	GARTHDEE ROUNDABOUT	COMPLETE - 4TH EXIT
GARTHDEE ROUNDABOUT	STONEHAVEN ROAD	
STONEHAVEN ROAD	BRIDGE OF DEE ROUNDABOUT	STRAIGHT ON - 2ND EXIT
BRIDGE OF DEE ROUNDABOUT	STONEHAVEN ROAD - A92 SOUTH	
STONEHAVEN ROAD - A92 SOUTH	STONEHAVEN ROAD - A92 SOUTH	UNDER OVERPASS
STONEHAVEN ROAD - A92 SOUTH	STONEHAVEN ROAD - MARYWELL JUNCTION	TAKE SLIP ROAD AND RETURN ON NORTH CARRIAGEWAY
STONEHAVEN ROAD - A92 NORTH	BRIDGE OF DEE ROUNDABOUT	RIGHT LANE
STONEHAVEN ROAD - A92 NORTH	BRIDGE OF DEE ROUNDABOUT	ROUND - 4TH EXIT
BRIDGE OF DEE ROUNDABOUT	STONEHAVEN ROAD - A92 SOUTH	ROUND - 4TH EXIT
STONEHAVEN ROAD - A92 SOUTH	STONEHAVEN ROAD - A92 SOUTH - OFF SLIP ROAD	LEAVE AT A92 SLIP ROAD
STONEHAVEN ROAD - A92 SOUTH - OFF SLIP ROAD	WELLINGTON ROAD	LEFT
WELLINGTON ROAD	ALTENS ROUNDABOUT	STRAIGHT ON - 2ND EXIT
ALTENS ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	NIGG ROUNDABOUT	LEFT - 1ST EXIT
NIGG ROUNDABOUT	WEST TULLOS ROAD	
WEST TULLOS ROAD	ABBOTSWELL ROUNDABOUT	STRAIGHT ON - 1ST EXIT
ABBOTSWELL ROUNDABOUT	WEST TULLOS ROAD	
WEST TULLOS ROAD	KING GEORGE VI ROUNDABOUT	STRAIGHT ON - 2ND EXIT
KING GEORGE VI ROUNDABOUT	GREAT SOUTHERN ROAD	
GREAT SOUTHERN ROAD	BRIDGE OF DEE ROUNDABOUT	ROUND - 4TH EXIT
BRIDGE OF DEE ROUNDABOUT	GREAT SOUTHERN ROAD	ROUND - 4TH EXIT
GREAT SOUTHERN ROAD	KING GEORGE VI BRIDGE ROUNDABOUT	LEFT - 1ST EXIT
KING GEORGE VI BRIDGE ROUNDABOUT	KING GEORGE VI BRIDGE	
KING GEORGE VI BRIDGE	DUTHIE PARK ROUNDABOUT	COMPLETE - 4TH EXIT
DUTHIE PARK ROUNDABOUT	KING GEORGE VI BRIDGE	
KING GEORGE VI BRIDGE	KING GEORGE VI ROUNDABOUT	LEFT - 1ST EXIT

KING GEORGE VI ROUNDABOUT	WEST TULLOS ROAD	
WEST TULLOS ROAD	ABBOTSWELL ROUNDABOUT	ROUND - 3RD EXIT
ABBOTSWELL ROUNDABOUT	WEST TULLOS ROAD	
<i>WEST TULLOS ROAD</i>	<i>ABBOTSWELL ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>ABBOTSWELL ROUNDABOUT</i>	<i>KING GEORGE VI BRIDGE</i>	
<i>KING GEORGE VI BRIDGE</i>	<i>DUTHIE PARK ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>DUTHIE PARK ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
GREAT SOUTHERN ROAD	WHINHILL ROUNDABOUT	LEFT - 1ST EXIT
WHINHILL ROUNDABOUT	GREAT SOUTHERN ROAD	
GREAT SOUTHERN ROAD	HOLBURN ROUNDABOUT	COMPLETE - 4TH EXIT
HOLBURN ROUNDABOUT	GREAT SOUTHERN ROAD	
GREAT SOUTHERN ROAD	WHINHILL ROUNDABOUT	RIGHT - 2ND EXIT
WHINHILL ROUNDABOUT	GREAT SOUTHERN ROAD	
GREAT SOUTHERN ROAD	DUTHIE PARK ROUNDABOUT	LEFT - 1ST EXIT
DUTHIE PARK ROUNDABOUT	RIVERSIDE DRIVE	
RIVERSIDE DRIVE	QUEEN ELIZABETH BRIDGE ROUNDABOUT	ROUND - 4TH EXIT
QUEEN ELIZABETH BRIDGE ROUNDABOUT	RIVERSIDE DRIVE	
RIVERSIDE DRIVE	DUTHIE PARK ROUNDABOUT	STRAIGHT ON - 2ND EXIT
DUTHIE PARK ROUNDABOUT	RIVERSIDE DRIVE	
RIVERSIDE DRIVE	HOLBURN STREET	LEFT
HOLBURN STREET	GARTHDEE ROUNDABOUT	LEFT - 1ST EXIT
<i>GARTHDEE ROUNDABOUT</i>	<i>RIVERSIDE DRIVE</i>	<i>LEFT - 1ST EXIT</i>
RIVERSIDE DRIVE	RIVERSIDE DRIVE	LEFT
<i>RIVERSIDE DRIVE</i>	<i>HOLBURN STREET</i>	<i>RIGHT</i>
HOLBURN STREET	HOLBURN ROUNDABOUT	LEFT - 1ST EXIT
HOLBURN ROUNDABOUT	HOLBURN STREET	
HOLBURN STREET	ALFORD PLACE	LEFT
ALFORD PLACE	ALBYN PLACE	FOLLOW ON TO
ALBYN PLACE	QUEENS CROSS	STRAIGHT ON - 2ND EXIT
QUEENS CROSS	QUEENS ROAD	
QUEENS ROAD	QUEENS GATE	STRAIGHT ON - 2ND EXIT
QUEENS GATE	QUEENS ROAD	
QUEENS ROAD	KEPPLESTONE ROUNDABOUT	LEFT - 1ST EXIT
KEPPLESTONE ROUNDABOUT	ANDERSON DRIVE	
<i>ANDERSON DRIVE</i>	<i>SEAFIELD ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>

SEAFIELD ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	SOUTH ANDERSON DRIVE	FOLLOW ON TO
SOUTH ANDERSON DRIVE	BROOMHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
BROOMHILL ROUNDABOUT	SOUTH ANDERSON DRIVE	
SOUTH ANDERSON DRIVE	GARTHDEE ROUNDABOUT	ROUND - 4TH EXIT
GARTHDEE ROUNDABOUT	SOUTH ANDERSON DRIVE	
SOUTH ANDERSON DRIVE	BROOMHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
BROOMHILL ROUNDABOUT	SOUTH ANDERSON DRIVE	
SOUTH ANDERSON DRIVE	GREAT WESTERN ROAD A93	RIGHT
GREAT WESTERN ROAD A93	WILLOWBANK ROAD	STRAIGHT ON
WILLOWBANK ROAD	SPRINGBANK TERRACE	FOLLOW ON TO
SPRINGBANK TERRACE	WELLINGTON PLACE	STRAIGHT ON
WELLINGTON PLACE	SOUTH COLLEGE STREET	LEFT
SOUTH COLLEGE STREET	COLLEGE STREET	FOLLOW ON TO
COLLEGE STREET	BRIDGE STREET	BEAR LEFT
BRIDGE STREET	UNION STREET	LEFT
UNION STREET	ALFORD PLACE	BEAR RIGHT
ALFORD PLACE	VICTORIA STREET	RIGHT
VICTORIA STREET	WAVERLEY PLACE	LEFT
WAVERLEY PLACE	ALBERT STREET	FOLLOW ON TO
ALBERT STREET	CRAIGIE LOANINGS	STRAIGHT ON
CRAIGIE LOANINGS	WESTFIELD ROAD	FOLLOW ON TO
WESTFIELD ROAD	ARGYLL PLACE	STRAIGHT ON
ARGYLL PLACE	WESTBURN ROAD	LEFT
WESTBURN ROAD	NORTH ANDERSON DRIVE	RIGHT
NORTH ANDERSON DRIVE	"MURDO'S" ROUNDABOUT	ROUND - 5TH EXIT
"MURDO'S" ROUNDABOUT	NORTH ANDERSON DRIVE	
NORTH ANDERSON DRIVE	WESTBURN ROAD	LEFT
STREET	TO	DIRECTION
WESTBURN ROAD	WESTBURN DRIVE	LEFT
WESTBURN DRIVE	ASHGROVE ROAD WEST	LEFT
ASHGROVE ROAD WEST	NORTH ANDERSON DRIVE	LEFT
NORTH ANDERSON DRIVE	KINGS CROSS	STRAIGHT ON - 2ND EXIT
KINGS CROSS	ANDERSON DRIVE	
ANDERSON DRIVE	KEPPLESTONE ROUNDABOUT	STRAIGHT ON - 2ND EXIT
KEPPLESTONE ROUNDABOUT	ANDERSON DRIVE	
ANDERSON DRIVE	SEAFIELD ROUNDABOUT	STRAIGHT ON - 2ND EXIT

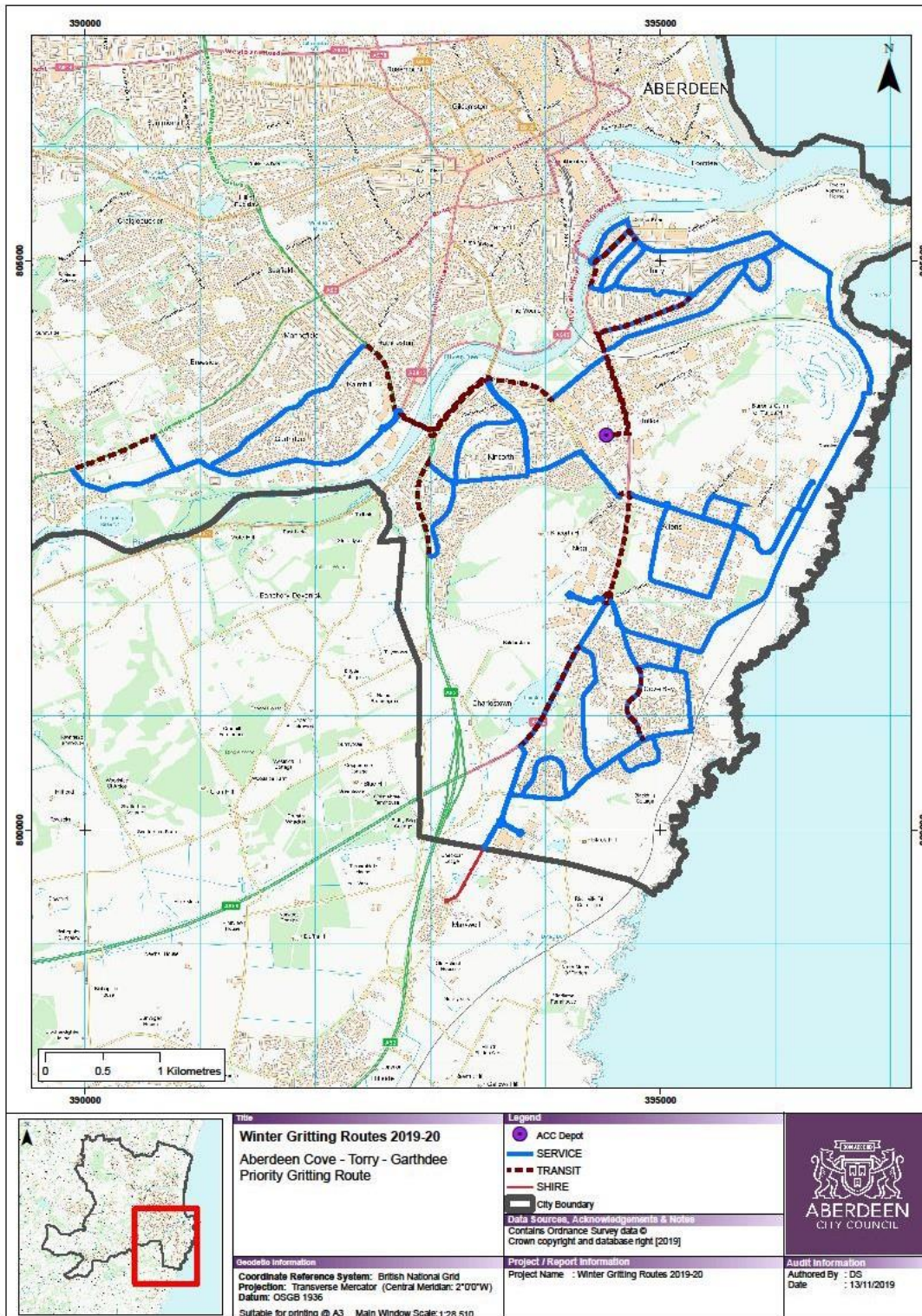
<i>SEAFIELD ROUNDABOUT</i>	<i>ANDERSON DRIVE</i>	
<i>ANDERSON DRIVE</i>	<i>SOUTH ANDERSON DRIVE</i>	<i>FOLLOW ON TO</i>
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHILL ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>BROOMHILL ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	
<i>STONEHAVEN ROAD</i>	<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>KING GEORGE VI ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>KING GEORGE VI ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>ABBOTSWELL ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>ABBOTSWELL ROUNDABOUT</i>	<i>ABBOTSWELL ROAD</i>	
<i>ABBOTSWELL ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS DEPOT</i>	<i>LEFT</i>

(b) Priority 1, Silver routes

The following described routes (numbered 5-10) cover Priority 1 Silver routes within the City and are to be treated between 04.45 and 21.00.

Bold Text – Treat	<i>Italic - Run</i>	Traffic Calming
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Silver route 5



SILVER ROUTE 5		
STREET	TO	DIRECTION
<i>CRAIGSHAW DRIVE</i>	<i>WELLINGTON ROAD</i>	<i>LEFT</i>
<i>WELLINGTON ROAD</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT</i>
ABBOTSWELL ROAD	ABBOTSWELL ROUNDABOUT	RIGHT - 2ND EXIT
<i>ABBOTSWELL ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	<i>RIGHT - 2ND EXIT</i>
<i>WEST TULLOS ROAD</i>	<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	
<i>STONEHAVEN ROAD</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>GARTHDEE ROAD</i>	
GARTHDEE ROAD	ASDA ROUNDABOUT	COMPLETE - 3RD EXIT
ASDA ROUNDABOUT	GARTHDEE ROAD	
GARTHDEE ROAD	GARTHDEE ROUNDABOUT	LEFT - 1ST EXIT
<i>GARTHDEE ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	<i>LEFT - 1ST EXIT</i>
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHILL ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>BROOMHILL ROUNDABOUT</i>	<i>AUCHINYELL ROAD</i>	
AUCHINYELL ROAD	GARTHDEE ROAD	RIGHT
GARTHDEE ROAD	PITFODELS STATION ROAD	RIGHT
PITFODELS STATION ROAD	NORTH DEESIDE ROAD	LEFT
<i>NORTH DEESIDE ROAD</i>	<i>WESTERTON ROAD</i>	<i>LEFT</i>
WESTERTON ROAD	INCHGARTH ROAD	LEFT
INCHGARTH ROAD	GARTHDEE ROAD	STRAIGHT ON
GARTHDEE ROAD	SAINSBURYS ROUNDABOUT ROUNDABOUT	COMPLETE - 2ND EXIT
SAINSBURYS ROUNDABOUT ROUNDABOUT	GARTHDEE ROAD	
GARTHDEE ROAD	ASDA ROUNDABOUT	STRAIGHT ON - 2ND EXIT

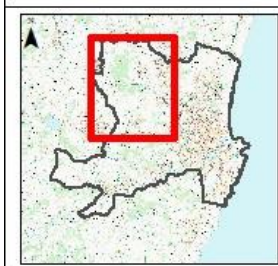
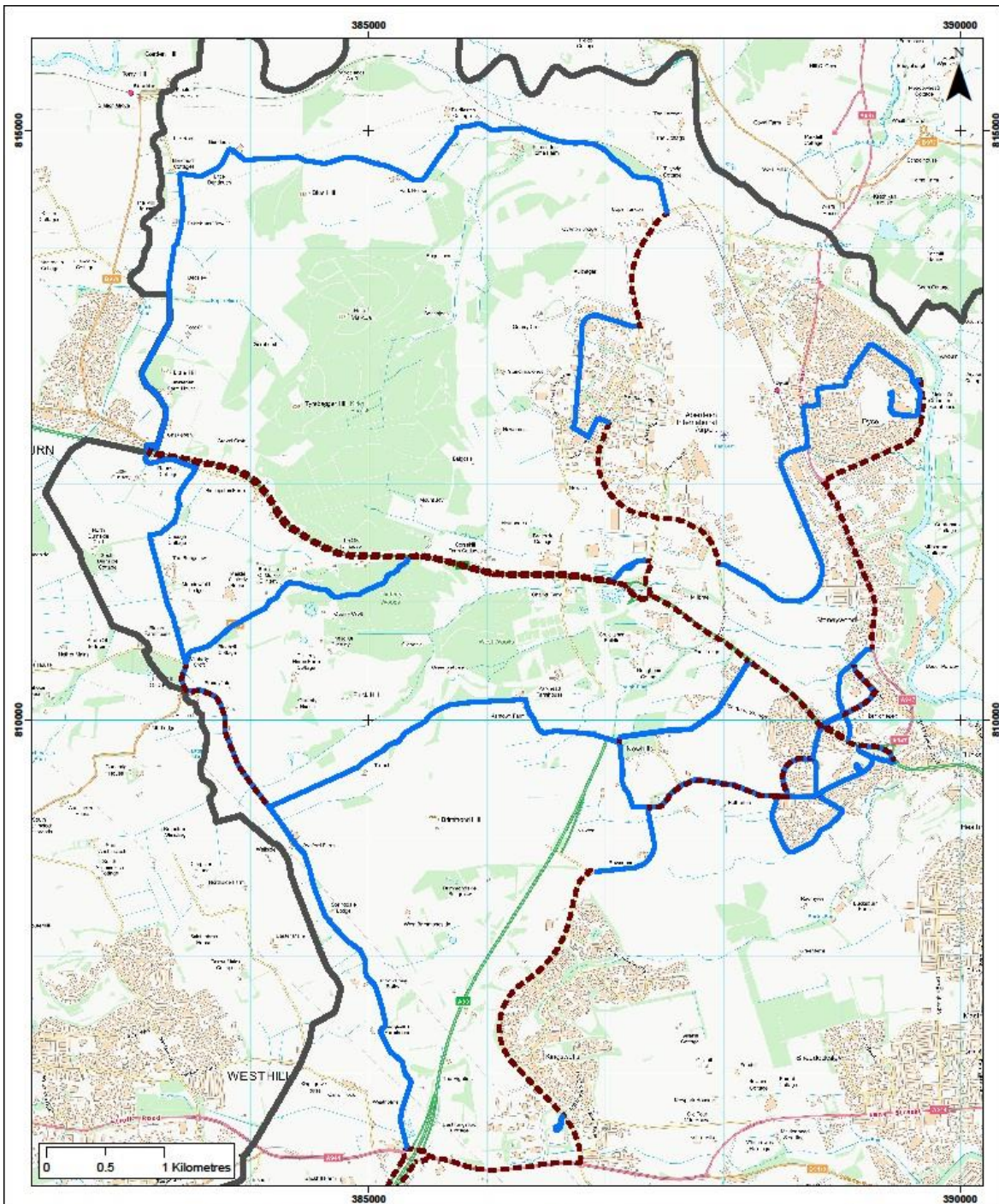
ASDA ROUNDABOUT	GARTHDEE ROAD	
GARTHDEE ROAD	GARTHDEE ROUNDABOUT	RIGHT - 3RD EXIT
GARTHDEE ROUNDABOUT	STONEHAVEN ROAD	
<i>STONEHAVEN ROAD</i>	<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>LEFT 1ST EXIT</i>
<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>PROVOST WATT DRIVE</i>	
PROVOST WATT DRIVE	FAULDS GATE	RIGHT
FAULDS GATE	KINCORTH ROUNDABOUT	RIGHT - 3RD EXIT
KINCORTH ROUNDABOUT	CAIRNGORM ROAD	
CAIRNGORM ROAD	STONEHAVEN ROAD	LEFT
<i>STONEHAVEN ROAD</i>	<i>NIGG WAY</i>	LEFT
NIGG WAY	GARDNER DRIVE	LEFT
GARDNER DRIVE	KINCORTH ROUNDABOUT	RIGHT - 3RD EXIT
KINCORTH ROUNDABOUT	CAIRNGORM DRIVE	RIGHT - 3RD EXIT
CAIRNGORM DRIVE	PROVOST WATT DRIVE	LEFT
PROVOST WATT DRIVE	KING GEORGE VI BRIDGE ROUNDABOUT	ROUND - 4TH EXIT
<i>KING GEORGE VI BRIDGE ROUNDABOUT</i>	<i>PROVOST WATT DRIVE</i>	<i>ROUND - 4TH EXIT</i>
PROVOST WATT DRIVE	ARBROATH WAY	LEFT
ARBROATH WAY	ABBOTSWELL CRESCENT	RIGHT
ABBOTSWELL CRESCENT	REDMOSS ROAD	LEFT
REDMOSS ROAD	WEST TULLOS ROAD	RIGHT
<i>WEST TULLOS ROAD</i>	<i>NIGG ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>NIGG ROUNDABOUT</i>	<i>HARENESS ROAD</i>	
HARENESS ROAD	CRAWPEEL ROUNDABOUT	RIGHT - 3RD EXIT
CRAWPEEL ROUNDABOUT	CRAWPEEL ROAD	
CRAWPEEL ROAD	SOUTERHEAD ROUNDABOUT	LEFT - 1ST EXIT

SOUTERHEAD ROUNDABOUT	SOUTERHEAD ROAD	
SOUTERHEAD ROAD	BLACKNESS ROAD	LEFT
BLACKNESS ROAD	HARENESS ROUNDABOUT	STRAIGHT ON - 2ND EXIT
HARENESS ROUNDABOUT	MINTO ROAD	
MINTO ROAD	MINTO DRIVE	LEFT
MINTO DRIVE	MINTO AVENUE	LEFT
MINTO AVENUE	HARENESS ROAD	LEFT
STREET	TO	DIRECTION
HARENESS ROAD	HARENESS ROUNDABOUT	ROUND - 4TH EXIT
HARENESS ROUNDABOUT	HARENESS ROAD	
HARENESS ROAD	CRAWPEEL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
CRAWPEEL ROUNDABOUT	HARENESS ROAD	
HARENESS ROAD	NIGG ROUNDABOUT	LEFT - 1ST EXIT
<i>NIGG ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>WELLINGTON ROAD</i>	<i>ALTENS ROUNDABOUT</i>	<i>RIGHT - 4TH EXIT</i>
<i>ALTENS ROUNDABOUT</i>	<i>WELLINGTON CIRCLE</i>	
WELLINGTON CIRCLE	WELLINGTON CIRCLE	LEFT
WELLINGTON CIRCLE	WELLINGTON CIRCLE IKEA ROUNDABOUT	RIGHT - 4TH EXIT
WELLINGTON CIRCLE IKEA ROUNDABOUT	WELLINGTON CIRCLE	
WELLINGTON CIRCLE	WELLINGTON CIRCLE	RIGHT
WELLINGTON CIRCLE	ALTENS ROUNDABOUT	RIGHT - 4TH EXIT
<i>ALTENS ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	<i>RIGHT - 4TH EXIT</i>
WELLINGTON ROAD	WELLINGTON ROAD	LEFT
WELLINGTON ROAD	COVE ROAD	LEFT
COVE ROAD	CHARLESTON DRIVE	LEFT
CHARLESTON DRIVE	COVE ROAD	LEFT
COVE ROAD	CHARLESTON ROAD	LEFT
CHARLESTON ROAD	CHARLESTON ROAD NORTH	LEFT
CHARLESTON ROAD NORTH	WELLINGTON ROAD	LEFT
<i>WELLINGTON ROAD</i>	<i>WELLINGTON ROAD</i>	LEFT
WELLINGTON ROAD	GATEWAY ROUNDABOUT	LEFT 1ST EXIT
GATEWAY ROUNDABOUT	GATEWAY DRIVE	
GATEWAY DRIVE	CHARLESTON MOSS ROUNDABOUT	COMPLETE - 4TH EXIT

CHARLESTON MOSS ROUNDABOUT	GATEWAY DRIVE	
GATEWAY DRIVE	GATEWAY ROUNDABOUT	LEFT - 1ST EXIT
GATEWAY ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	WELLINGTON ROAD	CITY LIMIT
<i>WELLINGTON ROAD</i>	<i>ROUNDABOUT</i>	<i>ROUND 4TH EXIT</i>
<i>ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>WELLINGTON ROAD</i>	<i>TO CITY LIMIT</i>
WELLINGTON ROAD	GATEWAY ROUNDABOUT	STRAIGHT ON - 1ST EXIT
GATEWAY ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	COVE ROAD	RIGHT
COVE ROAD	COVE CRESCENT	RIGHT - 2ND ENTRANCE
COVE CRESCENT	COVE ROAD	RIGHT
COVE ROAD	EARNS HEUGH ROAD	LEFT
EARNS HEUGH ROAD	LANGDYKES ROAD	LEFT
LANGDYKES ROAD	HYDROGEN STATION	LEFT
HYDROGEN STATION	LANGDYKES ROAD	LEFT
LANGDYKES ROAD	ALTENS ROUNDABOUT	ROUND - 5TH EXIT
<i>ALTENS ROUNDABOUT</i>	<i>LANGDYKES ROAD</i>	<i>ROUND - 5TH EXIT</i>
LANGDYKES ROAD	LORISTON ROAD	RIGHT
LORISTON ROAD	COVE ROAD	RIGHT
COVE ROAD	EARNS HEUGH ROAD	RIGHT
<i>EARNS HEUGH ROAD</i>	<i>LORISTON AVENUE</i>	<i>RIGHT</i>
LORISTON AVENUE	LORISTON ROAD	LEFT
LORISTON ROAD	LANGDYKES ROAD	RIGHT
LANGDYKES ROAD	COAST ROAD	LEFT
COAST ROAD	HARENESS ROAD	LEFT
HARENESS ROAD	HARENESS ROUNDABOUT	ROUND 4TH EXIT
HARENESS ROUNDABOUT	HARENESS ROAD	
HARENESS ROAD	HARENESS PLACE	LEFT
HARENESS PLACE	TURN POINT	ROUND
TURN POINT	HARENESS PLACE	ROUND
HARENESS PLACE	HARENESS ROAD	LEFT
HARENESS ROAD	COAST ROAD	LEFT
COAST ROAD	ST FITTICKS ROAD	LEFT

ST FITTICKS ROAD	BALNAGASK ROAD	LEFT
BALNAGASK ROAD	WELLINGTON ROAD	LEFT
<i>WELLINGTON ROAD</i>	<i>GIRDLENESS ROAD</i>	<i>LEFT</i>
GIRDLENESS ROAD	BALNAGASK ROAD	RIGHT
BALNAGASK ROAD	BALNAGASK CIRCLE	RIGHT
BALNAGASK CIRCLE	GIRDLENESS ROAD	RIGHT
GIRDLENESS ROAD	BALNAGASK ROAD	RIGHT
BALNAGASK ROAD	ST FITTICKS ROAD	LEFT
ST FITTICKS ROAD	VICTORIA ROAD	LEFT
VICTORIA ROAD	MENZIES ROAD	LEFT
STREET	TO	DIRECTION
MENZIES ROAD	CRAIG PLACE	FOLLOW ON TO
CRAIG PLACE	CRAIGINCHES ROUNDABOUT	ROUND - 3RD EXIT
CRAIGINCHES ROUNDABOUT	SOUTH ESPLANADE WEST	
SOUTH ESPLANADE WEST	VICTORIA ROAD	RIGHT
VICTORIA ROAD	GRAMPIAN ROAD	RIGHT
GRAMPIAN ROAD	GRAMPIAN PLACE	RIGHT
GRAMPIAN PLACE	WALKER ROAD	RIGHT
WALKER ROAD	VICTORIA ROAD	LEFT
<i>VICTORIA ROAD</i>	<i>MENZIES ROAD</i>	<i>LEFT</i>
<i>MENZIES ROAD</i>	<i>CRAIG PLACE</i>	<i>FOLLOW ON TO</i>
<i>CRAIG PLACE</i>	<i>CRAIGINCHES ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>CRAIGINCHES ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>GRAMPIAN PLACE</i>	<i>LEFT</i>
GRAMPIAN PLACE	TULLOS CIRCLE	RIGHT
TULLOS CIRCLE	TULLOS PLACE	STRAIGHT ON - 2ND EXIT
TULLOS PLACE	ROUNDABOUT	COMPLETE - 3RD EXIT
ROUNDABOUT	BALNAGASK ROAD	
<i>BALNAGASK ROAD</i>	<i>WELINGTON ROAD</i>	<i>LEFT</i>
<i>WELINGTON ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS DEPOT</i>	<i>RIGHT</i>

Silver route 6



Title
Winter Gritting Routes 2019-20
 Aberdeen Dyce - Clinterty -
 Pitmedden Road - Tyrebagger Road
 Priority Gritting Route

Geodetic Information
 Coordinate Reference System: British National Grid
 Projection: Transverse Mercator (Central Meridian: 2°0'0"W)
 Datum: OSGB 1936
 Suitable for printing @ A3 Main Window Scale: 1:30,000

Legend
 ● ACC Depot
 — SERVICE
 - - - TRANSIT
 — City Boundary

Data Sources, Acknowledgements & Notes
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Project / Report Information
 Project Name : Winter Gritting Routes 2019-20

Audit Information
 Authored By : DS
 Date : 13/11/2019

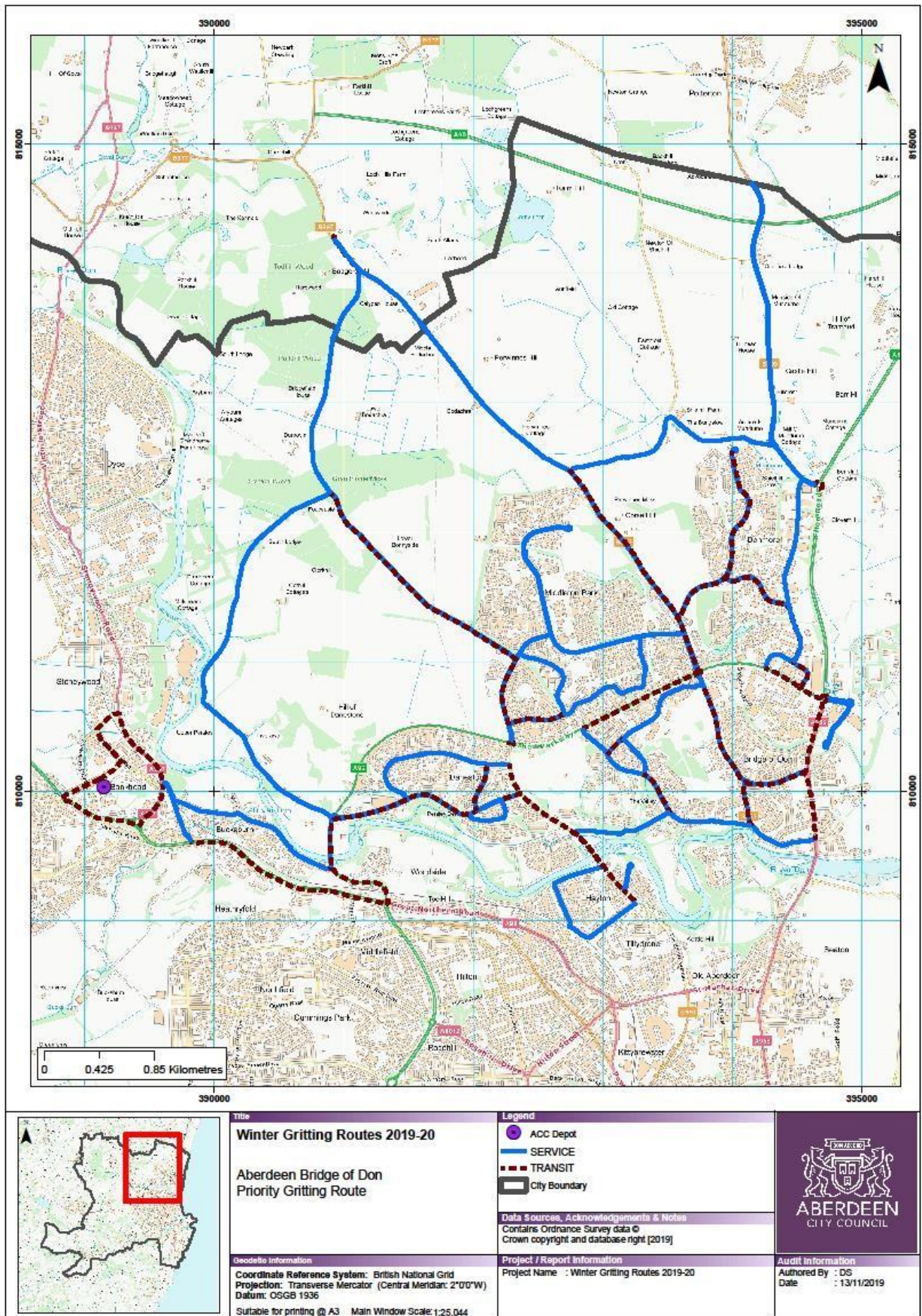
SILVER ROUTE 6		
STREET	TO	DIRECTION
WEST TULLOS DEPOT	CRAIGSHAW DRIVE	LEFT
CRAIGSHAW DRIVE	WELLINGTON ROAD	RIGHT
WELLINGTON ROAD	NIGG ROUNDABOUT	STRAIGHT ON - 2ND EXIT
NIGG ROUNDABOUT	WELLINGTON ROAD	
WELLINGTON ROAD	ALTENS ROUNDABOUT	STRAIGHT ON - 3RD EXIT
ALTENS ROUNDABOUT	WELLINGTON RDAD -	
WELLINGTON RDAD -	AWPR ROUNDABOUT	RIGHT - 2ND EXIT
AWPR ROUNDABOUT	A90 NORTH	
A90 NORTH	AWPR ROUNDABOUT	LEFT A944 JUNCTION
AWPR ROUNDABOUT	SKENE ROAD	RIGHT - 4TH EXIT
SKENE ROAD	KINGSWELLS ROUNDABOUT	LEFT - 1ST EXIT
KINGSWELLS ROUNDABOUT	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	KINGSWELLS P&R LOOP	LEFT
KINGSWELLS P&R LOOP	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	LEFT
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	AWPR ROUNDABOUT	STRAIGHT ON - 2ND EXIT
AWPR ROUNDABOUT	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	STRAIGHT ON - 2ST EXIT
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	NEWHILLS ROAD	RIGHT
NEWHILLS ROAD	KEPPLEHILLS ROAD	FOLLOW ON TO
KEPPLEHILLS ROAD	NETHERHILLS AVENUE	RIGHT
NETHERHILLS AVENUE	NEWHILLS AVENUE	RIGHT
NEWHILLS AVENUE	KEPPLEHILLS ROAD	RIGHT
KEPPLEHILLS ROAD	SCLATTIE PARK	LEFT
SCLATTIE PARK	KEPPLEHILLS DRIVE	LEFT
KEPPLEHILLS DRIVE	KEPPLEHILLS ROAD	LEFT
KEPPLEHILLS ROAD	BUCKSBURN ACADEMY LOOP	LEFT
BUCKSBURN ACADEMY LOOP	KEPPLEHILLS ROAD	LEFT
KEPPLEHILLS ROAD	INVERURIE ROAD	RIGHT
INVERURIE ROAD	INVERURIE ROAD	LEFT
INVERURIE ROAD	BUCKSBURN ROUNDABOUT	LEFT
BUCKSBURN ROUNDABOUT	INVERURIE ROAD	KEEP LEFT

INVERURIE ROAD	INVERURIE ROAD	LEFT
INVERURIE ROAD	INVERURIE ROAD	LEFT
<i>INVERURIE ROAD</i>	<i>INVERURIE ROAD</i>	<i>KEEP LEFT</i>
<i>INVERURIE ROAD</i>	<i>SCLATTIE ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>SCLATTIE ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	
<i>INVERURIE ROAD</i>	<i>FORRIT BRAE</i>	<i>LEFT</i>
FORRIT BRAE	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	LEFT
CHAPEL OF STONEYWOOD - FAIRLEY ROAD	NEWHILLS ROAD	FOLLOW ON TO
NEWHILLS ROAD	<i>KEPPLEHILLS DRIVE</i>	<i>LEFT</i>
<i>KEPPLEHILLS DRIVE</i>	<i>SCLATTIE PARK</i>	<i>LEFT</i>
SCLATTIE PARK	SCLATTIE ROUNDABOUT	RIGHT - 3RD EXIT
<i>SCLATTIE ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	<i>RIGHT - 3RD EXIT</i>
<i>INVERURIE ROAD</i>	<i>GREENBURN DRIVE</i>	<i>LEFT</i>
GREENBURN DRIVE	BANKHEAD AVENUE	LEFT
BANKHEAD AVENUE	SCLATTIE ROUNDABOUT	ROUND - 4TH EXIT
<i>SCLATTIE ROUNDABOUT</i>	<i>BANKHEAD AVENUE</i>	<i>ROUND - 4TH EXIT</i>
BANKHEAD AVENUE	BANKHEAD ROAD	LEFT
BANKHEAD ROAD	GREENBURN DRIVE	LEFT
GREENBURN DRIVE	BANKHEAD AVENUE	LEFT
<i>BANKHEAD AVENUE</i>	<i>BANKHEAD ROAD</i>	<i>LEFT</i>
<i>BANKHEAD ROAD</i>	<i>STONEYWOOD ROAD</i>	<i>RIGHT</i>
STONEYWOOD ROAD	STONEYWOOD ROAD	LEFT
<i>STONEYWOOD ROAD</i>	<i>ROUNDABOUT</i>	<i>STRAIGHT ON - 1ST EXIT</i>
<i>ROUNDABOUT</i>	<i>STONEYWOOD ROAD</i>	
<i>STONEYWOOD ROAD</i>	<i>"BP" ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>"BP" ROUNDABOUT</i>	<i>RIVERVIEW DRIVE</i>	
<i>RIVERVIEW DRIVE</i>	<i>NETHERVIEW AVENUE</i>	<i>LEFT</i>
NETHERVIEW AVENUE	ROUNDABOUT	LEFT - 1ST EXIT
ROUNDABOUT	DYCE SHOPPING CENTRE LOOP	LEFT - 1ST EXIT
DYCE SHOPPING CENTRE LOOP	ROUNDABOUT	FOLLOW LOOP TO ROUNDABOUT AND RETURN
ROUNDABOUT	NETHERVIEW AVENUE	STRAIGHT ON - 2ND EXIT
NETHERVIEW AVENUE	GORDON TERRACE	STRAIGHT ON
GORDON TERRACE	NETHERVIEW ROAD	LEFT
NETHERVIEW ROAD	GLEN ROAD	RIGHT
GLEN ROAD	VICTORIA STREET	LEFT

VICTORIA STREET	FARBURN TERRACE	RIGHT
FARBURN TERRACE	FARBURN ROUNDABOUT	LEFT - 1ST EXIT
FARBURN ROUNDABOUT	WELLHEADS DRIVE	
WELLHEADS DRIVE	DYCE DRIVE	RIGHT
<i>DYCE DRIVE</i>	<i>HOWE MOSS ROAD</i>	LEFT
HOWE MOSS ROAD	HOWE MOSS DRIVE	LEFT
HOWE MOSS DRIVE	HOWE MOSS CRESCENT	RIGHT
HOWE MOSS CRESCENT	HOWE MOSS AVENUE	RIGHT
HOWE MOSS AVENUE	DYCE DRIVE	LEFT
<i>DYCE DRIVE</i>	<i>PITMEDDEN ROAD</i>	LEFT
PITMEDDEN ROAD	CASKIEBEN ROAD	LEFT
CASKIEBEN ROAD	MAIN ROAD	LEFT
MAIN ROAD	INVERURIE ROAD	LEFT - 1ST EXIT
<i>INVERURIE ROAD</i>	<i>AIRPORT PARK & RIDE</i>	<i>LEFT SLIP AT PARK AND RIDE</i>
AIRPORT PARK & RIDE	ARGYLL ROAD	RIGHT
<i>ARGYLL ROAD</i>	<i>AIRPORT ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>AIRPORT ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	
<i>INVERURIE ROAD</i>	<i>A96 ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>A96 ROUNDABOUT</i>	<i>CLINTERTY ROAD</i>	
CLINTERTY ROAD	CLINTERTY ROAD	RIGHT
CLINTERTY ROAD	CLINTERTY - TYREBAGGER ROAD	RIGHT
CLINTERTY - TYREBAGGER ROAD	BORROWSTONE ROAD	LEFT
BORROWSTONE ROAD	TULLUCH ROAD	LEFT
TULLUCH ROAD	CHAPEL OF STONEYWOOD - FAIRLEY ROAD	LEFT
<i>CHAPEL OF STONEYWOOD - FAIRLEY ROAD</i>	<i>FORRIT BRAE</i>	RIGHT
FORRIT BRAE	INVERURIE ROAD	LEFT
<i>INVERURIE ROAD</i>	<i>AIRPORT ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>AIRPORT ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	
<i>INVERURIE ROAD</i>	<i>CLINTERTY - TYREBAGGER ROAD</i>	LEFT
CLINTERTY - TYREBAGGER ROAD	CLINTERTY - TYREBAGGER ROAD	STRAIGHT ON
<i>CLINTERTY - TYREBAGGER ROAD</i>	<i>BORROWSTONE ROAD</i>	LEFT
<i>BORROWSTONE ROAD</i>	<i>BORROWSTONE ROAD</i>	STRAIGHT ON

BORROWSTONE ROAD	AWPR ROUNDABOUT	LEFT - 2ND EXIT
<i>AWPR ROUNDABOUT</i>	<i>A90 SOUTH</i>	<i>TO AWPR - 5TH EXIT</i>
<i>A90 SOUTH</i>	<i>AWPR ROUNDABOUT</i>	<i>TO A956</i>
<i>AWPR ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	<i>WELLINGTON ROAD</i>
<i>WELLINGTON ROAD</i>	<i>ALTENS ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>ALTENS ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>NIGG ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>NIGG ROUNDABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>LEFT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS DEPOT</i>	<i>RIGHT</i>

Silver route 7



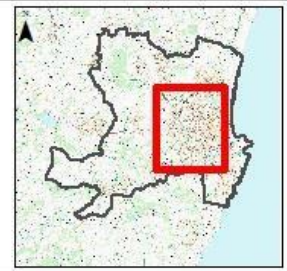
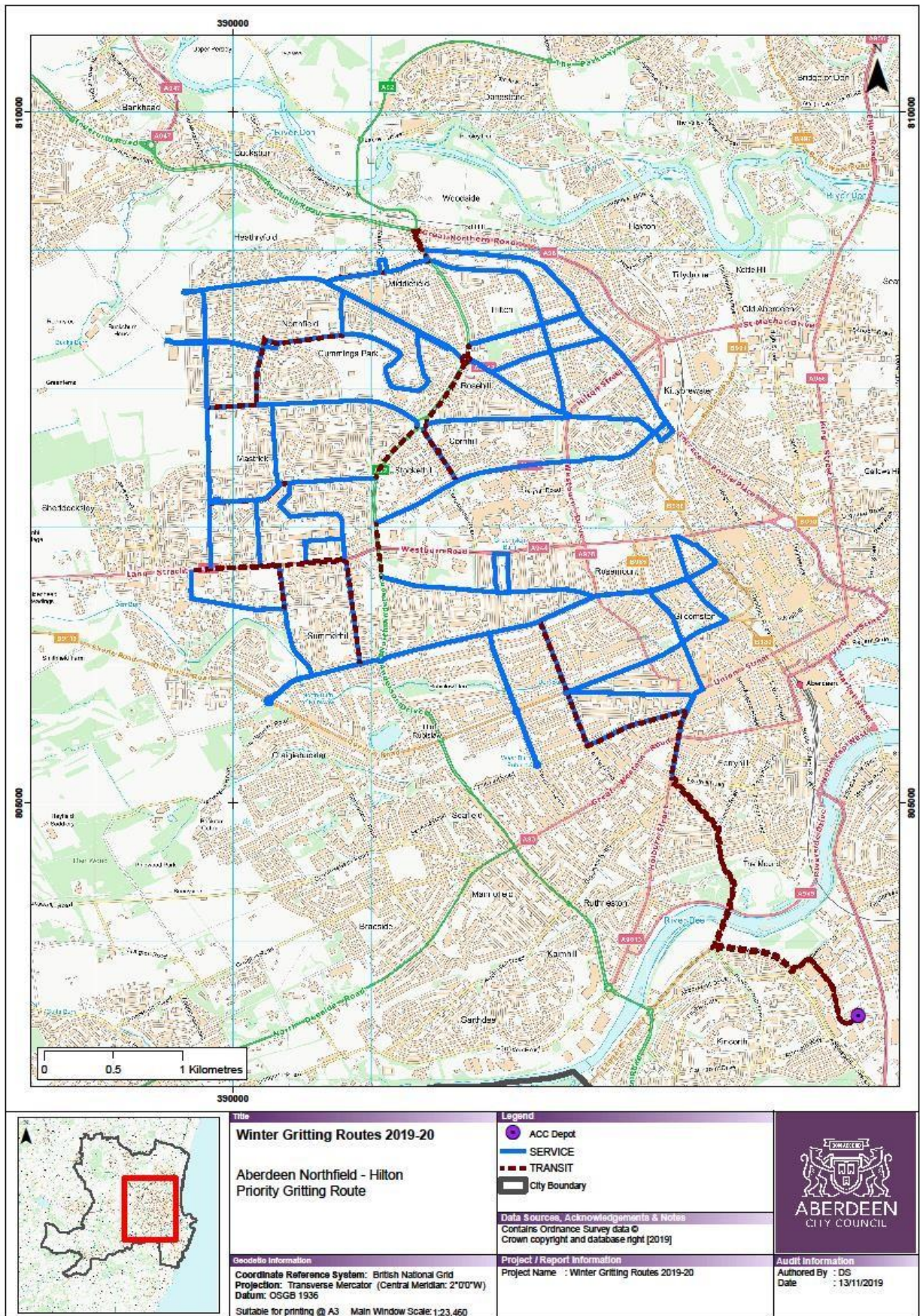
SILVER ROUTE 7		
STREET	TO	DIRECTION
<i>BUCKSBURN DEPOT</i>	<i>BANKHEAD AVENUE</i>	<i>RIGHT</i>
<i>BANKHEAD AVENUE</i>	<i>BANKHEAD ROAD</i>	<i>LEFT</i>
<i>BANKHEAD ROAD</i>	<i>STONEWOOD ROAD</i>	<i>RIGHT</i>
<i>STONEWOOD ROAD</i>	<i>NEW STONEYWOOD ROAD</i>	<i>RIGHT</i>
<i>NEW STONEYWOOD ROAD</i>	<i>OLD MELDRUM ROAD</i>	<i>LEFT</i>
OLD MELDRUM ROAD	MUGIEMOSS ROAD	<i>LEFT</i>
MUGIEMOSS ROAD	MUGIEMOSS ROUNDABOUT	LEFT - 1ST EXIT
<i>MUGIEMOSS ROUNDABOUT</i>	<i>PARKWAY</i>	<i>LEFT - 1ST EXIT</i>
PARKWAY	"TESCO" ROUNDABOUT	RIGHT - 3RD EXIT
"TESCO" ROUNDABOUT	LAUREL DRIVE	
LAUREL DRIVE	FAIRVIEW STREET	LEFT
FAIRVIEW STREET	FAIRVIEW BRAE	RIGHT
FAIRVIEW BRAE	LAUREL DRIVE	RIGHT
LAUREL DRIVE	LAUREL PLACE	LEFT
LAUREL PLACE	LAUREL DRIVE	LEFT
LAUREL DRIVE	FAIRVIEW BRAE	RIGHT
FAIRVIEW BRAE	FAIRVIEW STREET	RIGHT
FAIRVIEW STREET	GORDON BRAE	RIGHT
GORDON BRAE	LAUREL DRIVE	RIGHT
LAUREL DRIVE	"TESCO" ROUNDABOUT	STRAIGHT ON - 2ND EXIT
"TESCO" ROUNDABOUT	UPPER PERSLEY ROAD	
UPPER PERSLEY ROAD	WHITESTRIPES ROAD	RIGHT
WHITESTRIPES ROAD	WHITESTRIPES AVENUE	LEFT
WHITESTRIPES AVENUE	JESMOND AVENUE NORTH	RIGHT
JESMOND AVENUE NORTH	VALENTINE ROAD	RIGHT
VALENTINE ROAD	WHITESTRIPES AVENUE	LEFT
WHITESTRIPES AVENUE	DANESTONE ROUNDABOUT	ROUND - 4TH EXIT
<i>DANESTONE ROUNDABOUT</i>	<i>WHITESTRIPES AVENUE</i>	<i>ROUND - 4TH EXIT</i>
WHITESTRIPES AVENUE	JESMOND DRIVE	LEFT
JESMOND DRIVE	JESMOND DRIVE	TO BUS TURN POINT
JESMOND DRIVE	JESMOND DRIVE	INTO BUS TURN POINT
JESMOND DRIVE	JESMOND DRIVE	LEFT
JESMOND DRIVE	SCOTSTOWN ROAD	RIGHT
SCOTSTOWN ROAD	SCOTSTOWN ROUNDABOUT	ROUND - 4TH EXIT

<i>SCOTSTOWN ROUNDABOUT</i>	<i>SCOTSTOWN ROAD</i>	<i>ROUND - 4TH EXIT</i>
SCOTSTOWN ROAD	JESMOND DRIVE	LEFT
JESMOND DRIVE	JESMOND AVENUE	LEFT
JESMOND AVENUE	VALENTINE ROAD	FOLLOW ON TO
<i>VALENTINE ROAD</i>	<i>WHITESTRIPES AVENUE</i>	<i>RIGHT</i>
<i>WHITESTRIPES AVENUE</i>	<i>WHITESTRIPES ROAD</i>	<i>LEFT</i>
<i>WHITESTRIPES ROAD</i>	<i>WHITESTRIPES ROAD</i>	<i>FOLLOW ON TO</i>
WHITESTRIPES ROAD	SCOTSTOWN ROAD	LEFT
<i>SCOTSTOWN ROAD</i>	<i>TURN POINT</i>	<i>RIGHT TO TURN IN QUARRY OPENING</i>
<i>TURN POINT</i>	<i>SCOTSTOWN ROAD</i>	<i>LEFT</i>
SCOTSTOWN ROAD	DUBFORD ROAD	LEFT
DUBFORD ROAD	SHIELHILL AVENUE	FOLLOW ON TO
SHIELHILL AVENUE	SHIELHILL AVENUE	TO BUS TURN
<i>SHIELHILL AVENUE</i>	<i>DUBFORD ROAD</i>	<i>FOLLOW ON TO</i>
<i>DUBFORD ROAD</i>	<i>GREENBRAE DRIVE</i>	<i>LEFT</i>
STREET	TO	DIRECTION
GREENBRAE DRIVE	DENMORE ROAD	RIGHT
DENMORE ROAD	WOODSIDE ROAD	RIGHT
WOODSIDE ROAD	THE PARKWAY	LEFT
<i>THE PARKWAY</i>	<i>WOODSIDE ROAD</i>	<i>LEFT</i>
WOODSIDE ROAD	DENMORE ROAD	RIGHT
<i>DENMORE ROAD</i>	<i>GREENBRAE DRIVE</i>	<i>LEFT</i>
<i>GREENBRAE DRIVE</i>	<i>DUBFORD ROAD</i>	<i>LEFT</i>
<i>DUBFORD ROAD</i>	<i>SCOTSTOWN ROAD</i>	<i>LEFT</i>
SCOTSTOWN ROAD	SCOTSTOWN ROUNDABOUT	STRAIGHT ON - 2ND EXIT
<i>SCOTSTOWN ROUNDABOUT</i>	<i>SCOTSTOWN ROAD</i>	<i>STRAIGHT ON - 2ND EXIT</i>
SCOTSTOWN ROAD	NORTH DONSDIE ROAD	FOLLOW ON TO
NORTH DONSDIE ROAD	GORDON BARRACKS ROUNDABOUT	LEFT - 1ST EXIT
<i>GORDON BARRACKS ROUNDABOUT</i>	<i>ELLON ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>ELLON ROAD</i>	<i>AECC ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>AECC ROUNDABOUT</i>	<i>PARKWAY EAST</i>	
PARKWAY EAST	TECHNOLOGY PARK ROUNDABOUT	RIGHT - 3RD EXIT
TECHNOLOGY PARK ROUNDABOUT	AECC P & R LOOP	RIGHT - 3RD EXIT

AECC P & R LOOP	TECHNOLOGY PARK ROUNDABOUT	LEFT - 1ST EXIT
TECHNOLOGY PARK ROUNDABOUT	PARKWAY EAST	LEFT - 1ST EXIT
PARKWAY EAST	AECC ROUNDABOUT	STRAIGHT ON - 2ND EXIT
<i>AECC ROUNDABOUT</i>	<i>THE PARKWAY</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>THE PARKWAY</i>	<i>WOODSIDE ROAD</i>	<i>RIGHT</i>
<i>WOODSIDE ROAD</i>	<i>DENMORE ROAD</i>	<i>RIGHT</i>
DENMORE ROAD	B999	RIGHT
B999	MURCAR ROUNDABOUT	ROUND - 4TH EXIT
<i>MURCAR ROUNDABOUT</i>	<i>B999</i>	<i>ROUND - 4TH EXIT</i>
B999	B999	TURN AT "TATTIE SHEDS"
B999	SHIELHILL ROAD	RIGHT
SHIELHILL ROAD	SHIELHILL ROUNDABOUT	LEFT
SHIELHILL ROUNDABOUT	SHIELHILL ROAD	
SHIELHILL ROAD	SCOTSTOWN ROAD	LEFT
<i>SCOTSTOWN ROAD</i>	<i>SCOTSTOWN ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>SCOTSTOWN ROUNDABOUT</i>	<i>SCOTSTOWN ROAD</i>	
<i>SCOTSTOWN ROAD</i>	<i>SCOTSTOWN ROAD</i>	<i>RIGHT</i>
SCOTSTOWN ROAD	BALGOWNIE ROAD	FOLLOW ON TO
BALGOWNIE ROAD	ELLON ROAD	LEFT
<i>ELLON ROAD</i>	<i>BALGOWNIE ROAD</i>	<i>LEFT - 1ST EXIT</i>
<i>BALGOWNIE ROAD</i>	<i>SCOTSTOWN ROAD</i>	<i>LEFT</i>
<i>SCOTSTOWN ROAD</i>	<i>BALGOWNIE ROAD</i>	<i>RIGHT</i>
BALGOWNIE ROAD	BRAEHEAD WAY	RIGHT
BRAEHEAD WAY	SCOTSTOWN ROAD	LEFT
SCOTSTOWN ROAD	SCOTSTOWN ROUNDABOUT	LEFT - 1ST EXIT
<i>SCOTSTOWN ROUNDABOUT</i>	<i>THE PARKWAY</i>	<i>LEFT - 1ST EXIT</i>
<i>THE PARKWAY</i>	<i>BALGOWNIE ROAD</i>	<i>LEFT</i>
BALGOWNIE ROAD	BRAEHEAD WAY	LEFT
BRAEHEAD WAY	BODACRA ROAD	RIGHT
BODACRA ROAD	BALGOWNIE ROAD	LEFT
<i>BALGOWNIE ROAD</i>	<i>BALGOWNIE DRIVE</i>	<i>RIGHT</i>
BALGOWNIE DRIVE	GRANDHOME DRIVE	LEFT
GRANDHOME DRIVE	GORDON BRAE	LEFT
<i>GORDON BRAE</i>	<i>PAPERMILL DRIVE BUS LOOP</i>	<i>LEFT</i>

PAPERMILL DRIVE BUS LOOP	GORDON MILLS ROAD	LEFT
<i>GORDON MILLS ROAD</i>	<i>HAYTON ROAD</i>	<i>RIGHT</i>
HAYTON ROAD	DONBANK TERRACE	RIGHT
DONBANK TERRACE	GORDON MILLS ROAD	RIGHT
GORDON MILLS ROAD	GORDON MILLS ROAD	LEFT
<i>GORDON MILLS ROAD</i>	<i>LAUREL DRIVE</i>	<i>LEFT</i>
<i>LAUREL DRIVE</i>	<i>"TESCO" ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>"TESCO" ROUNDABOUT</i>	<i>THE PARKWAY</i>	
<i>THE PARKWAY</i>	<i>MUGIEMOSS ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>MUGIEMOSS ROUNDABOUT</i>	<i>MUGIEMOSS ROAD</i>	
<i>MUGIEMOSS ROAD</i>	<i>HAUDAGAIN ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>HAUDAGAIN ROUNDABOUT</i>	<i>AUCHMILL ROAD</i>	<i>RIGHT - 3RD EXIT</i>
<i>AUCHMILL ROAD</i>	<i>OLD MELDRUM ROAD</i>	<i>RIGHT</i>
OLD MELDRUM ROAD	NEW STONEYWOOD ROAD	LEFT
<i>NEW STONEYWOOD ROAD</i>	<i>BUCKSBURN ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>BUCKSBURN ROUNDABOUT</i>	<i>INVERURIE ROAD</i>	<i>RIGHT - 2ND EXIT</i>
<i>INVERURIE ROAD</i>	<i>SCLATTIE ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>SCLATTIE ROUNDABOUT</i>	<i>BANKHEAD AVENUE</i>	
<i>BANKHEAD AVENUE</i>	<i>BUCKSBURN DEPOT</i>	<i>RIGHT</i>

Silver route 8



Title
Winter Gritting Routes 2019-20
Aberdeen Northfield - Hilton
Priority Gritting Route

Geodetic Information
 Coordinate Reference System: British National Grid
 Projection: Transverse Mercator (Central Meridian: 2°00'W)
 Datum: OSGB 1936
 Suitable for printing @ A3 Main Window Scale: 1:23,460

Legend
 ● ACC Depot
 — SERVICE
 - - - TRANSIT
 □ City Boundary

Data Sources, Acknowledgements & Notes
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Project / Report Information
 Project Name : Winter Gritting Routes 2019-20

ABERDEEN
 CITY COUNCIL

Audit Information
 Authored By : DS
 Date : 13/11/2019

SILVER ROUTE 8		
STREET	TO	DIRECTION
<i>WEST TULLOS DEPOT</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT</i>
<i>ABBOTSWELL ROAD</i>	<i>ABBOTSWELL ROAD ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>ABBOTSWELL ROAD ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>KING GEORGE VI ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>KING GEORGE VI ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>DUTHIE PARK ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>DUTHIE PARK ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>WHINHILL ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>WHINHILL ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>HOLBURN ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>HOLBURN ROUNDABOUT</i>	<i>HOLBURN STREET</i>	
<i>HOLBURN STREET</i>	<i>UNION GROVE</i>	<i>LEFT</i>
<i>UNION GROVE</i>	<i>ST SWITHIN STREET</i>	<i>RIGHT</i>
<i>ST SWITHIN STREET</i>	<i>QUEENS CROSS</i>	<i>STRAIGHT ON - 2ND EXIT</i>
QUEENS CROSS	FOUNTAINHALL ROAD	STRAIGHT ON - 2ND EXIT
<i>FOUNTAINHALL ROAD</i>	<i>KINGS GATE</i>	<i>LEFT</i>
KINGS GATE	FOREST ROAD	LEFT
FOREST ROAD	QUEENS GATE	STRAIGHT ON 2ND EXIT
QUEENS GATE	FOREST AVENUE	
FOREST AVENUE	RENDEZVOUS ROUNDABOUT	COMPLETE - 4TH EXIT
RENDEZVOUS ROUNDABOUT	FOREST AVENUE	
FOREST AVENUE	QUEENS GATE	STRAIGHT ON 2ND EXIT

QUEENS GATE	FOREST ROAD	
FOREST ROAD	KINGS GATE	LEFT
KINGS GATE	KINGS CROSS	STRAIGHT ON 2ND EXIT
KINGS CROSS	KINGS GATE	
KINGS GATE	SUMMERHILL ROAD	RIGHT
SUMMERHILL ROAD	MASTRICK DRIVE	STRAIGHT ON
MASTRICK DRIVE	WHITEMYRES AVENUE	LEFT
WHITEMYRES AVENUE	WHITEMYRES PLACE	LEFT
WHITEMYRES PLACE	LANG STRACHT	LEFT
<i>LANG STRACHT</i>	<i>MASTRICK DRIVE</i>	LEFT
MASTRICK DRIVE	ARNAGE DRIVE	RIGHT
ARNAGE DRIVE	NEWPARK PLACE	LEFT
NEWPARK PLACE	MASTRICK ROAD	LEFT
<i>MASTRICK ROAD</i>	<i>GREENFERN ROAD</i>	<i>FOLLOW ON TO</i>
<i>GREENFERN ROAD</i>	<i>FERNHILL DRIVE</i>	<i>LEFT</i>
FERNHILL DRIVE	LANG STRACHT	LEFT
<i>LANG STRACHT</i>	<i>STRONSAY DRIVE</i>	<i>RIGHT</i>
STRONSAY DRIVE	KINGS GATE	RIGHT
KINGS GATE	HAZELHEAD ROUNDABOUT	COMPLETE - 4TH EXIT
HAZELHEAD ROUNDABOUT	KINGS GATE	
KINGS GATE	SUMERHILL ROAD	LEFT
<i>SUMERHILL ROAD</i>	<i>LANG STRACHT</i>	<i>LEFT</i>
<i>LANG STRACHT</i>	<i>ROUSAY DRIVE</i>	<i>LEFT</i>
ROUSAY DRIVE	EDAY ROAD	LEFT
EDAY ROAD	STRONSAY DRIVE	LEFT
<i>STRONSAY DRIVE</i>	<i>LANG STRACHT</i>	<i>LEFT</i>
<i>LANG STRACHT</i>	<i>SPRINGHILL ROAD</i>	<i>RIGHT</i>
SPRINGHILL ROAD	GREENFERN ROAD	RIGHT
GREENFERN ROAD	GREENFERN ROAD BUS LOOP	2ND ENTRY - LEFT
GREENFERN ROAD BUS LOOP	GREENFERN ROAD	LEFT
GREENFERN ROAD	UPPER MASTRICK WAY	LEFT
UPPER MASTRICK WAY	PROVOST FRASER DRIVE	LEFT
PROVOST FRASER DRIVE	SPRINGHILL ROAD	LEFT
SPRINGHILL ROAD	GREENFERN ROAD	LEFT

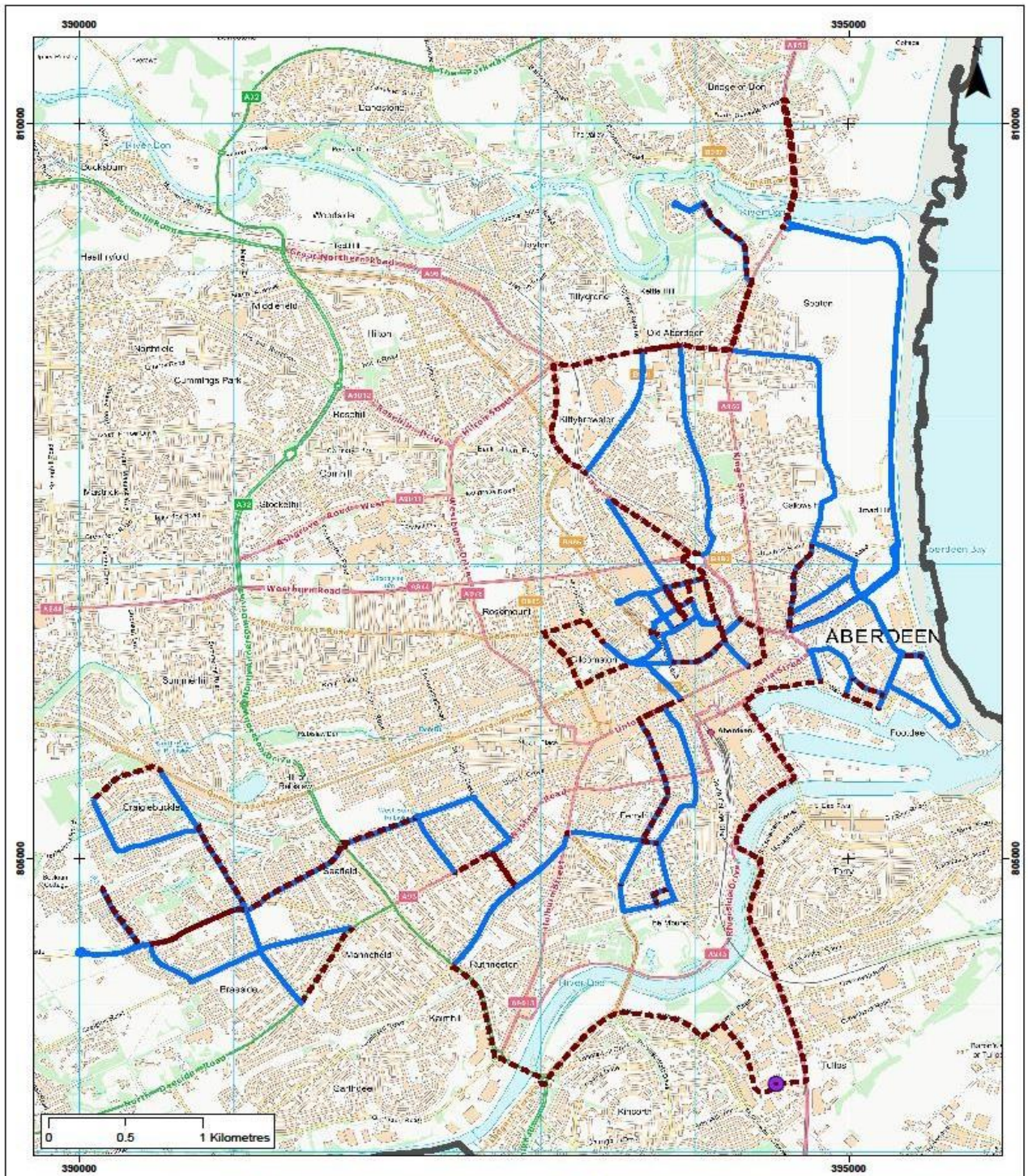
<i>GREENFERN ROAD</i>	<i>MASTRICK ROAD</i>	<i>FOLLOW ON TO</i>
MASTRICK ROAD	NORTH ANDERSON DRIVE	LEFT
<i>NORTH ANDERSON DRIVE</i>	<i>CAIRNCRY ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
CAIRNCRY ROUNDABOUT	PROVOST FRASER DRIVE	LEFT - 1ST EXIT
PROVOST FRASER DRIVE	BYRON AVENUE	RIGHT
STREET	TO	DIRECTION
BYRON AVENUE	BYRON SQUARE	RIGHT
BYRON SQUARE	BYRON SQUARE	RIGHT
BYRON SQUARE	BYRON AVENUE	LEFT
BYRON AVENUE	BREBNER TERRACE	RIGHT
BREBNER TERRACE	DAVIDSON GARDENS	STRAIGHT
DAVIDSON GARDENS	HOWES ROAD	STRAIGHT
HOWES ROAD	HOWES ROAD BUS LOOP	LEFT
HOWES ROAD BUS LOOP	HOWES ROAD	RIGHT
HOWES ROAD	DAVIDSON GARDENS	STRAIGHT
DAVIDSON GARDENS	BREBNER TERRACE	STRAIGHT
BREBNER TERRACE	BYRON AVENUE	LEFT
BYRON AVENUE	BYRON SQUARE	RIGHT
BYRON SQUARE	QUARRY ROAD	FOLLOW ON TO
QUARRY ROAD	CUMMINGS PARK CRESCENT	MINI ROUNDABOUT - STRAIGHT ON
CUMMINGS PARK CRESCENT	CUMMINGS PARK CRESCENT	STRAIGHT ON
CUMMINGS PARK CRESCENT	CUMMINGS PARK CIRCLE	RIGHT
CUMMINGS PARK CIRCLE	MOIR CRESCENT	LEFT
MOIR CRESCENT	PROVOST RUST DRIVE	RIGHT
PROVOST RUST DRIVE	PROVOST RUST DRIVE	LEFT
PROVOST RUST DRIVE	GRANITEHILL ROAD	LEFT
GRANITEHILL ROAD	QUARRY ROAD	RIGHT
<i>QUARRY ROAD</i>	<i>BYRON SQUARE</i>	<i>FOLLOW ON TO</i>
<i>BYRON SQUARE</i>	<i>BYRON AVENUE</i>	<i>LEFT</i>
<i>BYRON AVENUE</i>	<i>PROVOST FRASER DRIVE</i>	<i>RIGHT</i>
<i>PROVOST FRASER DRIVE</i>	<i>SPRINGHILL ROAD</i>	<i>RIGHT</i>
SPRINGHILL ROAD	PROVOST RUST DRIVE	LEFT
PROVOST RUST DRIVE	PROVOST RUST DRIVE BUS LOOP	ROUND BUS LOOP

PROVOST RUST DRIVE BUS LOOP	PROVOST RUST DRIVE	
PROVOST RUST DRIVE	MANOR AVENUE	LEFT
MANOR AVENUE	LOGIE TERRACE	LEFT
LOGIE TERRACE	LOGIE PLACE	RIGHT
LOGIE PLACE	MANOR TERRACE	RIGHT
MANOR AVENUE	NORTH ANDERSON DRIVE	LEFT
<i>NORTH ANDERSON DRIVE</i>	<i>HOUDAGAIN ROUNDABOUT</i>	<i>ROUND - 4TH EXIT</i>
<i>HOUDAGAIN ROUNDABOUT</i>	<i>NORTH ANDERSON DRIVE</i>	
<i>NORTH ANDERSON DRIVE</i>	<i>CLIFTON ROAD</i>	
CLIFTON ROAD	HILTON ROAD	RIGHT
HILTON ROAD	NORTH ANDERSON DRIVE	LEFT
<i>NORTH ANDERSON DRIVE</i>	<i>ROSEHILL ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>ROSEHILL ROUNDABOUT</i>	<i>PROVOST RUST DRIVE</i>	
<i>PROVOST RUST DRIVE</i>	<i>MANOR AVENUE</i>	<i>RIGHT</i>
<i>MANNOR TERRACE</i>	<i>MANOR AVENUE</i>	<i>LEFT</i>
<i>MANOR AVENUE</i>	<i>HILTON DRIVE</i>	<i>STRAIGHT ON - BUS GATE</i>
HILTON DRIVE	SIX ROADS ROUNDABOUT	STRAIGHT ON - 2ND EXIT
SIX ROADS ROUNDABOUT	BACK HILTON ROAD	STRAIGHT ON - 2ND EXIT
BACK HILTON ROAD	BERRYDEN ROAD	FOLLOW ON TO
BERRYDEN ROAD	BELMONT ROAD	LEFT
BELMONT ROAD	POWIS TERRACE	LEFT
POWIS TERRACE	CLIFTON ROAD	KEEP LEFT
CLIFTON ROAD	HILTON ROAD	LEFT
HILTON ROAD	NORTH ANDERSON DRIVE	LEFT
<i>NORTH ANDERSON DRIVE</i>	<i>ROSEHILL ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>ROSEHILL ROUNDABOUT</i>	<i>NORTH ANDERSON DRIVE</i>	
<i>NORTH ANDERSON DRIVE</i>	<i>MURDO'S ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>MURDO'S ROUNDABOUT</i>	<i>FORESTERHILL ROAD</i>	
FORESTERHILL ROAD	CORNHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
CORNHILL ROUNDABOUT	FORESTERHILL ROAD	
FORESTERHILL ROAD	ASHGROVE ROAD WEST	LEFT
ASHGROVE ROAD WEST	ASHGROVE ROAD	STRAIGHT ON
ASHGROVE ROAD	POWIS TERRACE	LEFT

POWIS TERRACE	CLIFTON ROAD	KEEP LEFT
CLIFTON ROAD	HILTON AVENUE	LEFT
HILTON AVENUE	ROSEHILL DRIVE	RIGHT
ROSEHILL DRIVE	ROSEHILL ROUNDABOUT	ROUND - 4TH EXIT
<i>ROSEHILL ROUNDABOUT</i>	<i>ROSEHILL DRIVE</i>	<i>ROUND 4TH EXIT</i>
ROSEHILL DRIVE	SIX ROADS ROUNDABOUT	RIGHT TO ROUNDABOUT
SIX ROADS ROUNDABOUT	CAIRNCRY ROAD	RIGHT - 4TH EXIT
CAIRNCRY ROAD	MURDO'S ROUNDABOUT	LEFT - 1ST EXIT
<i>MURDO'S ROUNDABOUT</i>	<i>FORESTERHILL ROAD</i>	<i>LEFT - 1ST EXIT</i>
FORESTERHILL ROAD	CORNHILL ROUNDABOUT	STRAIGHT ON - 2ND EXIT
CORNHILL ROUNDABOUT	FORESTERHILL ROAD	
FORESTERHILL ROAD	ASHGROVE ROAD WEST	RIGHT
ASHGROVE ROAD WEST	NORTH ANDERSON DRIVE	LEFT
<i>NORTH ANDERSON DRIVE</i>	<i>MIDSTOCKET ROAD</i>	<i>LEFT</i>
MIDSTOCKET ROAD	CAMPERDOWN ROAD	LEFT
CAMPERDOWN ROAD	WESTBURN ROAD	LEFT
WESTBURN ROAD	HARCOURT ROAD	LEFT
HARCOURT ROAD	MIDSTOCKET ROAD	LEFT
MIDSTOCKET ROAD	ROSEMOUNT PLACE	LEFT
ROSEMOUNT PLACE	ROSEMOUNT ROUNDABOUT	LEFT - 1ST EXIT
ROSEMOUNT ROUNDABOUT	SKENE SQUARE	
SKENE SQUARE	ROSEMOUNT TERRACE	LEFT
ROSEMOUNT TERRACE	WESTBURN ROAD	LEFT
WESTBURN ROAD	MOUNT STREET	LEFT
MOUNT STREET	ROSEMOUNT PLACE	RIGHT
ROSEMOUNT PLACE	ESSELMONT AVENUE	LEFT
ESSELMONT AVENUE	SKENE STREET	LEFT
SKENE STREET	ROSEMOUNT VIADUCT	LEFT
ROSEMOUNT VIADUCT	SOUTH MOUNT STREET	FOLLOW ON TO
SOUTH MOUNT STREET	ROSEMOUNT PLACE	LEFT
ROSEMOUNT PLACE	BEECHGROVE TERRACE	STRAIGHT ON
BEECHGROVE TERRACE	FOUNTAINHALL ROAD	LEFT
FOUNTAINHALL ROAD	QUEENS CROSS	STRAIGHT ON - 2ND EXIT
QUEENS CROSS	ST SWITHIN STREET	
ST SWITHIN STREET	UNION GROVE	LEFT

UNION GROVE	HOLBURN STREET	LEFT
HOLBURN STREET	UNION STREET	RIGHT
UNION STREET	ROSE STREET	LEFT
ROSE STREET	SKENE STREET	LEFT
SKENE STREET	CARDEN PLACE	FOLLOW ON TO
CARDEN PLACE	ALBYN PLACE	LEFT
ALBYN PLACE	ALFORD PLACE	FOLLOW ON TO
ALFORD PLACE	HOLBURN STREET	RIGHT
HOLBURN STREET	HOLBURN ROUNDABOUT	STRAIGHT - 2ND EXIT
<i>HOLBURN ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>GREAT SOUTHERN ROAD</i>	<i>WHINHILL ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>WHINHILL ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>DUTHIE PARK ROUNDABOUT</i>	<i>STRAIGHT - 2ND EXIT</i>
<i>DUTHIE PARK ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>KING GEORGE VI ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>KING GEORGE VI ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>ABBOTSHALL ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>ABBOTSHALL ROUNDABOUT</i>	<i>ABBOTSHALL ROAD</i>	
<i>ABBOTSHALL ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>DEPOT</i>	<i>LEFT</i>

Silver route 9



	<p>Title</p> <p>Winter Gritting Routes 2019-20</p> <p>Aberdeen Beach - Hazlehead Priority Gritting Route</p>	<p>Legend</p> <ul style="list-style-type: none"> ● ACC Depot — SERVICE — TRANSIT City Boundary 	<p>ABERDEEN CITY COUNCIL</p>
	<p>Geodetic Information</p> <p>Coordinate Reference System: British National Grid Projection: Transverse Mercator (Central Meridian: 2°00'W) Datum: OSGB 1936</p> <p>Suitable for printing @ A3 Main Window Scale: 1:23,481</p>	<p>Data sources, Acknowledgements & Notes</p> <p>Contains Ordnance Survey data © Crown copyright and database right [2019]</p> <p>Project / Report Information</p> <p>Project Name : Winter Gritting Routes 2019-20</p>	

SILVER ROUTE 9		
STREET	TO	DIRECTION
<i>WEST TULLOS DEPOT</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>ABBOTSWELL ROAD</i>	<i>LEFT</i>
<i>ABBOTSWELL ROAD</i>	<i>ABBOTSWELL ROUNDABOUT</i>	<i>RIGHT - 2ND EXIT</i>
<i>ABBOTSWELL ROUNDABOUT</i>	<i>WEST TULLOS ROAD</i>	
<i>WEST TULLOS ROAD</i>	<i>KING GEORGE VI ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>KING GEORGE VI ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	
<i>GREAT SOUTHERN ROAD</i>	<i>BRIDGE OF DEE ROUNDABOUT</i>	
<i>BRIDGE OF DEE ROUNDABOUT</i>	<i>STONEHAVEN ROAD</i>	
<i>STONEHAVEN ROAD</i>	<i>GARTHDEE ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>GARTHDEE ROUNDABOUT</i>	<i>SOUTH ANDERSON DRIVE</i>	
<i>SOUTH ANDERSON DRIVE</i>	<i>BROOMHIL ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>BROOMHIL ROUNDABOUT</i>	<i>BROOMHILL ROAD</i>	
BROOMHILL ROAD	PITSTRUAN PLACE	LEFT
<i>PITSTRUAN PLACE</i>	<i>GREAT WESTERN ROAD</i>	<i>LEFT</i>
<i>GREAT WESTERN ROAD</i>	<i>FOREST AVENUE</i>	<i>RIGHT</i>
FOREST AVENUE	RENDEZVOUS ROUNDABOUT	LEFT
RENDEZVOUS ROUNDABOUT	CROMWELL ROAD	LEFT - 1ST EXIT
CROMWELL ROAD	SEAFIELD ROUNDABOUT	STRAIGHT ON - 2ND EXIT
<i>SEAFIELD ROUNDABOUT</i>	<i>SEAFIELD ROAD</i>	<i>STRAIGHT ON - 2ND EXIT</i>
SEAFIELD ROAD	COUNTESSWELLS ROAD	STRAIGHT ON
COUNTESSWELLS ROAD	COUNTESSWELLS ROAD	FOLLOW ON TO
<i>COUNTESSWELLS ROAD</i>	<i>COUNTESSWELLS ROAD</i>	<i>STRAIGHT ON</i>
COUNTESSWELLS ROAD	SLOPEFIELD ROUNDABOUT	ROUND - 3RD EXIT
SLOPEFIELD ROUNDABOUT	COUNTESSWELLS ROAD	
COUNTESSWELLS ROAD	COUNTESSWELLS AVENUE	LEFT
COUNTESSWELLS AVENUE	COUNTESSWELLS AVENUE	TURN AROUND
<i>COUNTESSWELLS AVENUE</i>	<i>COUNTESSWELLS ROAD</i>	<i>LEFT</i>

COUNTESSWELLS ROAD	SPRINGFIELD ROAD	LEFT
SPRINGFIELD ROAD	QUEENS ROAD	LEFT
<i>QUEENS ROAD</i>	<i>HAZELDENE ROAD</i>	<i>LEFT</i>
HAZELDENE ROAD	<i>CRAIGIEBUCKLER AVENUE</i>	<i>LEFT</i>
CRAIGIEBUCKLER AVENUE	SPRINGFIELD ROAD	RIGHT
<i>SPRINGFIELD ROAD</i>	<i>SPRINGFIELD ROAD</i>	<i>STRAIGHT ON</i>
SPRINGFIELD ROAD	SPRINGFIELD ROAD	STRAIGHT ON
SPRINGFIELD ROAD	CRAIGTON ROAD	LEFT
CRAIGTON ROAD	GREAT WESTERN ROAD	RIGHT
<i>GREAT WESTERN ROAD</i>	<i>ST JOHNS TERRACE</i>	<i>FOLLOW ON TO</i>
<i>ST JOHNS TERRACE</i>	<i>SPRINGFIELD ROAD</i>	<i>RIGHT</i>
SPRINGFIELD ROAD	CRAIGTON ROAD	LEFT
CRAIGTON ROAD	AIRYHALL AVENUE	RIGHT
AIRYHALL AVENUE	COUNTESSWELLS ROAD	RIGHT
<i>COUNTESSWELLS ROAD</i>	<i>COUNTESSWELLS ROAD</i>	<i>RIGHT</i>
<i>COUNTESSWELLS ROAD</i>	<i>SEAFIELD ROAD</i>	<i>FOLLOW ON TO</i>
<i>SEAFIELD ROAD</i>	<i>SEAFIELD ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>SEAFIELD ROUNDABOUT</i>	<i>CROMWELL ROAD</i>	
<i>CROMWELL ROAD</i>	<i>RENDEZVOUS ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
RENDEZVOUS ROUNDABOUT	UNION GROVE	STRAIGHT ON - 2ND EXIT
UNION GROVE	ASHLEY ROAD	RIGHT
ASHLEY ROAD	GREAT WESTERN ROAD	RIGHT
GREAT WESTERN ROAD	PITSTRUAN PLACE	LEFT
PITSTRUAN PLACE	<i>BROOMHILL ROAD</i>	<i>LEFT</i>
BROOMHILL ROAD	HOLBURN STREET	STRAIGHT ON - 2ND EXIT
HOLBURN STREET	HOLBURN ROUNDABOUT	RIGHT - 2ND EXIT
<i>HOLBURN ROUNDABOUT</i>	<i>FONTHILL ROAD</i>	<i>RIGHT - 2ND EXIT</i>
FONTHILL ROAD	BON ACCORD STREET	LEFT
BON ACCORD STREET	UNION STREET	RIGHT
<i>UNION STREET</i>	<i>CROWN STREET</i>	<i>RIGHT</i>
CROWN STREET	FERRYHILL ROAD	RIGHT
FERRYHILL ROAD	FONTHILL ROAD	FOLLOW ON TO
FONTHILL ROAD	WHINHILL ROAD	LEFT
WHINHILL ROAD	WHINHILL ROUNDABOUT	STRAIGHT ON - 1ST EXIT

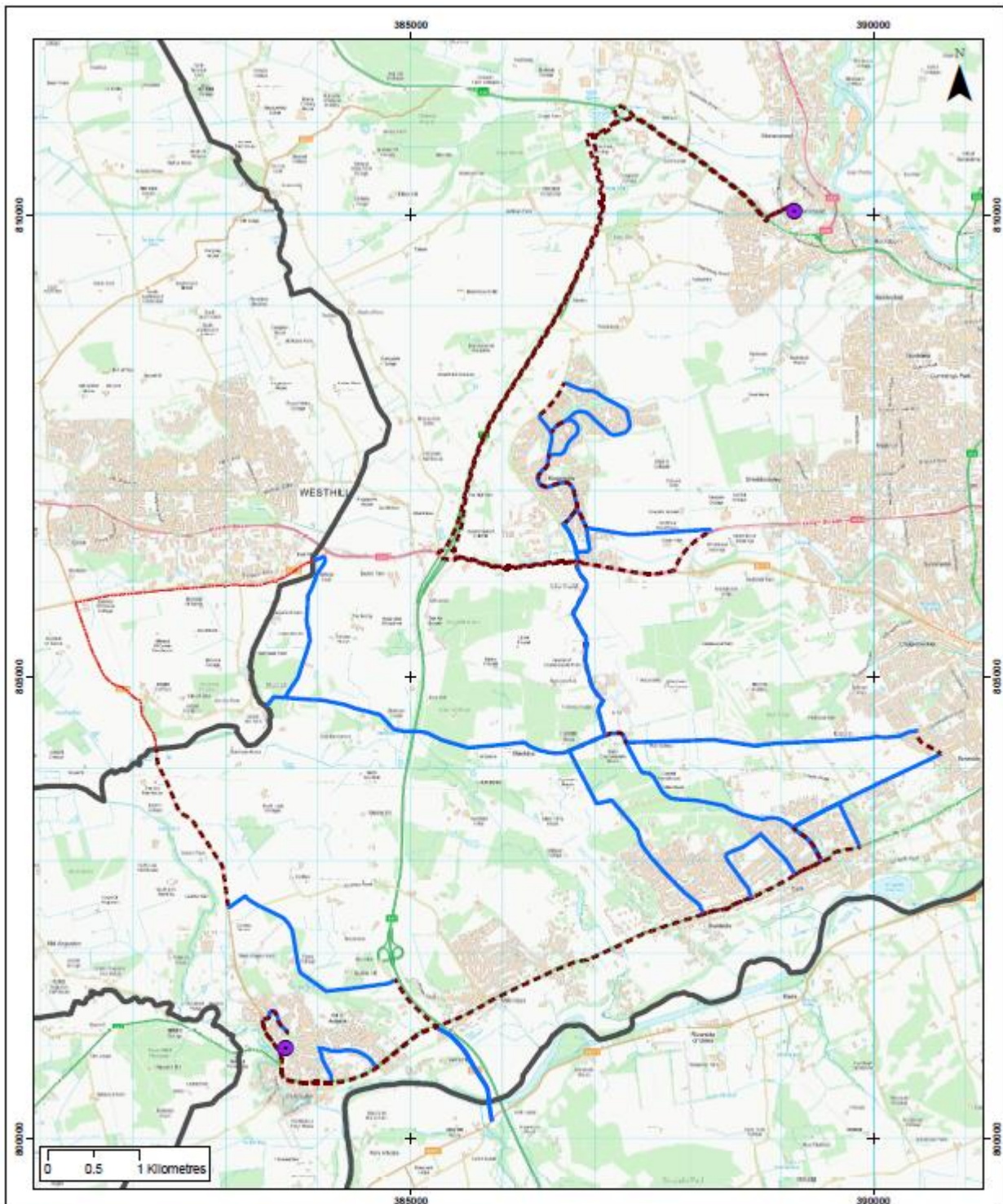
<i>WHINHILL ROUNDABOUT</i>	<i>GREAT SOUTHERN ROAD</i>	<i>STRAIGHT ON - 1ST EXIT</i>
GREAT SOUTHERN ROAD	MURRAY TERRACE	LEFT
MURRAY TERRACE	BRIGHT STREET	LEFT
BRIGHT STREET	BRUNSWICK PLACE	RIGHT
BRUNSWICK PLACE	POLMUIR ROAD	RIGHT
POLMUIR ROAD	MURRAY TERRACE	RIGHT
MURRAY TERRACE	BRIGHT STREET	RIGHT
<i>BRIGHT STREET</i>	<i>BRUNSWICK PLACE</i>	<i>RIGHT</i>
<i>BRUNSWICK PLACE</i>	<i>POLMUIR ROAD</i>	<i>LEFT</i>
POLMUIR ROAD	FERRYHILL ROAD	LEFT
<i>FERRYHILL ROAD</i>	<i>BON ACCORD STREET</i>	<i>RIGHT</i>
<i>BON ACCORD STREET</i>	<i>UNION STREET</i>	<i>RIGHT</i>
<i>UNION STREET</i>	<i>UNION TERRACE</i>	<i>LEFT</i>
UNION TERRACE	ROSEMOUNT VIADUCT	LEFT
ROSEMOUNT VIADUCT	SOUTH MOUNT STREET	FOLLOW ON TO
<i>SOUTH MOUNT STREET</i>	<i>ROSEMOUNT PLACE</i>	<i>LEFT</i>
<i>ROSEMOUNT PLACE</i>	<i>ESSLEMONT AVENUE</i>	<i>LEFT</i>
<i>ESSLEMONT AVENUE</i>	<i>SKENE STREET</i>	<i>LEFT</i>
<i>SKENE STREET</i>	<i>SKENE STREET</i>	<i>FOLLOW ON TO</i>
SKENE STREET	WOOLMANHILL ROUNDABOUT	ROUND - 4TH EXIT
<i>WOOLMANHILL ROUNDABOUT</i>	<i>SKENE STREET</i>	<i>ROUND - 4TH EXIT</i>
<i>SKENE STREET</i>	<i>ROSEMOUNT VIADUCT</i>	<i>LEFT</i>
ROSEMOUNT VIADUCT	SCHOOLHILL	FOLLOW ON TO
SCHOOLHILL	UPPERKIRKGATE	FOLLOW ON TO
UPPERKIRKGATE	GALLOWGATE	LEFT
GALLOWGATE	LITTLE JOHN STREET	RIGHT
LITTLE JOHN STREET	WEST NORTH STREET	RIGHT
<i>WEST NORTH STREET</i>	<i>KING STREET</i>	<i>RIGHT</i>
<i>KING STREET</i>	<i>CASTLE STREET</i>	<i>FOLLOW ON TO</i>
<i>CASTLE STREET</i>	<i>UNION STREET</i>	<i>FOLLOW ON TO</i>
<i>UNION STREET</i>	<i>BROAD STREET</i>	<i>RIGHT</i>
BROAD STREET	GALLOWGATE	FOLLOW ON TO
<i>GALLOWGATE</i>	<i>MOUNTHOOLY ROUNDABOUT</i>	<i>STRAIGHT ON - 2ND EXIT</i>
<i>MOUNTHOOLY ROUNDABOUT</i>	<i>CAUSEWAYEND</i>	
<i>CAUSEWAYEND</i>	<i>POWIS PLACE</i>	<i>FOLLOW ON TO</i>
GEORGE STREET	JOHN STREET	LEFT
<i>POWIS PLACE</i>	<i>GEORGE STREET</i>	<i>LEFT</i>

JOHN STREET	LOCH STREET	RIGHT
LOCH STREET	BERRY STREET	LEFT - 1ST EXIT
BERRY STREET	GALLOWGATE	LEFT
<i>GALLOWGATE</i>	<i>SPRING GARDEN</i>	<i>LEFT</i>
SPRING GARDEN	GEORGE STREET	LEFT
<i>GEORGE STREET</i>	<i>JOHN STREET</i>	<i>LEFT</i>
<i>JOHN STREET</i>	<i>LOCH STREET</i>	<i>LEFT</i>
<i>LOCH STREET</i>	<i>SPRING GARDEN</i>	<i>LEFT</i>
SPRING GARDEN	GEORGE STREET	LEFT
<i>GEORGE STREET</i>	<i>ST ANDREW STREET</i>	<i>RIGHT</i>
ST ANDREW STREET	BLACKFRIARS STREET	STRAIGHT ON
BLACKFRIARS STREET	BLACKFRIARS STREET	FOLLOW ROUND TO
BLACKFRIARS STREET	SCHOOLHILL	LEFT
<i>SCHOOLHILL</i>	<i>UPPERKIRKGATE</i>	<i>FOLLOW ON TO</i>
UPPERKIRKGATE	<i>GALLOWGATE</i>	<i>LEFT</i>
GALLOWGATE	<i>BERRY STREET</i>	<i>LEFT</i>
BERRY STREET	LOCH STREET	STRAIGHT ON - 2ND EXIT
LOCH STREET	ST ANDREW STREET	LEFT
ST ANDREW STREET	CHARLOTTE STREET	RIGHT
CHARLOTTE STREET	JOHN STREET	LEFT
JOHN STREET	WOOLMANHILL ROUNDABOUT	ROUND - 4TH EXIT
<i>WOOLMANHILL ROUNDABOUT</i>	<i>JOHN STREET</i>	<i>ROUND - 4TH EXIT</i>
JOHN STREET	GEORGE STREET	RIGHT
<i>GEORGE STREET</i>	<i>ST ANDREW STREET</i>	<i>RIGHT</i>
<i>ST ANDREW STREET</i>	<i>CHARLOTTE STREET</i>	<i>RIGHT</i>
CHARLOTTE STREET	MABERLEY STREET	STRAIGHT ON
MABERLEY STREET	ROSEMOUNT ROUNDABOUT	ROUND - 4TH EXIT
ROSEMOUNT ROUNDABOUT	MABERLEY STREET	
MABERLEY STREET	SPRING GARDEN	STRAIGHT ON
<i>SPRING GARDEN</i>	<i>GALLOWGATE</i>	<i>LEFT</i>
<i>GALLOWGATE</i>	<i>MOUNTHOOLY ROUNDABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>MOUNTHOOLY ROUNDABOUT</i>	<i>MOUNTHOOLY</i>	
MOUNTHOOLY	KINGS CRESCENT	LEFT
KINGS CRESCENT	SPITAL	FOLLOW ON TO
SPITAL	COLLEGE STREET	FOLLOW ON TO
COLLEGE STREET	HIGH STREET	FOLLOW ON TO

STREET	TO	DIRECTION
HIGH STREET	ST MACHAR DRIVE	LEFT
<i>ST MACHAR DRIVE</i>	<i>BEDFORD ROAD</i>	<i>LEFT</i>
BEDFORD ROAD	POWIS TERRACE	RIGHT
<i>POWIS TERRACE</i>	<i>GREAT NORTHERN ROAD</i>	<i>FOLLOW ON TO</i>
<i>GREAT NORTHERN ROAD</i>	<i>KITTYBREWSTER ROUNDABOUT</i>	<i>RIGHT 4TH EXIT</i>
<i>KITTYBREWSTER ROUNDABOUT</i>	<i>ST MACHAR DRIVE</i>	
<i>ST MACHAR DRIVE</i>	<i>SEATON ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>SEATON ROUNDABOUT</i>	<i>KING STREET</i>	
<i>KING STREET</i>	<i>DON STREET</i>	<i>LEFT</i>
DON STREET	HILLHEAD CAMPUS BUS TURN POINT	LEFT
HILLHEAD CAMPUS BUS TURN POINT	DON STREET	TURN AT TURN POINT
<i>DON STREET</i>	<i>KING STREET</i>	<i>RIGHT</i>
<i>KING STREET</i>	<i>SEATON ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>SEATON ROUNDABOUT</i>	<i>SCHOOL ROAD</i>	
SCHOOL ROAD	GOLF ROAD	FOLLOW RIGHT
GOLF ROAD	PARK ROAD	FOLLOW ON TO
PARK ROAD	PARK STREET	FOLLOW ON TO
PARK STREET	BEACH BOULEVARD ROUNDABOUT	LEFT - 1ST EXIT
BEACH BOULEVARD ROUNDABOUT	BEACH BOULEVARD	
BEACH BOULEVARD	LINKS ROAD	LEFT
LINKS ROAD	CONSTITUTION STREET	LEFT
CONSTITUTION STREET	PARK STREET	LEFT
<i>PARK STREET</i>	<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>BEACH BOULEVARD</i>	
<i>BEACH BOULEVARD</i>	<i>LINKS ROAD</i>	<i>LEFT</i>
LINKS ROAD	URQUHART ROAD	LEFT
URQUHART ROAD	PARK ROAD	LEFT
<i>PARK ROAD</i>	<i>PARK STREET</i>	<i>FOLLOW ON TO</i>
<i>PARK STREET</i>	<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>BEACH BOULEVARD ROUNDABOUT</i>	<i>BEACH BOULEVARD</i>	
BEACH BOULEVARD	ESPLANADE	STRAIGHT ON - 2ND EXIT
ESPLANADE	KING STREET	RIGHT
<i>KING STREET</i>	<i>ELLON ROAD</i>	<i>FOLLOW ON TO</i>
<i>ELLON ROAD</i>	<i>GORDON BARRACKS ROUNDABOUT</i>	<i>ROUND - 4TH EXIT</i>

<i>GORDON BARRACKS ROUNDAABOUT</i>	<i>ELLON ROAD</i>	
<i>ELLON ROAD</i>	<i>KING STREET</i>	<i>FOLLOW ON TO</i>
<i>KING STREET</i>	<i>ESPLANADE</i>	<i>LEFT</i>
ESPLANADE	BEACH BOULEVARD	STRAIGHT ON - 1ST EXIT
BEACH BOULEVARD	LINKS ROAD	LEFT
LINKS ROAD	QUEENS LINKS ROUNDAABOUT	LEFT - 2ND EXIT
QUEENS LINKS ROUNDAABOUT	LINKS ROAD	
LINKS ROAD	ESPLANADE ROUNDAABOUT	ROUND - 3RD EXIT
ESPLANADE ROUNDAABOUT	LINKS ROAD	
LINKS ROAD	QUEENS LINKS ROUNDAABOUT	LEFT - 1ST EXIT
QUEENS LINKS ROUNDAABOUT	WELLINGTON STREET	
WELLINGTON STREET	YORK STREET	LEFT
YORK STREET	ESPLANADE	LEFT
ESPLANADE	LINKS ROAD	LEFT - 1ST EXIT
<i>LINKS ROAD</i>	<i>QUEENS LINKS ROUNDAABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>QUEENS LINKS ROUNDAABOUT</i>	<i>WELLINGTON STREET</i>	
WELLINGTON STREET	ST CLEMENT STREET	LEFT
ST CLEMENT STREET	CHURCH STREET	RIGHT
CHURCH STREET	WATERLOO QUAY	LEFT
<i>WATERLOO QUAY</i>	<i>WELLINGTON STREET</i>	<i>LEFT</i>
WELLINGTON STREET	ST CLEMENT STREET	LEFT
<i>ST CLEMENT STREET</i>	<i>MILLAR STREET</i>	<i>RIGHT</i>
MILLAR STREET	CASTLE TERRACE	FOLLOW ON TO
CASTLE TERRACE	COMMERCE STREET	LEFT
COMMERCE STREET	REGENT QUAY	RIGHT
<i>REGENT QUAY</i>	<i>VIRGINIA STREET</i>	<i>LEFT</i>
<i>VIRGINIA STREET</i>	<i>MARKET STREET</i>	<i>LEFT</i>
<i>MARKET STREET</i>	<i>NORTH ESPLANADE WEST</i>	<i>RIGHT</i>
<i>NORTH ESPLANADE WEST</i>	<i>QUEEN ELIZABETH BRIDGE ROUNDAABOUT</i>	<i>LEFT - 1ST EXIT</i>
<i>QUEEN ELIZABETH BRIDGE ROUNDAABOUT</i>	<i>QUEEN ELIZABETH BRIDGE</i>	
<i>QUEEN ELIZABETH BRIDGE</i>	<i>CRAIGINCHES ROUNDAABOUT</i>	<i>RIGHT - 3RD EXIT</i>
<i>CRAIGINCHES ROUNDAABOUT</i>	<i>WELLINGTON ROAD</i>	
<i>WELLINGTON ROAD</i>	<i>CRAIGSHAW DRIVE</i>	<i>RIGHT</i>
<i>CRAIGSHAW DRIVE</i>	<i>WEST TULLOS DEPOT</i>	<i>RIGHT</i>

Silver route 10




Title
Winter Gritting Routes 2020-21
Aberdeen Silver 10 Gritting Route

Coordinate Reference System: British National Grid
Projection: Transverse Mercator (Central Meridian: 2°0'0"W)
Datum: OSGB 1936
 Suitable for printing @ A3 Main Window Scale: 1:38,373

Legend
 ● ACC Depot
 — SERVICE
 - - - TRANSIT
 - - - SHIRE
 [] City Boundary

Data Sources, Acknowledgements & Notes
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Project / Report Information
 Project Name : Winter Gritting Routes 2020-21


ABERDEEN
 CITY COUNCIL

Audit Information
 Authored By : SM
 Date : 27/08/2020

SILVER 10		
FROM	TO	DIRECTION
<i>Bucksburn depot</i>	<i>Bankhead avenue</i>	<i>Left</i>
<i>Bankhead avenue</i>	<i>Sclattie roundabout</i>	<i>Right - 2nd exit</i>
<i>Sclattie roundabout</i>	<i>Inverurie road</i>	
<i>Inverurie road</i>	<i>Awpr slip road</i>	<i>Left - 1st exit</i>
<i>Awpr slip road</i>	<i>Awpr south</i>	<i>Follow on to</i>
<i>Awpr south</i>	<i>Awpr south kingswells junction</i>	<i>Left - 1st exit</i>
<i>Awpr south kingswells junction</i>	<i>A944</i>	
<i>A944</i>	<i>Kingswells roundabout</i>	<i>Straight on - 2nd exit</i>
<i>Kingswells roundabout</i>	<i>Skene road</i>	
<i>Skene road</i>	<i>Middencraig roundabout</i>	<i>Left - 1st exit</i>
<i>Middencraig roundabout</i>	<i>Lang stracht</i>	
<i>Lang stracht</i>	<i>Lang stracht (bus gate)</i>	<i>Left</i>
Lang stracht (bus gate)	Fairley road	Right
Fairley road	Kingswood drive	Right
Kingswood drive	Kingswells crescent	Right
Kingswells crescent	Chapel of stoneywood - fairley road	Left
<i>Chapel of stoneywood - fairley road</i>	<i>Kingswood drive</i>	<i>Left</i>
Kingswood drive	Kingswells crescent	Left
Kingswells crescent	Kingswells avenue	Right
Kingswells avenue	Kingswood drive	Left
Kingswood drive	Kingswood drive	Follow on to
Kingswood drive	Chapel of stoneywood - fairley road	Left
Chapel of stoneywood - fairley road	Fairley road	Left
Fairley road	Fairley road	Left
Fairley road	Fairley road	Follow on to
FROM	TO	DIRECTION
<i>Fairley road</i>	<i>Kingswood drive</i>	<i>Left</i>
<i>Kingswood drive</i>	<i>Chapel of stoneywood - fairley road</i>	<i>Left</i>
Chapel of stoneywood - fairley road	Kingswells roundabout	Straight on - 2nd exit
Kingswells roundabout	Cults - kingshill road	
Cults - kingshill road	Blacktop road	Right
Blacktop road	Bishopdams road	Turn around
Bishopdams road	B9119 to city limit	Left
B9119 to city limit	B9119	Straight on
<i>B9119</i>	<i>Prospect roundabout</i>	<i>Straight on - 2nd exit</i>
<i>Prospect roundabout</i>	<i>B9119</i>	
<i>B9119</i>	<i>TAQA roundabout</i>	<i>Straight on - 2nd exit</i>
<i>TAQA roundabout</i>	<i>B9119</i>	
<i>B9119</i>	<i>Total roundabout</i>	<i>Straight on - 2nd exit</i>
<i>Total roundabout</i>	<i>B9119</i>	
<i>B9119</i>	<i>Carnie roundabout</i>	<i>Left - 1st exit</i>
<i>Carnie roundabout</i>	<i>Malcolm road to city limit</i>	
<i>Malcolm road to city limit</i>	<i>Malcolm road</i>	<i>Follow on</i>

<i>Malcolm road</i>	<i>Contlaw road</i>	<i>Left</i>
Contlaw road	Culter house road	Follow on to
Culter house road	Awpr access road	Right
<i>Awpr access road</i>	<i>North deeside road</i>	<i>Right</i>
<i>North deeside road</i>	<i>Malcolm road</i>	<i>Right</i>
<i>Malcolm road</i>	<i>Johnston gardens</i>	<i>Right</i>
Johnston gardens	Johnston gardens	Turn at bus terminus
<i>Johnston gardens</i>	<i>Malcolm road</i>	<i>Right</i>
<i>Malcolm road</i>	<i>North deeside road</i>	<i>Left</i>
FROM	TO	DIRECTION
<i>North deeside road</i>	<i>School road</i>	<i>Left</i>
School road	Coronation road	Right
Coronation road	North deeside road	Left
North deeside road	Milltimber brae	Right
Milltimber brae	Milltimber brae	Turn
Milltimber brae	North deeside road	Right
North deeside road	Kirk brae	Left
Kirk brae	Blacktop road	Straight on
Blacktop road	Baillieswells road	Left
Baillieswells road	North deeside road	Left
North deeside road	Quarry road	Left
Quarry road	Hillview crescent	Right
Hillview crescent	Cults avenue	Right
Cults avenue	North deeside road	Left
<i>North deeside road</i>	<i>Kirk brae</i>	<i>Left</i>
<i>Kirk brae</i>	<i>Friarsfield road</i>	<i>Right</i>
Friarsfield road	Abbotshall road	Right
Abbotshall road	North deeside road	Right
North deeside road	Kirk brae	Right
Kirk brae	Friarsfield road	Right
Friarsfield road	Craigton road	Follow on to
Craigton road	Airyhall avenue	Left
Airyhall avenue	Countesswells road	Left
Countesswells road	Cults - kingshill road	Right
<i>Cults - kingshill road</i>	<i>Cults - kingshill road</i>	<i>Left - 1st exit</i>
<i>Cults - kingshill road</i>	<i>A944</i>	
<i>A944</i>	<i>Awpr south kingswells junction</i>	<i>Right - 5th exit</i>
<i>Awpr south kingswells junction</i>	<i>Awpr north</i>	
<i>Awpr north</i>	<i>Awpr north</i>	<i>Follow on to</i>
<i>Awpr north</i>	<i>A96 connector road</i>	<i>Right</i>
<i>A96 connector road</i>	<i>Airport roundabout</i>	<i>Right - 3rd exit</i>
<i>Airport roundabout</i>	<i>A96</i>	
<i>A96</i>	<i>Sc lattie roundabout</i>	<i>Left - 1st exit</i>
<i>Sc lattie roundabout</i>	<i>Bankhead avenue</i>	
<i>Bankhead avenue</i>	<i>Bucksburn depot</i>	<i>Right</i>

(c) **SNOW CLEARANCE AREAS**

After priority routes have been cleared, when lying snow persists this will be tackled on an area basis in accordance with the following areas.

1.	BUCKSBURN	West of Auchmill Rd Dual Carriageway Section South of Bankhead Road Railway Bridge and Greenburn Drive
2.	DYCE	North of Bankhead Road Railway Bridge and Greenburn Drive
3.	BRIDGE OF DON	North of Bridge of Don, and North of Brig o' Balgownie
4.	KINGSWELLS	
		<u>AREAS BOUNDED BY</u>
5.	NORTHFIELD	NORTH Heathryfold Housing Scheme SOUTH Provost Fraser Drive EAST North Anderson Drive WEST Howes Road
6.	WOODSIDE	NORTH River Don SOUTH Rosehill Drive / Back Hilton Road EAST Great Northern Road / Powis Terrace WEST North Anderson Drive
7.	SEATON / TILLYDRONE	NORTH River Don SOUTH St Machar Drive - School Road EAST Beach Esplanade WEST Donbank Terrace, Don Street / Great Northern Road
8.	MASTRICK	NORTH Provost Fraser Drive SOUTH Lang Stracht

		EAST	North Anderson Drive
		WEST	Sheddocksley Housing Scheme
9.	CORNHILL / CAIRNCRY	NORTH	Rosehill Drive / Back Hilton Road
		SOUTH	Westburn Road / Hutcheon Street
		EAST	George Street / Powis Terrace
		WEST	North Anderson Drive
10.	OLD ABERDEEN	NORTH	St Machar Drive / School Road
		SOUTH	Hutcheon Street / Nelson Street / Urquhart Road
		EAST	Beach Esplanade
		WEST	Powis Terrace/George Street
11.	ST. CLEMENTS	NORTH	Nelson Street / Urquhart Road / Hutcheon Street
		SOUTH	Regent Quay / Waterloo Quay
		EAST	Beach Esplanade
		WEST	Mount Street / South Mount Street / Rosemount Viaduct / Schoolhill / St Lang Stracht
12.	WOODEND / SUMMERHILL	NORTH	
		SOUTH	Skene Road/Queen's Road
		EAST	Anderson Drive
		WEST	A944 Lang Stracht
13.	MIDSTOCKET / KINS GATE	NORTH	Westburn Road
		SOUTH	Queen's Road / Carden Place / Skene Street
		EAST	Mount Street / South Mount Street
		WEST	Anderson Drive
14.	CENTRAL AREA	NORTH	Skene Street/Schoolhill
		SOUTH	Willowbank Road / Springbank Terrace/Guild Street
		EAST	St Nicholas Street/Market Street
		WEST	Rose Street/Holburn Street
15.	HAZLEHEAD / BRAESIDE	NORTH	Skene Road / Queen's Road
		SOUTH	North Deeside Road / Great Western Road
		EAST	Anderson Drive
		WEST	Woodlands / Craigton Road
16.	HOLBURN / BROOMHILL	NORTH	Queen's Road / Carden Place
		SOUTH	Holburn Street

		EAST	Rose Street
		WEST	South Anderson Drive
17.	FERRYHILL	NORTH	Willowbank Road / Springbank Terrace / Guild Street
		SOUTH	Riverside Drive / North Esplanade West
		EAST	Market Street
		WEST	Holburn Street
18.	TORRY	NORTH	South Esplanade West / East / Greyhope Road
		SOUTH	Tullos Industrial Estate
		EAST	Greyhope Road / Coast Road
		WEST	Wellington Road
19.	MANNOFIELD / GARTHDEE	NORTH	North Deeside Road/Great Western Road
		SOUTH	Garthdee Road
		EAST	South Anderson Drive
		WEST	Pitfodels Station Road
20.	KINCORTH	NORTH	South Deeside Road / Great Southern Road
		SOUTH	Wellington Road (Charleston)
		EAST	Wellington Road
		WEST	City Boundary
21.	COVE	NORTH	Tullos Industrial Estate
		SOUTH	City Boundary
		EAST	Sea
		WEST	Wellington Road
22.	CULTS/BIELDSIDE	NORTH	Countesswells Road
		SOUTH	River Dee
		EAST	Craigton Road / Pitfodels Station Road
		WEST	Hillhead Road
23.	MILLTIMBER	NORTH	A944
		SOUTH	River Dee
		EAST	Hillhead Road
		WEST	Contlaw Road
24.	CULTER	NORTH	City Boundary
		SOUTH	River Dee
		EAST	Contlaw Road
		WEST	Anguston Road

(e) **FOOTWAY ROUTES**

Location of Plant and Resources (Footways)

<u>Area</u>		<u>Plant</u>	<u>Depot</u>
1.	Bucksburn	1 Kubota	Bucksburn
2.	Dyce	Shared area 1	
3.	Bridge of Don	3 Kubota	Bucksburn
4.	Kingswells	1 Kubota	Bucksburn
5.	Northfield	2 Kubota	Mastrick
6.	Woodside	Shared area 13	
7.	Seaton / Tillydrone	1 Kubota	Bucksburn
8.	Mastrick	2 Kubota	Mastrick
9.	Cornhill / Cairncry	1 Kubota	Tullos
10.	Old Aberdeen	Shared Area 7	
11	St Clements	Shared Area 14	
12	Woodend / Summerhill	1 Kubota	Tullos
13	Midstocket / Kings Gate	1 Kubota	Tullos
14	Central Area	2 Kubota	Tullos
15	Hazelhead / Braeside	Shared area 19	
16	Holburn / Broomhill	Shared Area 14	
17	Ferryhill	Shared Area 20	
18	Torry	Shared Area 21	
19	Mannofield / Garthdee	1 Kubota	Tullos
20	Kincorth	1 Kubota	Tullos
21	Cove	1 Kubota	Tullos
22	Cults / Bielside	1 Kubota	Tullos
23	Milltimber	1 Kubota	Tullos
24	Culter	1 Kubota	Tullos

Priorities in Treatment

When working in above locations, priority to be given to those areas, as part of an area response steep gradients, and to City Centre Routes 1 and 2, in particular.

The footways within Areas 1 to 24 will be treated on an area by area basis. However, within each specific area, the footways indicated in the following footway sections will be given priority within that area.

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 1

Commence Bridge of Dee Roundabout at Holburn Street
Holburn Street East F/P to Riverside Terrace
Drive to Holburn Street at Fonthill Road
Holburn Street East F/P to Union Street
Union Street South F/P to Bridge Street
Bridge Street West F/P to Guild Street
Bridge Street East F/P to Union Street
Union Street South F/P to Market Street
Market Street West F/P to North Esplanade West
Market Street East F/P to Union Street
Union Street South F/P to Castle Street
Castle Street South F/P to King Street
King Street East F/P to Nelson Street
King Street West F/P to Castle Street
Castle Street North F/P to Broad Street
Broad Street East F/P to Schoolhill
Schoolhill North F/P to Rosemount Viaduct
Rosemount Viaduct North F/P to South Mount Street
South Mount Street East F/P to Rosemount Place
Rosemount Place North F/P to Argyll Place
Rosemount Place South F/P to South Mount Street
South Mount Street West F/P to Rosemount Viaduct
Rosemount Viaduct South F/P to Union Terrace
Union Terrace West F/P to Union Street
Union Terrace East F/P to Schoolhill
Schoolhill South F/P to Broad Street
Broad Street West F/P to Union Street
Union Street North F/P to Holburn Street
Holburn Street West F/P to Union Grove
Union Grove North F/P to Forest Avenue
Union Grove South F/P to Holburn Street
Holburn Street West F/P to Nellfield Place
Drive to Holburn Street/Riverside Terrace
Holburn Street West F/P to Bridge of Dee Roundabout

CITY CENTRE FOOTWAY PRIORITY 1 GRITTING ROUTE 2

Drive Rose Street
Rose Street West F/P to Thistle Street
Thistle Street South F/P to Albert Street
Thistle Street North F/P to Rose Street
Rose Street West F/P to Esslemont Avenue
Esslemont Avenue West F/P to Rosemount Place
Esslemont Avenue East F/P to Rose Street
Rose Street East F/P to Union Street
Drive to Chapel Street/Union Street Junction
Chapel Street West F/P to Huntly Street
Huntly Street South F/P to Rose Street
Drive to Huntly Street/Chapel Street Junction
Chapel Street East F/P to Union Street
Drive to Union Street/Bon Accord Street Junction
Bon Accord Street West F/P to Fonthill Road
Bon Accord East F/P to Union Street
Drive to Union Street/Crown Street Junction
Crown Street West F/P to Ferryhill Road
Ferryhill Road North F/P to Bon Accord Street
Ferryhill Road South F/P to Crown Street
Crown Street East F/P to Union Street
Drive to Windmill Brae North F/P to Bath Street
Windmill Brae South F/P to Crown Street
Drive to Bridge Street/Link Brae Junction
Link Brae South F/P
Drive to Guild Street/Bridge Street Junction
Guild Street North F/P to Market Street
Trinity Quay North F/P to Marischal Street
Drive to West North Street Littlejohn Street Junction
Littlejohn Street South F/P
Drive to Gallowgate Upper Kirkgate Junction
Gallowgate West F/P to Berry Street
Berry Street South F/P to Loch Street
Loch Street South F/P to George Street
George Street West F/P to John Street
John Street South F/P to North St Andrew Street
John Street North F/P to George Street
George Street West F/P to Hutcheon Street
George Street East F/P to Loch Street
Loch Street North F/P to Berry Street
Berry Street North F/P to Gallowgate
Gallowgate East F/P to Littlejohn Street
Littlejohn Street North F/P

AREA	PRIORITY 2 FOOTWAYS
1. BUCKSBURN	Kepplehills Road Sclattie Park Sclattie Circle Hopetoun Grange Howes View Bankhead Road Oldmeldrum Road
2. DYCE	Victoria Street (Riverview Dr to Gladstone Pl.) Dyce Shopping Centre
3. BRIDGE OF DON	Newburgh Road Jesmond Drive (Middleton Rd to Whitestripes Way) Braehead Way Bodachra Road Harehill Road Cairnfold Road Danestone Terrace Scotstown Gardens Ellon Road (Bridge of Don to Broadfold Road)
5. NORTHFIELD	Lintmill Terrace Quarry Road (at shops) Byron Avenue (at shops) Moir Green (at shops)
7. SEATON / TILLYDRONE	King Street (School Road to High Flats) School Road Tillydrone Avenue Tillydrone Terrace Wingate Road Dempsey Terrace Conningham Gardens
8. MASTRICK	Greenfern Road (at shops)
9. CORNHILL / CAIRNCRY	Cornhill Road (Ashgrove Rd to Westburn Rd) Berryden Road Rosehill Drive (at shops)
11. ST. CLEMENTS	Boulevard (Roundabout to Railway Bridge)
12. WOODEND /	Eday Drive Eday Road (Eday Dr to Stronsay Dr)

SUMMERHILL	Summerhill Shopping Centre
15. HAZLEHEAD / BRAESIDE	Countesswells Road (at shops) Springfield Road (Countesswells to Airyhall) Great Western Road (Morningside Rd to South Anderson Drive)
17. FERRYHILL	South Crown Street Albury Place
18. TORRY	Menzies Road (at shops corner of Grampian Place and Victoria Rd end) Grampian Place (Menzies Rd to Walker Rd) Victoria Road (Menzies Rd to Mansfield Rd) Mansfield Road Glenbervie Road Abbey Place Rockall Road Ladywell Place Brimmond Place Battock Place Oscar Place
19. MANNOFIELD / GARTHDEE	Morrison Drive Ivanhoe Walk Talisman Walk Deeside Gardens Deeside Drive Deeside Crescent
22. CULTS / BIELDSIDE	Abbotshall Road Kirk Brae North Deeside Road (South Avenue to Cults Hotel) Cults Avenue Hillview Crescent Quarry Road Cairn Road Baillieswells Road North Deeside Road (at Bielside Shops)
23. MILLTIMBER	Contlaw Brae Monearn Gardens
24. CULTER	Malcolm Road North Deeside Road (Malcolm Rd to Cairn Rd) School Road Towerview Road Coronation Road Cairn Road

(f) **STEPS/RAMPS FOR SPECIAL ATTENTION**

Treatment of Priority One Steps/Ramps will be done at the start of continual action.

Priority One

Commerce Street to Castlehill	Steps/Ramp
Crown Terrace to Bridge Street	Steps
Green to Union Street	Steps
Mounthooly	Steps
Skene Terrace to North Silver Street	Steps
Virginia Street to Castle Terrace	Steps
Virginia Street to Marischal Street	Steps
Union Street - Correction Wynd	Steps

Priority Two

Auchmill Road	Steps
Bankhead Road to A947	Steps/Ramp
Beach Boulevard to Castlehill Terrace	Steps
Beach Boulevard to Hanover Street	Steps
Belmont Street – Denburn Road (Patagonian Court)	Steps
Gilbert Road Underpass (both sides)	Ramps
Great Northern Road to Deer Road	Steps / Ramps
Greenburn Underpass (both sides)	Steps/Ramps
Ivanhoe Walk	Steps
Kepplehills Road	Steps at Shops
Mansfield Road	Steps
Morningside Road to Deeside Gardens	Steps
St Johns Road to A947	Steps/Ramp
Sclattie Park	3 Sets Steps
Talisman Walk	Steps

(g) CYCLEWAYS

Cycleways will be treated in line with Priority 2 Footways

The Westhill path (from City boundary to Hazlehead Roundabout)

The Shell path

Cycle paths along Stoneywood Road (section of National Cycle Network)

Cove Road to Duthie Park where cycleway is part of a shared footpath

Wellheads Drive cycle path where cycleway is part of a shared footpath

Cycle paths along Wellington Road where cycleway is part of a shared footpath

(h) PARKS, CEMETERY ACCESSES, CREMATORIA ACCESS, SHELTERED HOUSING ACCESSES, UNADOPTED FOOTWAYS THROUGH COUNCIL HOUSING AREAS AND ACCESS TO OTHER COUNCIL PROPERTY

The following are lists from the above categories which should be given priority treatment.

1. Accesses to all sheltered housing complexes:

Multi Storey Sheltered:		
Area 5 & 8	Area 6,7 & 9	Area 16, 18 & 20
Granitehill House Regensburg Court Smithfield Court	Ashgrove Court/Gillespie Castleton Court Clifton Court Donview House Fullerton Court Hilton Court Lord Hays Court Meadow Court Murray Court Seaton House Seaview House St Clements Court Stewart Park Court Woodhill Court	Balmoral Court Brimmond Court Gairn Court

Low Rise Sheltered Complexes:		
Area 5 & 8	Area 6,7,9 & 11	Area 16, 18, 19 & 20
Berrymoss Court Charlie Devine Court Clashieknowe Denmore Court/V.S. Fairley Den Gray Court Hamewith Kingswood Court Lewis Court Merrivale Parkhill Court Quarryhill Court Taransay Court	Aberdon Court Bede House Court Constitution Court Dominies Court Loch Court Short Loanings South Constitution Street Stocket Grange	Balnagask Cottages(1) Balnagask Cottages(2) Craigton Park Densat Court Janesfield Manor Margaret Clyne Court Mark Bush Court Provost Hogg Court Rorie Court Thorngrove Court

2. Accesses to following Social Work Properties

Area 5 & 8	Area 6,7 & 9	Area 15, 18, & 20
Quarry Centre, Cumming's Park Crescent		Kincorth Social Work Office, Fauld's Row
Mastrick Social Work Office, Greenfern Road	Rosehill Centre, 202 Ashgrove Road West	Pitfodels House, North Deeside Road, Cults
Williamson Family Centre, Mastrick Close	Croft House, Oldcroft Place	Craigton Road Day Centre, Craigielea Gardens
Community Special Needs Group, 2 Croft Road	Aberdon House, Coningham Road, Tillydrone	Deeside Family Centre, Girdleness Road
Burnside Day Centre, Mastrick Drive		

3. Accesses to the following Cemeteries and Crematoria:

Area 2 & 6		Area 12,18,19,& 24
Dyce Grove Cemetery		Hazlehead Crematorium Culter Church Cemetery Springbank Cemetery Nigg Church Cemetery Hazlehead Cemetery

4. Accesses to the following Shopping Centres

Area 5 & 8	Area 7 & 9	Area 20
Byron Square	Hayton Road	Provost Watt Drive
Greenfern	Tillydrone	Kincorth
Cummingspark	Foresterhill Road, Cornhill	

5. Accesses to restaurants, where open, toilets, steps and ramps within the City Council's parks and garden

	Area 13	Area 17
	Westburn Park	Duthie Park (From Polmuir Road Entrance)

With the exception of the specific locations detailed above, all other areas in the above categories will receive priority 2 treatment.

The following Multi Storey Blocks are part of the list which will receive priority 2 treatment:

MULTI-STOREY BLOCKS		
Area 8	Area 7,9,10 & 11	Area 15 & 20
Mastrick Land	Aulton Court Balgownie Court Bayview Court Beachview Court Beechwood Court Cairncry Court Cornhill Court Denburn Court Donside Court Elphinstone Court Gilcomstoun Land Grandholm Court Greig Court Hutcheon Court Inverdon Court Kings Court Linksfield Court Marischal Court Northsea Court Oldcroft Court Porthill Court Promenade Court Regent Court Rosehill Court Seamount Court St Machar Court St Ninian Court Stockethill Court Thistle Court Tillydrone Court Virginia Court	Bruce House Davidson House Grampian Court Kincorth Land Morven Court Rose House Wallace House

**OPERATIONAL
PLAN
APPENDIX D – STOCK AND TREATMENT GUIDANCE**

(a) Community Grit/Salt Bins.

Small quantities of salt (for use on the public roads and footpaths) are available free of charge to members of the public, subject to them supplying a suitable container and shovel, from the community grit bins sited at the following location.

COMMUNITY	ADDRESS OF COMMUNITY BIN LOCATION	DETAILED LOCATION
Bridge of Don	Park and Ride	In south car park.
City Centre - Crown Terrace	Near St John's Place, junction.	Next to recycling point.
City Centre - Justice Street	Near Recycling Point	Next to recycling point.
City Centre - Kidd Street	Kidd Street, Aberdeen, AB10 1TB	Green Space to rear of Gilcomston Land Flat Block
Countesswells Road	Countesswells Road, Aberdeen, AB15 7RE	Settled surface opposite property number 210
Cove	Loirston Close	Public House car park
Craibstone	Park and Ride	At entrance to south carpark
Danestone	Laurel Drive, AB22 8HB	Tesco car park – next to recycling facilities
Dyce	Netherview Avenue Dyce, Aberdeen, AB217NG	Asda car park – Next to recycling facilities
Garthdee	Garthdee Road, Aberdeen, AB107QA	Asda car park – Next to recycling facilities
Kingswells	Park and Ride	Next to recycling point and bins
Mastrick	Fernhill Drive, AB16 6QT	Near junction with Fernhill Road
Northfield	Byron Square, Aberdeen, AB16 7LL	Byron Square next to bins in carpark
Peterculter	Johnston Gardens North. Peterculter, AB14 0LD	At turning area near number 129
Regent Walk	Near Regent Court	Regent court carpark, near entrance
Rosemount	65 Leadsid road, Aberdeen, AB25 1RX	Outside 65 Leadsid road next to bins
Seaton Drive	Near King Street Junction	Carpark on entry to Seaton Walk
Tillydrone	Pennan Road, Aberdeen, AB24 2UD	Opposite family centre / library
Torry	Girdleness Road	Layby opposite 223 Girdleness Road
Woodside	Anderson Road, Aberdeen, AB24 4NS	At the top of Anderson Road, next to Stewart Park

(b) – Decision Making Treatment Matrix – Precautionary Treatments

WINTER TREATMENT SPREAD RATE MATRIX SCOTS WINTER SERVICE SUBGROUP ADVICE

Salt Type	Precautionary Treatment for frost / ice	Variation of Well Maintained Highways Appendix H - September 2013					
		Column C	Column D	Column G	Column H	Column K	Column L
		Poor Cover medium Traffic Normal Loss	Poor Cover medium Traffic High Loss	Fair Cover medium Traffic Normal Loss	Fair Cover medium Traffic High Loss	Good Cover medium Traffic Normal Loss	Good Cover medium Traffic High Loss
Dry Salt	RST at or above -2 Degrees and damp road conditions <i>Table H9 of Code - where the road surface is dry no action is needed even when conditions are below zero</i>	10(8)	10(8)	10(8)	10(8)	10(8)	10(8)
Pre-wet Salt		10(8)	10(8)	10(8)	10(8)	10(8)	10(8)
Treated Salt		10(7)	10(7)	10(7)	10(7)	10(7)	10(7)
Dry Salt	RST at or above -2 Degrees and wet road conditions	15(13)	20(16)	10 or 15(11)	15(13)	10(8)	10
Pre-wet Salt		15(12)	15(14)	10(10)	15(12)	10(8)	10(9)
Treated Salt		10(10)	10 or 15(11)	10(8)	10(10)	10(7)	10(7)
Dry Salt	RST below -2 deg C and above -5 deg C and damp road conditions	15 or 20(17)	20	10 or 15(14)	20(17)	10 or 15(11)	15(13)
Pre-wet Salt		15 or 20(16)	20(18)	15(14)	15(16)	15(11)	15(12)
Treated Salt		15(12)	15(14)	10 or 15 (11)	15(12)	10(8)	10(10)
Dry Salt	RST below -2 deg C and above -5 deg C and wet road conditions	1 x 20 then monitor & treat as required(2x17)	1 x 20 then monitor & treat as required(2x20)	1 x 20 then monitor & treat as required(2x28)	1 x 20 then monitor&treatas required(2x17)	20(20)	1 x 20 then monitor & treat as required(25)

Pre-wet Salt		1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x18)	1 x 20 then monitor & treat as requ'ed (27)	1 x 20 then monitor & treat as requ'ed(31)	1 x 20 then monitor & treat as requ'ed(21)	1 x 20 then monitor & treat as required(24)
Treated Salt		1 x 20 then monitor & treat as required(24)	1 x 20 then monitor & treat as requ'ed(28)	1 x 20 then monitor & treat as requ'ed (21)	1 x 20 then monitor & treat as requ'ed(24)	1 x 20 then monitor & treat as requ'ed(16)	1 x 20 then monitor & treat as required(19)
Dry Salt	RST at or below -5 deg C and above -10 deg C and damp road conditions	1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x19)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor&treatas requ'ed(2x16)	20	1 x 20 then monitor & treat as required(24)
Pre-wet Salt		1 x 20 then monitor & treat as required(2x16)	1 x 20 then monitor & treat as requ'ed(2x18)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor & treat as requ'ed(31)	1 x 20 then monitor & treat as requ'ed(21)	1 x 20 then monitor & treat as required(24)
Treated Salt		1 x 20 then monitor & treat as required(23)	1 x 20 then monitor & treat as requ'ed(27)	1 x 20 then monitor & treat as requ'ed (20)	1 x 20 then monitor & treat as requ'ed(23)	1 x 20 then monitor & treat as requ'ed(15)	1 x 20 then monitor & treat as required(18)
Dry Salt	RST below -5 deg C and above -10 deg C and wet road conditions	1 x 20 then monitor & treat as required(32)	1 x 20 then monitor & treat as requ'ed(2x39)	1 x 20 then monitor & treat as requ'ed(2x27)	1 x 20 then monitor&treatas requ'ed(2x32)	1 x 20 then monitor or&treatas requ'ed(2x20)	1 x 20 then monitor & treat as required(2x24)
Pre-wet Salt		1 x 20* then monitor & treat as required(2x31)	1 x 20 then monitor & treat as requ'ed(2x36)	1 x 20 then monitor & treat as requ'ed2x(27)	1 x 20 then monitor & treat as requ'ed(2x31)	1 x 20 then monitor & treat as requ'ed(2x21)	1 x 20 then monitor & treat as requ'ed(2x24)
Treated Salt		1 x 20 then monitor & treat as req'red(2x23)	1 x 20 then monitor & treat as requ'ed(2x27)	1 x 20 then monitor & treat as requ'ed(2x20)	1 x 20 then monitor & treat as requ'ed(2x23)	1 x 20 then monitor & treat as requ'ed(30)	1 x 20 then monitor & treat as required(2x18)

Key:

() = Appendix H recommendations

- a. The treatment matrix assumes no residual de-icing material on the carriageway. The presence of residual de-icing material will be taken into account and spread rates adjusted in preparing proposed action plans. Evidence of residual salt should be based on IPS sensor/camera feedback or visual inspection.
- b. Particular attention should be given to possibility of water running across carriageways and other surfaces e.g., off adjacent fields after heavy rains, washing off previously deposited salt. Such locations should be closely monitored and may require further treatments
- c. If rain is forecast to fall on frozen surfaces then treatment should take place on the dry roads prior to the commencement of the rain and again during the rainfall until

temperatures are above 0°C, subject to being completed within the council's hours of cover.

- d. Salt is less effective when road temperatures are below –5°C. However salt and grit may be used on sheet ice or hard-packed snow when temperatures are exceptionally low. Where hard packed snow and ice have formed and cannot be removed by ploughing, a salt sand mix can be used in successive treatments at a spread rate of 20 – 40 g/sqm. This aids vehicle traction and acts to break up the snow and ice.

(c) Precautionary Treatment Matrix for Snow Conditions

Salt Type	Precautionary Treatments Before Snow or Freezing rain	Light or Medium Traffic	Heavy Traffic
Dry Salt	Light Snow Forecast <10mm	20g/m ²	20g/m ²
Pre-wet Salt		20g/m ²	20g/m ²
Treated Salt		15g/m ²	15g/m ²
Dry Salt	Moderate/Heavy Snow Forecast >10mm	20g/m ²	40g/m ²
Pre-wet Salt		20g/m ²	40g/m ²
Treated Salt		15g/m ²	30g/m ²
Dry Salt	Freezing rain Forecast	1 x20g/m ² then monitor	
Pre-wet Salt		1 x20g/m ² then monitor	
Treated Salt		1 x15g/m ² then monitor	

(d) Reactive Treatment Matrix for Ice and Compacted Snow Conditions

Non – Precautionary/Reactive Treatments of Snow/Ice		
During snowfall	Salt - 20g/m ²	
Thin layers of Ice < 1mm RST above -5C	Salt - 20g/m ²	
Thin layers of Ice < 1mm RST below -5C	Salt - 20g/m ²	Consider using Mixtures – 20-40g of Sand/Salt
Thin layers of compacted snow/ice up to 5mm thickness.	Mixtures – 20-40g of sand/salt	
Layer of compacted snow/ice greater than 5mm thickness.	Mixtures – 20-40g of sand/salt	Consider using sand only.

(e) Appropriate Salt and Grit Stock Levels

Salt stocks

Winter Period	1st October to 30th March
Core Winter Period	1st
November to 1 March Days Resilience (Overall Winter Period)	9 days
Days Resilience (Core Winter Period)	15 days

Depot Tonnage	Non-Winter stock		Non-Core Winter Period		Core Winter Period	
	Min	Max	Min	Max	Min	Max
Bucksburn	2000	4100	3250	10500	3,750	10750
Tullos	0	250	400	1000	500	1000
Total	2000	4350	3650	11500	4250	11750

Application of resilience measures to be considered at the following stock levels.

All depots	Non-Winter stock	Non-Core Winter Period	Core Winter Period
Tonnes	N/A	2690	4485

The service is to have access to 200 tonnes of grit during the core winter period.

Mutual aid in salt supply and other aspects of winter service and contingency arrangements in advance, are in place through the Salt Cell Group. The 32 Scottish Councils are represented on this group through SCOTS, SOLACE and COSLA. Salt Cell is monitoring salt restock for winter 2020/21.

OPERATIONAL PLAN APPENDIX E – FLOODING GUIDANCE

Organisations and roles

A number of organisations are involved in managing the risk from flooding in Aberdeen City. The Flood Risk Management (Scotland) Act 2009 places a duty on them to work together to reduce the overall risk. The specific duties on each include.

Scottish Government

- Setting National Policy on Flood Risk Management and Flood Warning.
- Provision of resources to enable authorities to address flood risk.

SEPA – Scottish Environmental Protection Agency.

- SEPA is Scotland's national flood forecasting, flood warning and strategic flood risk management authority.
- SEPA provide advice and work with other organisations to ensure that a nationally consistent approach to flood risk management is adopted. They are also responsible for producing Scotland's Flood Risk Management Strategies.
- SEPA's [website\(external\)](#) contains detailed information on flooding including live flood updates, a frequently asked questions section which includes measures and products that householders would find useful in helping to protect their property from flooding.
- The flood warning system provided by SEPA in conjunction with the Met Office covers the whole of Scotland and is based on Flood Alerts, Flood Warnings and Severe Flood Warnings. Details are available on [Floodline \(external\)](#).
- SEPA also provides a comprehensive map of locations that may be affected by River, Coastal or Surface Water flooding. [Flood Map \(external\)](#).

Scottish Water

- Scottish Water is responsible for dealing with the immediate impact of flooding from sewers. If a flood contains sewage or foul water from a sewer it should be reported to Scottish Water on:

0800 0778 778 or online at [Scottish Water \(external\)](#)

- In addition to maintaining the public sewer system Scottish Water maintains any public sections of drainage systems through which curtilage water from (roofs and paved surfaces) within a property discharge. The private sections of these systems are the responsibility of the property owner. Scottish Water manage the discharge of this water once it enters the public sewers.
- Working in partnership with the local authority and emergency services.
- Working with other bodies such as SEPA, local authorities and the emergency services during a flood event to alleviate any flooding from public sewers.
- Dealing with any flooding and repairing the resulting damage caused by burst water mains and sewers.
- Not responsible for private guttering within a property boundary, this is the responsibility of the property owner.

Police Scotland

- Co-ordinate the actions of all agencies involved during a **major** incident.
- Will control the scene at its outer limits by setting up cordon points and setting up a traffic management system in conjunction with the Local Authority.

- Responsible for the protection of life and coordinating evacuation of an area if required.
- Contact number 101 or in an emergency 999. [Police Scotland \(external\)](#).

Scottish Fire and Rescue Service

- The Scottish Fire and Rescue service has a duty to save lives in the event of serious flooding.
- Working locally with partner organisations and agencies to ensure effective wider consequence emergency response plans are developed for identified local risks.
- Fulfilling statutory duties in relation to the Civil Contingencies Act 2004 by contribution to the Grampian Local Resilience Partnership and North of Scotland Regional Resilience Partnership.
- Contact number 101 or in an emergency 999. [Scottish Fire and Rescue Service \(external\)](#) .

Maritime and Coastguard Agency.

- Taking the lead role in dealing with incidents at sea and inland water.
- Minimising loss of life amongst seafarers and coastal users.
- Responding to maritime emergencies 24 hours a day.
- Responding to non-maritime incidents such as floods, searches or assisting in evacuating areas.
- Maritime and Coastguard Agency [website \(external\)](#).
- Contact phone number locally - 020 3817 2001.
- Local Aberdeen Coastguard team [website \(external\)](#) phone number - 01224 592334 in emergency call 999 and ask for Coastguard.

Met Office

- Produces weather forecasts to help the UK public make informed decisions about day-today activities.
- Warns people of extreme weather to allow them to mitigate its impacts.
- Provides forecasting services to SEPA.
- Not Aberdeen City Council's winter forecast provider.
- Met office [website \(external\)](#).

Transport Scotland

- Gully (gutter and drain covers) maintenance for trunk roads.
- Trunk road closures.
- [Transport Scotland](#)

Landowners

- Have a responsibility for the maintenance of watercourses and other water bodies including repairs and clearing.
- Have a responsibility for private flood defenses on their land and maintenance of private drainage systems.

Homeowners

- Responsible for protecting their property from flooding.
- Responsible for acquiring home contents and buildings insurance. Advice regarding flooding insurance is available at [FloodRE \(external\)](#)
- Responsible for taking action to prepare for flooding
- Responsible for maintaining private drainage, including gullies and drains on shared private access roads and courtyards
- Property owners can register with SEPA to have local flood warnings sent directly to their phone. [Sign up to Floodline \(external\)](#)
- Additional flooding advice and support for property owners and community groups affected by flooding can also be obtained through the [Scottish Flood Forum \(external\)](#) on 01698 839021 or at [Rain and Flooding \(external\)](#)

The Aberdeen City Council

The main responsibilities resting with the Operations Roads and Flooding Teams and the actions taken to address these responsibilities:

- Preparation of maps of water bodies and SuDS (Sustainable Urban Drainage Systems).

Maps of waterbodies are in place on GIS. SuDS maps process in place.

- Assessing water bodies for conditions likely to pose a flood risk.

The Flooding team in collaboration with Scottish Water have delivered the Integrated Catchment Study (ICS). The ICS identifies flood risk from watercourses. The Flooding team is continuing to deliver a range of additional flood studies. Watercourse assessments are carried out to assess those that may pose a flooding risk.

- Undertake maintenance works in water bodies including the clearance of watercourses where the works will significantly reduce flood risk

Watercourses inspections are carried out and appropriate actions are taken when there is high flood risk. Priority hakes (trash screens) are being checked and cleaned by Tullos/Roads monthly or on receipt of a flood alert/warning.

- Maintenance of existing flood alleviation schemes.

The flood alleviation schemes in place are monitored and maintained appropriately (example Stronsay Drive). Checks are carried out by Tullos/Roads on receipt of a flood warning. The most sensitive are monitored using CCTV and actions taken to clear blockages on receipt of a flood alert/warning.

- Maintaining road gullies – while these are not designed to cope with extreme weather events it is still important that they operate efficiently to avoid localised flooding.

Gullies are checked and cleaned by Tullos/Roads.

- Planning and development management (with flood risk advice from SEPA)

Flooding team gives advice on those planning applications where a Flood Risk Assessment is required.

- Working with the emergency services in response to severe flooding.

The council responds to incidents providing relevant assistance to emergency services.

- Coordinating reception centres for people evacuated from their homes and arrange temporary accommodation if appropriate.

Depending on the severity of the incident the council will respond to and assist with evacuation and temporary accommodation.

- Coordinating the aftermath of a flood

The Flooding Team keep records of any flooding incident, investigate and take the appropriate action (if required). Flooding team deal with PLP's (Property Level Protection funding)

- Dealing with road closures (except on trunk roads).

Flooding and roads teams monitor SEPA alerts/warning, weather (Radar), river and tides levels and in case of high flood risk raise the issue to the appropriate team for immediate action including closing roads (Tullos/Roads).

- Preparation of local Flood Risk Management Plans (from 2012)

North Local Flood Risk Management Plans have been prepared in collaboration with SEPA, Aberdeen City Council, Aberdeenshire Council, Moray Council, Scottish Water and Cairngorms National Park Authority.

On receipt of flood alert/warning the following actions are considered:

- Continuous weather, river, and tide levels monitoring
- Priority hakes (trash screens) checking and cleaning
- Media release
- Arranging road closures
- Riverside flood gates closure
- Gullies cleaning
- Flood alleviation schemes monitored and cleaned

On receipt of a Severe Flood warning the roads service will

- Arrange for a team of up to 5 staff members to monitor and react to flooding incidents including a Manager, Team Leader, Technical Officers, Supervisor, Support staff.
- The team will manage and direct frontline resources responding to the flooding event, including supplying receiving and recording identified problem locations, arranging road closures, clearing blockages in road drainage systems, gullies, culverts, ditches, making sand bags available, closure of flood gates, monitoring social media to identify problem locations, assisting emergency services. Monitoring and cleaning flood alleviation systems.
- Make available sandbags for residents who have a property that is in imminent risk of flooding and is not a known flood risk.
- Work with the Duty Emergency Response Coordinators (DERC) Emergency Planning Unit, Local and North of Scotland Resilience Partnerships on major incidents that involve flooding.
- Provide inspection, assessment and enforcement at flooding location following an event.

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Empty Homes Policy
REPORT NUMBER	CUS/21/189
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Mel Booth
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval of Aberdeen City Council's Empty Homes Policy.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Approve the Aberdeen City Empty Homes Policy which can be found at Appendix 1.
- 2.2 Instruct Chief Officer – Early Intervention and Community Empowerment to provide an annual update report to Operational Delivery Committee in relation to empty homes.

3. BACKGROUND

- 3.1 Aberdeen City Council is committed to bringing residential empty properties back into use in response to the negative impact unoccupied homes have on communities. One of the strategic outcomes of the Aberdeen City Local Housing Strategy 2018-2023 is to provide an adequate supply of housing across all tenures and to make sure that homes are the right size, type and location that people want to live in with access to suitable services and facilities. Bringing empty homes back into use represents an important and progressive part of this.
- 3.2 The Aberdeen City Empty Homes Policy sets out the detail on how the Council will work with owners to help them to bring privately owned empty residential properties back into use. The aims of the policy are to:

- Work with owners of empty homes to bring them back into residential use.
- Work with owners of empty homes to match existing housing supply with housing demand in the city through the Matchmake to Rent and Matchmake to Sell schemes.
- Ensure there is a coordinated approach between Council services to tackle empty homes.
- Continue to raise awareness of issues relating to empty homes in Aberdeen City.

3.3 An Empty Homes Officer was recruited on a two-year temporary basis in October 2018 to reflect the changing requirements of empty homes across the city and to ensure empty homes are brought back into use. The post was initially funded on a 50:50 basis with kick-starter funding from the Scottish Empty Homes Partnership. In October 2020, City Growth & Resource Committee agreed to fund the Empty Homes Officer post on a permanent basis using Council Tax Second Homes funds.

3.4 Some of the highlights of the work carried out by the Empty Homes Service include:

- Working with landlords and letting agents across the city to “match” people from our housing waiting lists with owners/letting agents of empty private rented sector properties through the Council’s Matchmake to Rent Scheme.
- National recognition when the service won the Best Empty Homes Partnership award which recognises the team that has made an outstanding contribution to reducing the number of empty homes.
- Working with Aberdeen Cyrenians to bring empty homes back into use for people who may otherwise have been homeless, through their “Settled Homes for All” project which is the establishment of a social lettings’ agency.

4. FINANCIAL IMPLICATIONS

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

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
Strategic Risk	The number of empty homes affects the supply of housing.	L	The Empty Homes Officer works with owners of long-term empty properties to bring them back into use.
Compliance	Not applicable		
Operational	Provision of housing is a priority for residents of Aberdeen City. Failure to ensure there is an adequate supply may result in more people seeking to be housed by the council.	H	The Empty Homes Officer works with owners of long-term empty properties to bring them back into use.
Financial	Not applicable		
Reputational	Failure to work with owners to bring empty homes back into use may harm the Council's reputation when the property causes housing blight.	H	A cross service group to deal with long standing empty homes has been established.
Environment / Climate	Bringing existing homes back into use has a positive impact on carbon reduction. Failure to effectively implement the policy may result in supply of housing that is not necessary.	L	The Empty Homes Officer works with owners of long-term empty properties to bring them back into use.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	The proposals within this have no impact on the Council Delivery Plan.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 1 – 10% increase in employment across priority and volume growth sectors by 2026. Carrying out repairs and maintenance to homes contributes to the local economy by keeping people in work.
Prosperous People Stretch Outcomes	The proposal within this report supports the delivery of LOIP Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026. Living in good quality housing contributes to improved health and wellbeing outcomes.
Prosperous Place Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 14 – Addressing climate change by reducing Aberdeen's carbon emissions by 42.5% by 2026 and adapting to the impacts of our changing climate. It takes more than 50 tonnes of CO2 to build an average UK house, therefore bringing empty homes back into use also contributes to carbon reduction through making better use of existing housing stock.
Regional and City Strategies	The proposals within this report have no impact on the Regional and City Strategies.
UK and Scottish Legislative and Policy Programmes	Not applicable.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment completed.
Data Protection Impact Assessment	DPIA completed.

9. BACKGROUND PAPERS

9.1 Not applicable.

10. APPENDICES

10.1 Aberdeen City Empty Homes Policy.

11. REPORT AUTHOR CONTACT DETAILS

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Aberdeen City Empty Homes Policy

**Approved by Operational Delivery Committee on 16 September
2021 with an implementation date of 16 September 2021.**

Document Control

Approval Date	16 September 2021
Implementation Date	16 September 2021
Policy Number	POL-C-0007
Policy Author(s) and Owner	Anu Kasim
Approval Authority	Operational Delivery Committee
Scheduled Review	September 2022
Changes	Not applicable - new policy

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DRAFT

1. Purpose Statement

- 1.1 This document sets out Aberdeen City Council's policy on bringing privately owned empty residential properties back into use. Aberdeen City Council is committed to bringing residential empty properties back into use in response to the negative impact unoccupied homes have on our communities. One of the strategic outcomes of the Aberdeen City Local Housing Strategy 2018-2023 is to provide an adequate supply of housing across all tenures and to make sure that homes are the right size, type and location that people want to live in with access to suitable services and facilities. Bringing empty homes back into use represents an important and progressive part of this.
- 1.2 As of January 2021, there are around 2,500 privately owned properties that have been empty for 12 months or more across the city. Aberdeen City Council employs an Empty Homes Officer who works with owners of long-term empty properties to bring them back into use. This is important because the Scottish Empty Homes Partnership estimates that the cost of a new build property far outweighs the cost of refurbishing an empty home as the infrastructure and local services are already in place when bringing an empty home back into use. Further, there is a multiplier effect on the economy in bringing an empty home back into use by restoring confidence in the local economy and property market.
- 1.3 The aim of this policy is to:
 - Work with owners of empty homes to bring them back into residential use.
 - Work with owners of empty homes to match existing housing supply with housing demand in the city through Matchmake to Rent and Matchmake to Sell schemes.
 - Ensure there is a coordinated approach between council services to tackle empty homes.
 - Continue to raise awareness of issues relating to empty homes in Aberdeen City.

2. Application and Scope Statement

- 2.1 This policy will affect owners of privately owned long-term empty properties across the city with a focus on priority properties. A long-term empty home is defined as being unoccupied for 12 months or more and liable for Council Tax.
- 2.2 Priority properties are those with any of the following:
 - Properties that have generated a complaint and have a negative impact on the neighbourhood.
 - Properties that have been empty for two years or more which are subject to the 100% Council Tax levy and are in Council Tax arrears.

- Properties that have been empty for two years or more and are subject to the 100% Council Tax levy.
 - Properties that are subject to enforcement action from any Council service.
 - Properties that are in the city centre. A key strategic aim is to promote living in the city centre as part of the City Centre Living Strategy.
 - Properties that are in poor condition and affect adjoining properties.
- 2.3 There are no specific exclusions to the policy. The Aberdeen City Empty Homes Policy applies equally to all long-term empty homes.

3. Responsibilities

- 3.1 The Chief Officer Strategic Place Planning is responsible for managing the Empty Homes Service.
- 3.2 Any instances of non-compliance with the policy should be reported to Chief Officer Strategic Place Planning.
- 3.3 Questions on the policy should be communicated to emptyhomes@aberdeencity.gov.uk which will then be directed to the Chief Officer Strategic Place Planning.

4. Supporting Procedures and Documentation

- 4.1 This policy supports the Aberdeen City Local Housing Strategy 2018 – 2023.
- 4.2 The Empty Homes Matchmaker Schemes support this policy. The matchmaker scheme to rent aims to introduce long-term empty homeowners who are looking to rent their empty property to people on Aberdeen City Council's housing waiting lists. The matchmaker scheme to sell aims to introduce long-term empty homeowners who are looking to sell their property with people who are looking to purchase an empty property. The Matchmake to Sell Scheme can be used whether the property requires some form of repair work, or the property is in a condition that is ready to move in.
- 4.3 Details on the matchmaker schemes can be found:
<https://www.aberdeencity.gov.uk/services/housing/advice-and-information-empty-home-owners/matchmaker-scheme>.

5. Policy Statement/s

- 5.1 Aberdeen City Council will identify and work with owners of a privately owned empty residential property.
- 5.2 There are several reasons why the Council might work with owners of empty properties:
- Neighbourhood impact.
 - Location and condition of property.
 - Length of time empty.
 - Potential to meet strategic housing priorities.
 - The recovery of public funds.
- 5.3 There are different methods of assistance available to owners to help them bring their empty property back into use and may include any of the following:
- Options for bespoke practical support, for example, assistance with the legislative requirements in relation to becoming a private landlord.
 - Options for financial support, for example, VAT relief letters and information on Aberdeen City Council's Empty Homes Loan Fund detailed in the Aberdeen City Council Empty Homes Loan Fund Policy.
 - Options for Empty Homes Service schemes, for example, the "Matchmake to Rent and Sell Schemes."
- 5.4 The Empty Homes Officer will assist with identifying owners who may be paying the wrong level of Council Tax. Information relating to Council Tax can be found: <https://www.aberdeencity.gov.uk/services/council-tax>.
- 5.5 Compulsory Purchase Orders
- Compulsory Purchase Orders are powers for a public body to acquire land or property from a third party compulsorily, usually under planning, highway or housing powers. CPO's can be an effective enforcement tool for unlocking housing supply, regeneration and development where there is a clear community benefit.
 - In situations where there has been repeated and unsuccessful attempts of engagement with an owner, and the condition of the property continues to deteriorate to an unacceptable extent and adversely impact the community within that area, exercising Compulsory Purchase Order powers as a last resort will allow the Council to bring an empty property back into productive use.
 - Compulsory Purchase Orders will only be used in such cases where the public benefits which will be achieved outweigh the private interests of the owner who has abandoned the property and has shown no indication that (s)he intends to take

responsibility for it. Compulsory Purchase Orders will be used in accordance with procedures.

6. Definitions

- **100% Additional Council Tax Levy:** An additional Council Tax levy charged to properties that have been empty for one year or more without being actively marketed for sale or rent and two years or more if being actively marketed.
- **CPO:** A CPO is an order that gives the authority the legal power to buy a persons' home or land.
- **Discretion:** A decision made by the Council Tax department to place a temporary hold on charging a 100% additional Council Tax charge where the owner of the empty property is actively engaging with the Empty Homes Officer and working to bring the empty property back into use.
- **Empty Home:** A privately owned residential property that has been empty for 6 months or more and liable for Council Tax.
- **Long-term Empty Home:** A privately owned residential property that has been empty for 12 months or more and liable for Council Tax.
- **Owner:** The legal owner, executor or legally appointed representative of the empty property in question.

7. Risk

- 7.1 This policy aims to ensure that empty homes are brought back into use and owners in Aberdeen have access to the Empty Homes Service. This policy seeks to reduce risks and enhance the Council's reputation by working with owners of empty private residential properties to ensure that the homes are brought back into use.
- 7.2 Without this policy owners of empty private residential properties would not receive support to help them to bring the property back into use. Consequently, empty homes may attract anti-social behaviour and/or criminal activity and have a detrimental impact on the surrounding community and impact the Council's reputation. The implementation of this policy will ensure that these risks are monitored and mitigated through the consistent implementation of this policy. Implementation of this policy will be monitored by the Housing Strategy Team with any emerging risks escalated to the Chief Officer Strategic Place Planning for action.
- 7.4 There are no unintended effects, consequences or risks envisaged from the implementation of this policy.

7.5 PREVENT

- The UK Government's PREVENT Strategy requires local authorities to ensure that publicly owned resources do not provide a platform for extremists and are not used to disseminate extremist views. Frontline staff who engage with the public should understand what radicalisation means and why people may be vulnerable to it. The Empty Homes Officer and other relevant staff have been trained on the PREVENT Strategy and will report any concerns regarding suspicious activity for action.

8. Policy Performance

8.1 Housing is an important resource, and the main aim of the empty homes policy is to work with owners of long-term empty private residential properties to increase housing supply. Performance will be measured by:

- (a) the number of empty homes across the city.
- (b) the number of long-term empty homes brought back into use each financial year.

8.2 The report(s) are produced by the Empty Homes Officer and distributed to appropriate officers on a quarterly basis showing current performance and year to date information so that officers can monitor and scrutinise current performance and trends against targets and take appropriate action.

8.3 An annual update on affordable housing is provided to City Growth and Resources Committee each year. The number of empty homes brought back into use will form part of this report.

8.4 An annual update on empty homes will be reported to Operational Delivery Committee which will include recommendations for any relevant amendments or corrections relating to this policy.

9. Design and Delivery

9.1 This policy and its supporting documentation are aligned to supporting the delivery of LOIP outcomes specifically:

- **Stretch Outcome 1** - 10% increase in employment across priority and volume growth sectors by 2026. Carrying out repairs and maintenance to homes contributes to the local economy by keeping people in work.
- **Stretch Outcome 11** - Healthy life expectancy (time lived in good health) is five years longer by 2026. Living in good quality housing contributes to improved health and wellbeing outcomes.
- **Stretch Outcome 14** - Addressing climate change by reducing Aberdeen's carbon emissions by 42.5% by 2026 and adapting to the impacts of our changing climate. It

takes more than 50 tonnes of CO2 to build an average UK house, therefore bringing empty homes back into use also contributes to carbon reduction through making better use of existing housing stock.

- 9.2 The Stretch Outcomes break down our overall vision for the Economy, Younger People, Older People and Place of Aberdeen into manageable thematic programmes of work. The Empty Homes Service contributes to Economy and Place of these thematic programmes.

10. Housekeeping and Maintenance

- 10.1 The policy will be reviewed annually and when there are legislative changes and updates, the policy will be amended.

11. Communication and Distribution

- 11.1 The policy has been drafted with involvement from the Empty Homes Working Group which includes representation from Scottish Empty Homes Partnership and Aberdeen City Council's Environmental Health, Legal & Governance, Private Sector Housing, Housing Access, Energy Team, Finance, Council Tax and Building Standards teams.
- 11.2 The policy will be made available for intended users on the council website and will be cascaded to staff within the appropriate services. If services users request it, we can provide the documents in other formats such as different languages or fonts.

12. Information Management

- 12.1 Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and Supporting Procedures. The privacy notice can be found:
<https://www.aberdeencity.gov.uk/your-data-empty-homes-privacy-notice>.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Traffic Regulation Orders - Objections following statutory consultation / public advertisement
REPORT NUMBER	OPE/21/202
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Graeme McKenzie
TERMS OF REFERENCE	1.1.1

PURPOSE OF REPORT

1. This report considers objections and comments received during the statutory consultation period with respect to three proposed Traffic Regulation Orders.

2. RECOMMENDATION(S)

It is recommended the Committee: -

- 2.1 Acknowledge the objections received as a result of the public advertisements for the proposed Traffic Regulation Orders.
- 2.2 In principle, approve “The Aberdeen City Council (Macaulay Drive, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 202_” be made, however, in terms of the statutory process, instruct the Chief Officer, Operations and Protective Services, to refer the matter to the Scottish Ministers for a final decision on the proposed order;
- 2.3 Approve “The Aberdeen City Council (Disabled Persons’ Parking Places in Aberdeen City) (Regulatory Parking Places) (Ref.B) Order 202_” be made and brought into effect; and

- 2.4 Approve “The Aberdeen City Council (Burnbutts Crescent, Aberdeen) (Prohibition of Waiting) Order 202_” be modified to the lesser extent specified by the plan in Appendix 5 and brought into effect.

3. BACKGROUND

- 3.1 This report deals with three proposed Traffic Regulation Orders (TRO) which at the public advertisement stage has been subject to statutory objections. The report presents the objections received and provides officers’ responses to the issues raised. Plans detailing the provisions of the TROs are included within the Appendix 1 to this report. Redacted copies of the e-mails / letters of objection received are presented in Appendix 2. While the public notices with respect to these orders can be viewed in Appendix 6.

The Aberdeen City Council (Macaulay Drive, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 202_.

- 3.2 The purpose of the above proposed order is to redetermine an adopted public footpath to a shared pedestrian / pedal cycle facility (See plan in Appendix 1). The background is as follows: -

Concerns have been raised regarding conflict between pedestrians and cyclists on and emerging from the path between Macaulay Drive and Craigiebuckler Drive. At the path’s endpoints, conflicts between cyclists and pedestrians, and cyclists and dogs, have been reported. Along the path, users traverse a 2m wide asphalt strip, while the other section of the surface, running adjacent to the asphalt strip, has a reinforced grass paving surface that is difficult to walk or cycle on.

At present, the lane is officially a footpath, meaning it is an offence to drive or cycle along it. However, the lane links directly onto the core path network and is a recommended quiet route for cyclists (further information: <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/cycling-aberdeen/cycling-maps>).

Aberdeen City Council now proposes that the lane is formally redetermined to a shared pedestrian and cycle path, which would allow the safety issues to be addressed whilst still encouraging cycling as a mode of transport in this area. The formal redetermination would require shared space signage to be installed at the lane’s endpoints.

In line with Cycling by Design recommendations, which specify paths of this type are at a desirable minimum of 3 metres wide, the Council proposes to widen the asphalt surface of Macaulay Drive to eliminate conflict along the lane. It is also proposed painted surface markings are installed at each end of the lane to encourage cyclists to slow down and give way, and thereby mitigate any potential for pedestrian-cyclist conflict at those locations. The Council further proposes to install areas of tactile paving to warn pedestrians with visual impairments of the shared pedestrian and cycle path, and of the road crossing point. (See design concept in Appendix 3).

- 3.3 There were two objections received during the statutory consultation, one from a resident and the other from the Craigiebuckler and Seafield Community Council. Councillor Greig, one of the three members that represent the Hazlehead / Queen's Cross / Countesswells Ward, also expressed concerns.
- 3.4 The principle concern of the objections remains the possibility for conflict between cyclist and pedestrians, this being both in terms of possible excessive speed by cyclists when considering the layout, and also lack of visibility splays at both ends of the lane as users enter and exit the facility. The full details of the objections / comments can be viewed in Appendix 2.
- 3.5 Cycling, as a mode of sustainable travel, is an integral part of the Local Transport Strategy, the Active Travel Action Plan, and the Sustainable Urban Mobility Plan. Accordingly, the Council seeks to make improvements to the road network that will enhance or provide new facilities for cyclists. The footpath concerned is approximately 47 metres long and provides a convenient link between Macaulay Drive and the Core Path network which cyclists are permitted to use under the Land Reform (Scotland) Act 2003.
- 3.6 As indicated, cyclists are already observed to use this link, which is technically classed as a footpath under the current road adoption records. Thus, as opposed to requiring cyclists to dismount when travelling along this path, it was more appropriate to consider whether this route could be improved, thereby encouraging cyclists to travel at an appropriate speed that respects pedestrians and to be mindful of the entry/exit points where there is limited visibility.
- 3.7 With reference, to the possibility of cyclists having to dismount, as suggested within the objections, this should be avoided wherever possible. While the path is short in length, an instance of having to dismount from a cycle is disruptive and reduces the coherence and attractiveness of a route, thereby creating a significant hurdle when encouraging cycling as a sustainable form of transport and is contrary to good design.
- 3.8 Accordingly, it is proposed to widen the path, whereby it will meet or surpass the 3 metre desirable minimum set out in cycling design guidance. There will also be surface marking established that highlight the entry / exit points and cyclists will be instructed to 'Give way', while prescribed sign-plates will specify the length as being a shared pedestrian / cycle facility. Additionally, tactile paving at the entry point from Macaulay Drive would also be used to alert visually impaired pedestrians of the shared facility. To visualise the aforementioned measures a design concept is available to view in Appendix 3.
- 3.9 The use of staggered barriers / a chicane on this path as a speed deterrent is not under consideration. Chicane barriers for the aforementioned purpose cannot be used by people on tandems, tricycles, cargo bikes and people with child trailers. They may also be inaccessible to some types of wheelchair and mobility scooter. An access control that requires cyclists to dismount will also exclude hand cyclists and others who cannot easily walk.
- 3.10 Thus, in conclusion, it is considered the proposed improvements to the path will provide a facility that responsible cyclists can comfortably negotiate, while being

respectful that it also provides for pedestrian passage. It is therefore recommended the proposed order be approved in principle, with officers instructed to refer the proposal to the Scottish Ministers (Transport Scotland / Scottish Government), for a final decision, this being a necessary step set down in the redetermination legislation process where there are unwithdrawn objections.

The Aberdeen City Council (Disabled Persons' Parking Places in Aberdeen City) (Regulatory Parking Places) (Ref.B) Order 202_.

- 3.11 Under the “Disabled Persons’ Parking Places (Scotland) Act 2009”, the Council has a duty, wherever possible and appropriate, to provide a qualifying disabled resident with access to a disabled parking bay on a public road in near proximity to their property. The qualifying criteria being the person has a valid Disabled Persons’ Badge (the “Blue Badge”) and there is a vehicle kept at their residence. Accordingly, the above-named order provides for a batch of disabled bays that are being promoted at locations across the city.
- 3.12 This order has been subject to objection with respect to a bay that has been established on Devonshire Road. For information, the bay is first established on the carriageway as an advisory bay, with an order thereafter being promoted that will allow for the bay to be regulated / enforceable. The two objections relate to the position of the bay, whereby the objectors form the opinion it is not in the optimum position to serve the disabled resident. (See plan in Appendix 1).
- 3.13 The process involved when installing these bays is an officer may meet with the applicant and discuss the location that best suits their access requirements when considering the surrounding road layout. On many occasions this will be straightforward and is a matter of getting the bay located as close to the property access as possible. On other occasions, however, there can be general street furniture, lighting columns, trees etc. that lead to some refinement in the position of the bay.
- 3.14 Thus, when an officer met with the applicant prior to the installation, the applicant had raised concern over the position of a tree located on the adjacent footway outside their property. The bay was therefore located east of the tree and where there is a nearby lighting column that directly casts illumination over the bay during the hours of darkness. (See photos in Appendix 4)
- 3.15 The crux of the objections is disappointment over the bay being placed near the frontage of a property neighbouring the one that is principally associated with the applicant. In this regard, while any resident will appreciate the convenience of being able to get parked directly outside their door, it must be stressed this is a public road where any taxed / insured car can be parked, albeit with the additional proviso that between the hours of 8am and 6pm, Mon – Fri, Devonshire Road is subject to controlled parking, with sections of ‘permit holders only’ bays and ‘permit holders / pay & display / pay by phone’ bays. Accordingly, there is no guarantee a resident will always get parked directly outside their property and it is appropriate the Council, acting as the Roads Authority, have considered the position best placed to serve the disabled resident.

- 3.16 Given the rationale for the disabled bay in its current position, it is recommended the order be approved and brought into effect.

The Aberdeen City Council (Burnbutts Crescent, Aberdeen) (Prohibition of Waiting) Order 202_.

- 3.17 The purpose of the above proposed order is to establish a certain length of prohibition of waiting at any time ('double yellow' lines) on the turning head that serves Burnbutts Crescent (See plan in Appendix 1). The background is as follows: -

Concerns have been raised by local residents with regard to vehicles parking on the turning head of this road, the purpose of this area is to allow drivers to turn their vehicles around with ease. Parking in this location causes obstruction and makes turning difficult for residents. It is therefore proposed to establish a prohibition of waiting at any time throughout the turning head; this restriction will ensure the turning space is kept clear, while still allowing legitimate loading / unloading to take place when necessary.

- 3.18 There have been nine objections received as a result of the statutory consultation. While the detail of the objections can be viewed in Appendix 2, the principle concerns were over the loss of on-street parking and the displacement of parked vehicles. The displacement being a strong concern in the context of a street that already has limited on-street parking.
- 3.19 In light of the objections received, the proposal has been reviewed whereby the 'swept path' of vehicles, up to and including Light Good Vehicle size, carrying out a 'three point' turn has been modelled. This has indicated there is scope to marginally reduce the extent of the original proposal and retain on-street parking for a couple of cars within the area concerned. The detail can be viewed in the plan included at Appendix 5. For information, when considering vehicles beyond Light Good Vehicles size, the turning head is sub-standard, thus access / egress would always involve an element of reversing on the road leading to the turning head.
- 3.20 It is therefore recommended the Order should be modified to the lesser extent specified on the plan in Appendix 5 and made / brought into effect.

4. FINANCIAL IMPLICATIONS

- 4.1 "The Aberdeen City Council (Macaulay Drive, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 202_" will be funded through the Cycling, Walking, Safer Routes budget.
- 4.2 "The Aberdeen City Council (Disabled Persons' Parking Places in Aberdeen City) (Regulatory Parking Places) (Ref.B) Order 202_" will be funded through the Disabled Parking budget.

4.3 “The Aberdeen City Council (Burnbutts Crescent, Aberdeen) (Prohibition of Waiting) Order 202_” will be funded through the Cycling, Walking, Safer Routes budget.

5. LEGAL IMPLICATIONS

5.1 The proposed redetermination order of the Macaulay Drive footpath is made under the Roads (Scotland) Act 1984, while the other two orders are made under the Road Traffic Regulation Act 1984.

5.2 Failure to approve “The Aberdeen City Council (Disabled Persons’ Parking Places in Aberdeen City) (Regulatory Parking Places) (Ref.B) Order 202_” could see the Council fail in its duty to provide a Disabled Persons Parking Place to an applicant that meets the criteria set out in the “Disabled Persons’ Parking Places (Scotland) Act 2009”.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Cycling, as a mode of sustainable travel, is an integral part of the Local Transport Strategy, the Active Travel Action Plan, and the Sustainable Urban Mobility Plan. Accordingly, the Council seeks to make improvements to the road network that will enhance or provide new facilities for cyclists. If new cycle facilities are not installed, it could impact on these aspirations.	L	Officers propose measures that take account of national design guidelines published by the Scottish Government and the Department for Transport.
Compliance	Insufficient resources could require the TRO to have to re-enter the legislative process if it is unable to be implemented within the statutory period of 2 years from consultation.	L	Reviewing the priority of the project in respect of funding in order to ensure that the consultation process does not need to be restarted.
Operational	Road safety levels and traffic management	L	Officers propose measures that are

	could be compromised if measures are not progressed, leading to continued public concern.		deemed reasonable and appropriate to address the Road Safety and Traffic Management issues to reduce incidents of public objections.
Financial	N/A		
Reputational	Proposals can be contentious and attract negative feedback.	L	Concerned parties would be provided with a thorough rationale as to the requirement for the proposals.
Environment / Climate	There could be a negative impact if sustainable / active travel measures are not supported.	L	Officers propose measures that are deemed reasonable and appropriate.

7. OUTCOMES

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

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	<p>1. Macaulay Drive Footpath Redetermination Proposal – Shared pedestrian / cycle path – Potential negative impact on disabled users – Mitigation: The mitigating actions are the path will be widened to at least the desirable minimum specified in national guidance published by the Scottish Government and Department for Transport. There will also be signs / surface markings established that identify the route as a shared facility, while tactile surface paving will also provide warning of the shared status to visually impaired pedestrians. The use of the</p>

	<p>shared status signs will also emphasise the need for cyclists to be respectful of pedestrians and exercise due care and attention.</p> <p>2. Disabled Parking Place – Devonshire Road – Positive impact for disabled persons – This proposal provides disabled persons with a facility for close proximity parking adjacent to residential properties.</p>
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix 1 – Plans

Appendix 2 – Objections

Appendix 3 – Macaulay Drive Pedestrian / Cycle Route – Design concept

Appendix 4 – Devonshire Road – Disabled Bay - Photos

Appendix 5 – Burnbutts Crescent – Revised plan / proposal

Appendix 6 – Notices

11. REPORT AUTHOR CONTACT DETAILS

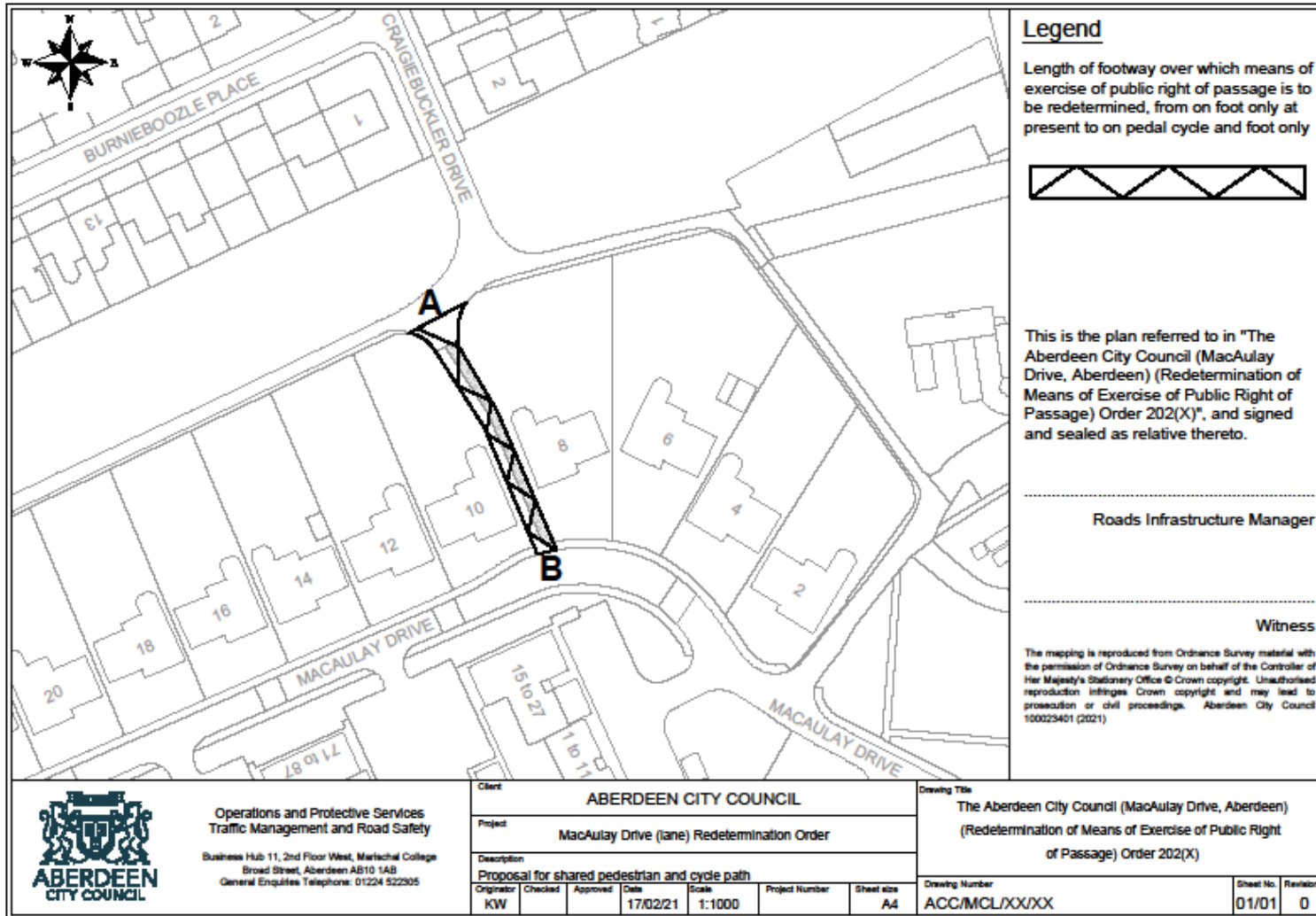
Graeme McKenzie

Technical Officer

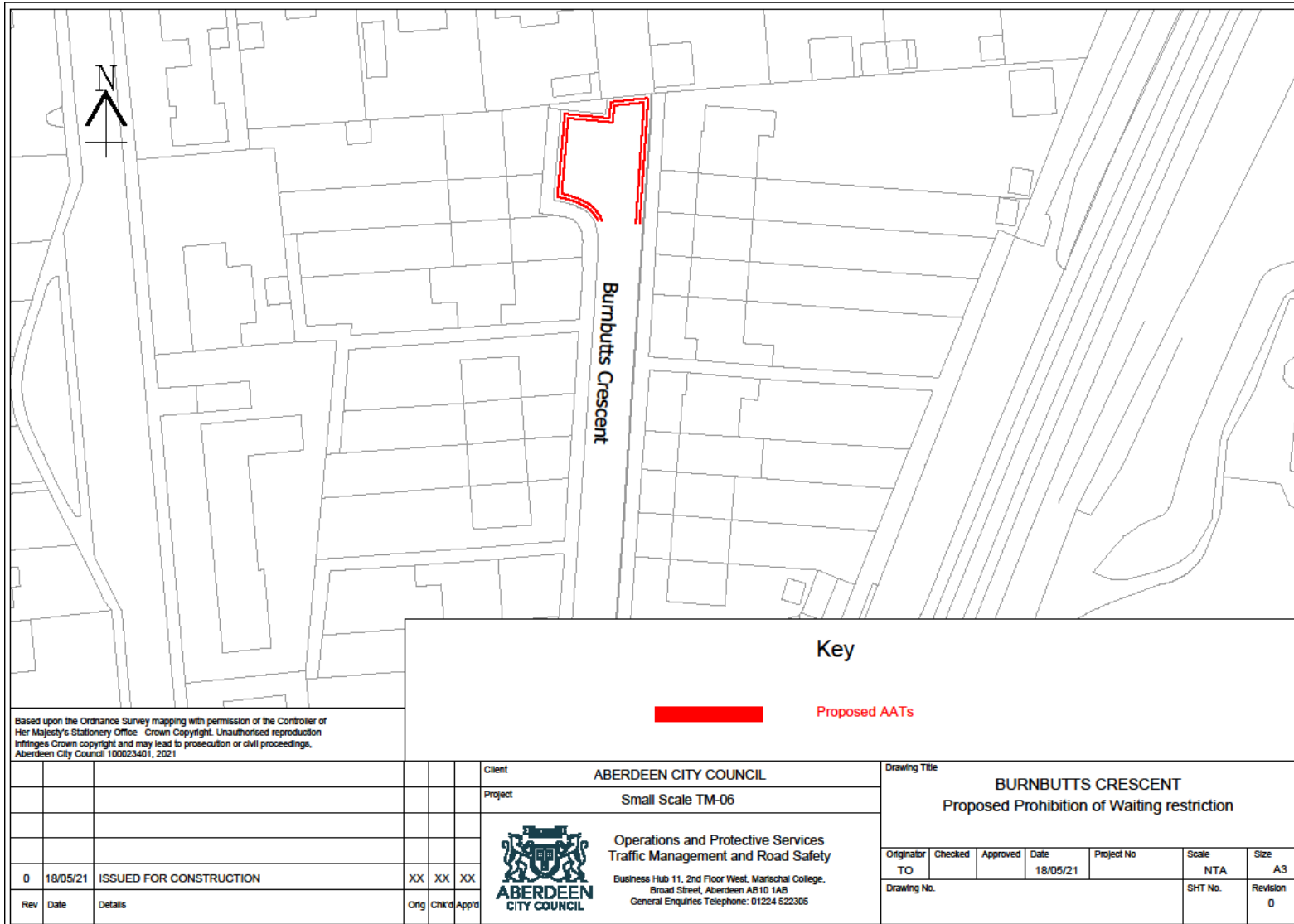
gmckenzie@aberdeencity.gov.uk

01224 522308

APPENDIX 1 – Plans







APPENDIX 2 - Objections

The Aberdeen City Council (Macaulay Drive, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 202_.

[REDACTED]

From: [REDACTED]
Sent: 06 May 2021 11:23
To: TrafficManagement
Subject: Redetermination of Means of Exercise of Public Right of Passage on MacAulay Drive.

Follow Up Flag: Follow up
Flag Status: Completed

Having studied the proposal I suggest that use of this path in any altered form by pedestrians and mounted cyclists is inappropriate.

Because of line of sight issues at both ends of the pathway, narrowness and the downslope towards the northern exit which facilitates cyclist speeding, the current path is unsafe for joint use by pedestrians and mounted cyclists. Path surface improvements will only exacerbate the issue, possibly encouraging irresponsible cyclists to travel more quickly.

The path is predominantly used by pedestrians amongst whom are the elderly, parents with very young children (the children being carried or on foot or in buggies), unaccompanied young children and dog walkers (and dogs) of all ages. In the narrow passageway there is great potential for the unexpected and adding to this risk by the costly act of surface alteration I firmly believe is mistaken.

There is the further risk that the occasional motorcyclist, who breeches legality by riding through this passageway which is essentially a pavement, will be further encouraged to continue unlawfully at greater speed and higher risk to the general public than before.

I write this protest at the proposal as a resident of the area, an elderly pedestrian and significantly as an elderly cyclist. In that latter capacity I very much enjoy my "freedom to cycle" however it is my prime responsibility when doing so to exercise my duty of care to others whether they be on foot, on horseback, on cycle and on or in motorised transport forms.

I do not find it an imposition having to dismount and push my very heavy mountain bike for any distance and certainly not the distance in question. In doing the latter and in exercising my duty of care to others I hope that I am setting an example to others in particular the cyclists of the future.

Quite recently I have experienced, as a pedestrian walking on a Hazlehead bridlepath, being overtaken by a speeding cyclist without any warning, which left me and my companion badly shaken. If either of us had deviated to one side by little more than a metre there is no doubt the consequences of this reckless behaviour would have been severe.

In conclusion, I suggest that any monies presently allocated for this project be re-allocated elsewhere, but importantly some funds be retained for the construction of suitable barriers at either end of the passageway to ensure that cyclists dismount and cannot ride through as is proposed. Signs should also be erected stating that cyclists riding through is not permitted and use by motorcyclists is illegal.

[REDACTED]

CRAIGIEBUCKLER AND SEAFIELD COMMUNITY COUNCIL

Traffic Management and Road Safety

Aberdeen City Council

Marischal College

Aberdeen AB10 1AB

[REDACTED]

[REDACTED]

7th May 2021

Dear Sir

The Aberdeen City Council (Macaulay Drive, Aberdeen)

(Redetermination of Means of Exercise of Public Right of Passage).

We object to Aberdeen City Council's proposal to formally redetermine the Macaulay Drive lane as a shared pedestrian and cycle path.

The safety issues and incidents of conflict which you refer to in your "Statement of Reason" would not be addressed by widening the asphalt path of Macaulay Drive lane.

The incidents of conflict between pedestrians and mounted cyclists have arisen because mounted cyclists habitually enter both ends of the lane at speed.

The line of sight of mounted cyclists and pedestrians, entering and leaving at both ends of the lane, is obscured by the high fences which separate this public path from the private properties of Macaulay Drive.

This is the view of a mounted cyclist entering the lane from Craigiebuckler Drive. The entrance is 4.5 meters width or thereby. Mounted cyclists frequently approach the lane from this angle because they (correctly) have been cycling on the left side of the road. From this approach, only part of the width of the entrance exposes the path to their limited line of vision. This situation cannot be improved by widening the path.



Mounted cyclists travelling in a Southerly direction towards the lane's junction with Macaulay Drive, will have to cross a footpath in order to access the road. They are unable to see pedestrians on that footpath, who are close to its junction with the lane, until they are approximately 3 meters from the end of the lane. At such a short distance they are likely to be unable to avoid colliding with a pedestrian on the footpath.



The end of the lane is 3.5 meters wide or thereby. The footpath is between the end of the lane and the road on Macaulay Drive. Mounted cyclists approaching the end of the lane are unable to see along the footpath, in both directions, until they are approximately 3 meters from its junction with Macaulay Drive.



This is the lane's junction with Macaulay Drive, as seen by a pedestrian walking in an Easterly direction along the footpath.

Until the pedestrian is close to the end of the lane, they cannot see the mounted cyclist who is about to cycle across the footpath to access the road - until it is too late.

Although we support the Council's policy of encouraging cycling as a sustainable form of transport, we believe, on the grounds of public safety, that the lane is unsuitable for redetermination as a shared pedestrian and cycle path.

Widening the path will only encourage cyclists to increase their speed, resulting in the greater likelihood of collisions with pedestrians, dog walkers and other cyclists.

This is a narrow passageway which is meant to be a pedestrian link between Craigiebuckler Drive and Macaulay Drive. I have been resident in Craigiebuckler Drive for 22 years. During that time, I have never seen cyclists dismount and wheel their bicycles through the lane - as required by law. Invariably, they cycle (often at speed) along the length of the footpath. No caution is exercised by them. I have also seen motor cycles being driven at speed into the lane.

Widening the path at considerable expense will not increase the width of the lane or improve visibility at both ends.

The hazards to pedestrian traffic can only be eliminated by installing barriers at each end of the path, which will compel cyclists to dismount before entering the lane.



The path which links Countesswells Road and Airyhall Drive is of a similar width to the lane between Craigiebuckler Drive and Macaulay Drive. The barrier in the above photograph has been installed at the junction between the path and Airyhall Drive.

Installing similar barriers at both ends of the Macaulay lane would achieve the Council's safety objectives in respect of that pedestrian thoroughfare without incurring the high cost associated with widening the asphalt path.

Yours sincerely

██████████

Chair

Comment received from Councillor Martin Greig – 5 April 2021

CYCLIST PROBLEMS IN LANE AT 8 MACAULAY DRIVE

There is a public consultation about the future of the lane that is located between 8 and 10 Macaulay Drive.

There is a proposal to convert into a dual bike/ pedestrian paths.

Having spoken to residents, I am not convinced of the value of doing this.

The problem is that cyclists speed through the lane in both directions.

It is a pedestrian lane used by a lot of walkers and dog walkers throughout the day.

Many people walk towards the lane entrances at right angles – ie they turn 90 degrees into the lane around a corner.

The cycles exit the lane with a lack of visibility and care – at the risk of walkers and dogs.

The lane needs to slow down or stop cyclists – rather than enable and regularise speeding habits. If there is a cycle lane, the pedestrians approaching the corner will be more at risk.

I would like to ask if staggered barriers can be installed instead at the entrance and exit of the lane – at north and south ends.

This should allow prams, wheelchairs, etc to manoeuvre through. It would slow down or stop cycles.

In the interests of safety, the lane would be better to have 'no cycling' signs – or 'dismount and push your cycle'.

Attached is a photo of barriers in place near 35 Hazlehead Road and opposite Rose House.

I would be grateful for your comments.

Thank you.

Martin

**The Aberdeen City Council (Disabled Persons' Parking Places in Aberdeen City)
(Regulatory Parking Places) (Ref.B) Order 202_**

[REDACTED]

From: CustomerApplications
Sent: 05 April 2021 10:54
To: TrafficManagement
Subject: FW: Disabled Parking - Devonshire Road
Attachments: IMG-20210401-WA0001.jpg; IMG-20210401-WA0002.jpg

Follow Up Flag: Follow up
Flag Status: Completed

Hi [REDACTED]

This is the email below.

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: 01 April 2021 19:50
To: CustomerApplications [REDACTED]
Subject: Disabled Parking - Devonshire Road

Good evening

I'm writing to you on behalf of [REDACTED].

On return to [REDACTED] property earlier this week, [REDACTED] has found that there has been a disabled parking bay painted outside the front of [REDACTED] property on the main road. As [REDACTED] did not request or need a disabled parking space I can only assume that this has been put there in error by the civils personnel responsible for the works. Can you please review the error which has been made and confirm the date for which this can be rectified, where the disabled space is removed from outside [REDACTED] house at [REDACTED] Devonshire road and re-instated outside the property of the person who requested the disabled parking space.

I'm unaware who's requested a disabled parking bay for access to their property, but you can clearly see from the attached photograph's that the marked out parking area has been directly located outside the front of [REDACTED] house.

Look forward to your return email.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 07 May 2021 09:56
To: [REDACTED]
Subject: Re: Disabled parking space

Good afternoon,

Thank you for replying to my query dated 29/03/21.

Your information is indeed informative, but does not clarify the issue. I am glad that Aberdeen City Council is required to provide a disabled parking space for any genuine blue badge holder. But, surely the disabled bay should be cited for the benefit of the disabled applicant? Do you agree?

I am aware that a resident on Devonshire Road applied for a disabled bay. Apparently, and according to your email, a location was agreed and marked in yellow on the pavement. So why, when the Council came to paint the disabled bay, did the applicant [REDACTED] get the Council workers to paint the disabled bay in a different place and further away from their property? Can a resident choose to move an already agreed and marked space without going through proper channels?

The area in front of the applicant's gate would allow the applicant much better access to their car. It is a highly illuminated area due to their extremely bright front lights. It is an area that their [REDACTED] uses to park [REDACTED] with ample access [REDACTED]. It is an area that my friend has parked with [REDACTED] disabled adult [REDACTED], who has plenty room to get out of their car and access [REDACTED] wheelchair.

On the 26th of April, a Council employee, [REDACTED] emailed [REDACTED] quote "we will not recommend the parking bay is relocated ". But, on the 27th April, Aberdeen City Council turned up to relocate the disabled bay! Most of the white paint had been removed before the [REDACTED] appeared. [REDACTED] managed to stop the proceedings and the white paint already removed was then repainted. Again, why is a resident allowed to contradict Aberdeen City Council work?

I would very much appreciate some answers to my questions.

Kind regards,
[REDACTED]

Sent from my iPad

On 30 Apr 2021, at 16:05, [REDACTED] wrote:

Good afternoon,

Thanks for contacting my colleague in the Roads Operation Team regarding the disabled person's parking place that was installed on Devonshire Road.

According to the Disabled Persons' Parking Places (Scotland) Act 2009, Aberdeen City Council as a Roads Authority is required to provide a disabled parking place for any blue badge holder who do not have access to off street parking facility.

A resident on Devonshire Road applied for a disabled bay and based on the layout of the road, a location was agreed. This location is considered to allow the applicant better access to their car.


I apologise for any inconvenience this might cause you, however, Devonshire Road is a public road and available for use to members of the public as long as they are complying with the highway code.

I hope the above is informative and helps clarify the issue.

Kind regards



<image001.jpg>


Aberdeen City Council | Traffic Management and Road Safety | Operations
and Protective Services | Operations
Marischal College | 2nd Floor West | Broad Street | Aberdeen | AB10 1AB

Direct Dial: 
www.aberdeencity.gov.uk | Twitter: @AberdeenCC |
[Facebook.com/AberdeenCC](https://www.facebook.com/AberdeenCC)

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The Aberdeen City Council (The Aberdeen City Council) (Burnbutts Crescent, Aberdeen) (Prohibition of Waiting) Order 202__

[REDACTED]

From: [REDACTED]
Sent: 15 August 2021 18:05
To: TrafficManagement
Subject: Objection to Order 202 - Burnbutts Crescent

Follow Up Flag: Follow up
Flag Status: Flagged

I am objecting to you regarding 'Prohibition of waiting' order 202 at Burnbutts Crescent, Cove, Aberdeen.

As a resident and home owner at no. [REDACTED] Burnbutts Crescent for the last 32 years with my family, it has come to my attention after reading said order that the three parking spaces shown on the attachment will no longer be available, no doubt to road markings which will enforce this order.

Locals have always used this space for on street parking, if this space is to be double yellowed I believe will cause much further disruption on the street, and may have a knock-on impact for on street parking further down Burnbutts Crescent.

In the 32 years we have resided here there has never been a single objection whatsoever with the parking space we use. I imagine without hesitation of the unrest and arguing which I know will ensue when using up another resident's parking space further up Burnbutts Crescent.

Finally, I can, in my opinion, only think that the transit van residing at [REDACTED] Burnbutts Crescent gives very little space to manoeuvre when reversing to leave the street.

Many thanks

[REDACTED]
Resident of [REDACTED] Burnbutts Crescent

[REDACTED]

From: [REDACTED]
Sent: 15 August 2021 16:16
To: TrafficManagement
Subject: Burnbutts Crescent, Aberdeen (Prohibition of Waiting)

Follow Up Flag: Follow up
Flag Status: Flagged

Good Afternoon,

In regards to the proposed Prohibition of Waiting order for Burnbutts Crescent, I wish to formally object to this. The reason for objection being that if there are double yellow lines put down in the specified locations on the notice, this will mean a number of vehicles that usually park in these areas will have to park further down the street leaving less spaces for us residents in this area.

Having spoken to neighbours at No. [REDACTED] & [REDACTED], they are concerned about the length of walk they would have to take to their homes with shopping etc. as they are getting older (Neighbour at No. [REDACTED] is over 80 years old). Neighbours at No. [REDACTED] & [REDACTED] always have their cars parked neatly causing no obstruction to the turning point. However a [REDACTED] Van (seen in attached picture) belonging to a neighbour at No. [REDACTED] parks directly across from the turning point making it very difficult for larger vehicles and even cars to get turned. So a simple solution would be to stop parking in that one area.

Kind Regards

[REDACTED]
Resident at No. [REDACTED] Burnbutts Crescent

[REDACTED]

From: [REDACTED]
Sent: 15 August 2021 16:10
To: TrafficManagement
Subject: Burnbutts Crescent, Aberdeen (Prohibition of Waiting)

Follow Up Flag: Follow up
Flag Status: Flagged

Good Afternoon,

In regards to the proposed Prohibition of Waiting order for Burnbutts Crescent, I wish to formally object to this. The reason for objection being that if there are double yellow lines put down in the specified locations on the notice, this will mean a number of vehicles that usually park in these areas will have to park further down the street leaving less spaces for us residents in this area.

Having spoken to neighbours at No. [REDACTED] & [REDACTED], they are concerned about the length of walk they would have to take to their homes with shopping etc. as they are getting older (Neighbour at No. [REDACTED] is over 80 years old). Neighbours at No. [REDACTED] & [REDACTED] always have their cars parked neatly causing no obstruction to the turning point. However a [REDACTED] Van (seen in attached picture) belonging to a neighbour at No. [REDACTED] parks directly across from the turning point making it very difficult for larger vehicles and even cars to get turned. So a simple solution would be to stop parking in that one area.

From: [REDACTED]
Date: Aug 8, 2021 3:01:39 PM
Subject:

Dear Sir/Madam,

I would like to put my objections to the proposed parking restrictions at the North end of Burnbutts Crescent. I have lived at number [REDACTED] for nearly 40 years and there has been a problem from time to time with parking, some people are fortunate to have either a lockup or been able to change their front garden to a driveway, especially them on the West side of Burnbutts. The people here on the East side are not so fortunate. Over the past year because of Covid there has been a lot more working from home and parking and online deliveries things were a bit of a problem. There are some of the houses in this street have more than one vehicle which creates a bigger problem, also some of the residents take home a works vehicle which does not help the situation. The people who live in number [REDACTED] who have just moved in about a year ago have no lockup or driveway, can you tell where are they going to park their one vehicle. Should this couple and number [REDACTED] ever want to sell their property the value will be restricted because of the no parking and no other place to park. It will just move the parking problem to the South of Burnbutts.

I have spoken to a few of the long term residents some who have been here longer than me are against these restrictions. This problem seems to have come about since a resident moved in beside the turning point and parked his vehicles in front of his driveway to stop another resident parking slightly across his driveway.

The last tenant of that property always left space for people to turn, and as people return to their place of work the parking situation during the day has really improved, also should you want to make this street safer put a 10mph sign up with a camera to stop some of the people who speed along this narrow street, my wife and I who are both retired and in our seventies are both against the Proposed Prohibition of Waiting Order no 202. Burnbutts Crescent.

Yours Faithfully

[REDACTED]
[REDACTED] Burnbutts Crescent

Cove Bay

Aberdeen AB123NU

[REDACTED]
8th August 2021

[REDACTED]

From: [REDACTED]
Sent: 09 August 2021 07:59
To: TrafficManagement
Subject: PROPOSED PROHIBITION OF WAITING ORDER 202- BURNBUTTS CRESCENT

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sir/ Madam,

I am writing to object to the proposed prohibition of waiting order no 202 for Burnbutts Crescent in Cove . Reasons for objections are as listed below

- The addition of yellow lines will unfairly discriminate against the residents who reside closest to the proposed prohibition
- An adverse effect on the value of properties closest to the proposed prohibition & the street as a whole
- What provision has the council made for the parking of residents cars that will be displaced ? More than one of the households have more that one vehicle
- these vehicles will have to park further up the street where parking is at a premium already can create further traffic/access issues on Burnbutts Crescent & surrounding streets

Could the council consider the Prohibition of work vehicles being parked in the street overnight as some other Modern housing developments

Willing to discuss the matter further – my telephone number is [REDACTED]

THANKS

[REDACTED] No [REDACTED] Burnbutts Crescent

[REDACTED]

From: [REDACTED]
Sent: 08 August 2021 15:46
To: TrafficManagement
Subject: Burnbutts Crescent traffic consultation

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sir / Madam,

I am strongly objecting to the proposal of double yellow lines from No [REDACTED] Burnbutts Crescent.

We have already recently lost a parking space due to number [REDACTED] Burnbutts widening his driveway and lowering his kerb along with an H line.

Most of the terraced houses at this end of street on both sides have no driveways therefore rely on street parking and there is never enough spaces at the moment due to most houses having 2 cars.

Myself and several elderly of my neighbours rely on parking near their front doors.

Many thanks

[REDACTED]
[REDACTED] Burnbutts Crescent,
Cove Bay,
Aberdeen
AB12 3NU

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 31 July 2021 17:14
To: TrafficManagement
Subject: Burnbutts Crescent Aberdeen Prohibition of Waiting

Follow Up Flag: Follow up
Flag Status: Completed

[REDACTED] Burnbutts Crescent

Cove Bay

Aberdeen

AB12 3NU

31.7.21

Dear Sir/Madam

Burnbutts Crescent Prohibition of Waiting Order

I wish to formally complain about the restrictions you have outlined on the notice you have posted on our street

During lock down there have been more cars parked on our street but now that things have eased and people are getting back to work, there are hardly any cars there, in fact as I look out of my window now the only car, that I can see is my own one. This is usually the case during the week.

I have lived in No [REDACTED] Burnbutts Crescent for 43 years and cannot understand why these restrictions are being put in place now. I am 87 years old and live alone and I depend on my car to give me independence, if you ban parking, I will be confined to my house and unable to do my own shopping. I rely on the parking space in the layby outside as it is very close to my house and so I don't have to walk so far.

There is no congestion on our street, and I see no reason to consider it now, not knowing who has complained it is very difficult to understand why someone has asked for this to be done.

Ironically when these houses were built No [REDACTED] and [REDACTED] had to give up half of their gardens to allow for the turning circle, if that had not happened, we would have had enough space for a driveway. My husband and I tried to do this some years ago but were told it was too short and to much of a slope. Historically the layby has been used for the cars of the houses at this end of the street who gave up their gardens for it to be made.

As far as I am aware there have been no parking issues with the residents over the years and everybody has tried to park with consideration.

Please keep me informed of any developments and further consultations.

Yours faithfully,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 29 July 2021 12:25
To: TrafficManagement
Subject: Re Burnbutts crescent

Follow Up Flag: Follow up
Flag Status: Completed

Hi there

My name is [REDACTED] and I want to object to proposal to put restriction of no waiting outside [REDACTED] Burnbutts Crescent. My mother is elderly and requires her car for her shopping and independence. I trust that you will give this your best consideration when the committee meet.

[REDACTED]
Inverurie
AB51 4LE

I look forward to hearing from you on this matter.

Kind regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 27 July 2021 19:34
To: TrafficManagement
Subject: Objection for traffic management proposal

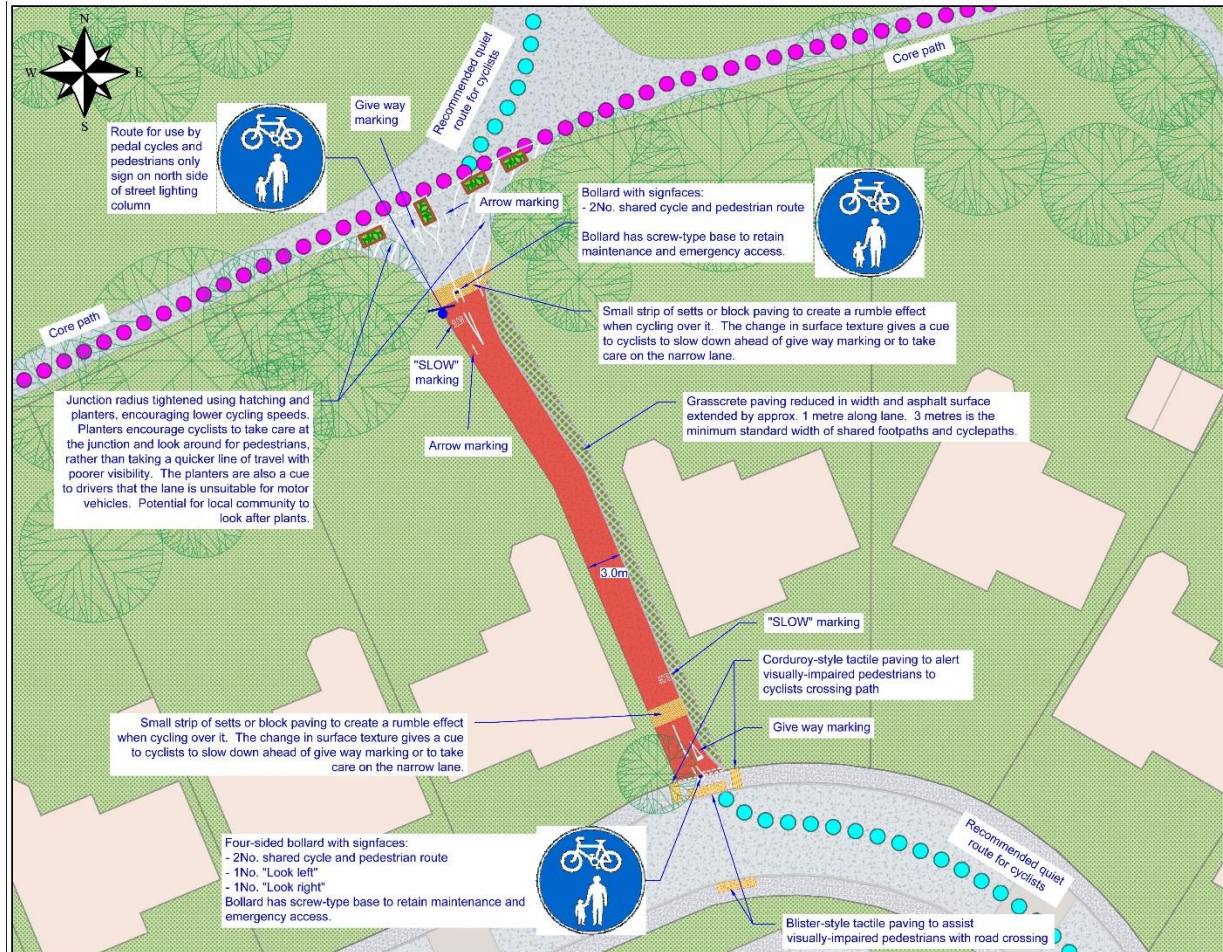
Follow Up Flag: Follow up
Flag Status: Completed

Dear whom it may concern,

I am writing to object to a proposal to introduce double yellow lines onto a common parking place in my street. I have lived at this address since birth and have never seen this parking place to be an obstruction to other residents or visitors' vehicles in the street. Burnbutts Crescent is already a very busy street and it's a struggle for most to find parking already, with 80% of vehicles parked on the kerb of the pavement. I know this would result in at least 3 vehicles having nowhere to park if this proposal goes ahead. If you could please review this at your soonest convenience and advise accordingly of the outcome.

Kind Regards,
[REDACTED]
Burnbutts Crescent
Cove Bay
Aberdeen
AB123NU


APPENDIX 3



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Examples of four-sided bollards with signfaces. Images from <https://uk.glasdon.com/road-safety/bollards/ensign-tm-bollard>



 <p>Operations and Protective Services Traffic Management and Road Safety</p> <p>Business Hub 11, 2nd Floor West, Marischal College Broad Street, Aberdeen AB10 1AB General Enquiries Telephone: 01224 522305</p>	Client ABERDEEN CITY COUNCIL						Drawing Title Rendered concept design for proposed shared pedestrian and cycle path	
	Project Macaulay Drive - Redetermination Order							
	Description Footpath to shared pedestrian / cycle facility							
	Concept design for proposed shared pedestrian and cycle path Originator: KW Checked: GM Approved: VR Date: 31/08/21 Scale: 1:500 Project Number: Sheet size: A4						Drawing Number: ACC/MCL/XX/XX Sheet No.: 01/01 Revision: 2	

APPENDIX 4

Devonshire Road – Disabled Parking Bay – Photo



Google Streetview Image October 2020 – Prior to the disabled bay installation



APPENDIX 6

ABERDEEN CITY COUNCIL

ROADS (SCOTLAND) ACT 1984

NOTICE IS HEREBY GIVEN THAT Aberdeen City Council propose to make an order under section 152(2) the Roads (Scotland) Act 1984 redetermining the means of exercise of the public right of passage over the road described in the Schedule hereto.

The title of the order is "The Aberdeen City Council (Macaulay Drive, Aberdeen) (Redetermination of Means of Exercise of Public Right of Passage) Order 202_"

A copy of the proposed order and of the accompanying plan showing the road to be redetermined, together with a statement of the reasons for making the order, have been deposited at the office of Traffic Management and Road Safety, Aberdeen City Council, Marischal College, Broad Street, Aberdeen, AB10 1AB (Tel. 01224 522305). These documents are available for inspection free of charge from 16 April 2021 until 14 May 2021; in normal circumstances they would be made available to view at the office highlighted, however, with the current Covid-19 associated restrictions making that impracticable, they are available by way of the following internet link: -

<https://consultation.aberdeencity.gov.uk/operations/footway-redetermination-order-macaulay-drive-aberd>

ANY PERSON may, within 28 days from Friday 16 April 2021, object to the making of the order by notice in writing by e-mail to TrafficManagement@aberdeencity.gov.uk, or alternatively, to the address below. Objections should state the name and address of the objector, the matters to which they relate and the grounds on which they are made.



16 April 2021
Doug Ritchie
Roads Infrastructure Manager
Aberdeen City Council
Marischal College
Aberdeen
AB10 1AB

SCHEDULE

Redetermination – Footpath to Cycle Track (the right of passage being exercisable on pedal cycle and foot only)

Macaulay Drive

Footpath, located between property numbers 8 and 10 Macaulay Drive, from its junction with the footway on the north side of Macaulay Drive, northwards for a distance of 47 metres or thereby.

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (DISABLED PERSONS' PARKING PLACES IN ABERDEEN CITY) (REGULATORY PARKING PLACES) (REF.B) ORDER 202(X)

Aberdeen City Council proposes to make "The Aberdeen City Council (Disabled Persons' Parking Places in Aberdeen City) (Regulatory Parking Places) (Ref.B) Order 202(X)" in terms of its powers under the Road Traffic Regulation Act 1984 and its duties under the Disabled Persons' Parking Places (Scotland) Act 2009. The effect of the order is to establish regulatory on-street parking places in the streets listed in the schedule below. In each case, a single on-street parking place – reserved for the exclusive use of any Blue Badge holder – will be established on the street in question.

Schedule

Abbey Road, Alexander Terrace, Altonrea Gardens, Anderson Avenue, Ash-Hill Way, Beattie Avenue, Berrywell Place, Brimmond Place, Broomhill Road, Bruce House, Hazlehead Gardens, Burnett Place, Cadenhead Road, Cairnhillock Place, Carlton Place, Cava Close, Clifton Road, Craigendarroch Avenue, Deansloch Terrace, Deevale Terrace, Denmore Gardens, Devonshire Road, Dominies Road, Dulnain Road, Elm Place, Farquhar Road, Gardner Place, Garthdee Drive, Garthdee Road, Gillespie Crescent, Girdleness Road, Glentanar Crescent, Greenfern Road, Hallfield Road, Howes Drive, Inchbrae Drive, Jasmine Terrace, Laws Road, Long Walk Terrace, Mackay Road, Malcolm Road, Marchburn Avenue, Marchburn Crescent, Merkland Place, Middlefield Terrace, Montrose Drive, North Anderson Drive, North Balnagask Road, Powis Circle, Printfield Walk, Ross Crescent, Ruthrieston Crescent, School Avenue, School Terrace, Seaton Avenue, Seaton House, Smithfield Road, Strathburn Street, Stockethill Court, Foresterhill Road, Stoneywood Road, Summerhill Crescent, Summerhill Road, Thorngrove Avenue, Webster Road, Whitestripes Path, Woodend Crescent.

Full details of the above proposals are to be found in the draft order, which, together with maps showing the intended measures and an accompanying statement of the Council's reasons, may be examined online via the internet link specified below: -

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

The consultation will run between 12 April and 3 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 any of the above order should send details of the grounds for objection, including their name and address, by e-mail to trafficmanagement@aberdeencity.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 and Road Safety
Operations and Protective Services
Aberdeen City Council
Business Hub 11, Second Floor West
Marischal College, Broad Street
Aberdeen AB10 1AB**



ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (BURNBUTTS CRESCENT, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202_

Aberdeen City Council proposes to make the above-named order in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to impose a certain length of prohibition of waiting at any time on Burnbutts Crescent, Aberdeen, as specified in the schedule below. Exemptions will apply as usual to the picking up or setting down of passengers, loading or unloading, blue badge holders not causing an obstruction, funeral vehicles, and vehicles parked with the consent of the Council in direct association with authorised roadworks or building works.

Full details of the above proposal are to be found in the draft order, which, together with a map showing the intended measures and an accompanying statement of the Council's reasons, may be examined online via the internet link specified below (or scanning the QR Code above): -

<https://consultation.aberdeencity.gov.uk/operations/traffic-management-proposed-traffic-regulation-ord>

The consultation will run between 19 July and 16 August 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 any of the above orders should send details of the grounds for objection, including their name and address, by e-mail to trafficmanagement@aberdeencity.gov.uk, or alternatively by writing to the address below during the statutory objection period, which also runs from 19 July to 16 August 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 and Road Safety, Operations and Protective Services, Aberdeen City Council, Business Hub 11, Second Floor West, Marischal College, Broad Street, Aberdeen, AB10 1AB

Schedule

(Prohibition of waiting at any time)

Burnbutts Crescent

West side, from the southern end of property no. 25 Burnbutts Crescent, northwards, then eastwards, then southwards for a total distance of 45 metres or thereby.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Void Housing property performance
REPORT NUMBER	CUS/21/198
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Derek McGowan
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

- 1.1 At Operational Delivery Committee on 19th November 2020, it was agreed that a report would be brought to a future meeting of the Committee to provide an update on the progress of managing Void Housing.

2. RECOMMENDATION

- 2.1 That the Committee notes the current position regarding Void Housing performance.

3. PERFORMANCE

- 3.1 Aberdeen City Council is the fifth largest Social Landlord in Scotland, with c22,000 homes available for rent. Currently, 3.9% (865) are classed as 'Void', meaning that they are not currently occupied and are in the process of being returned to let, or in the case of 'buy backs' preparing the property for letting following completion of purchases. This figure is broken down into four categories:

- Properties that are unable to be relet (UTBR). These are properties requiring significant repair / capital works; for example where the property is at the stage of requiring an electrical or heating system upgrade or has suffered from fire damage.

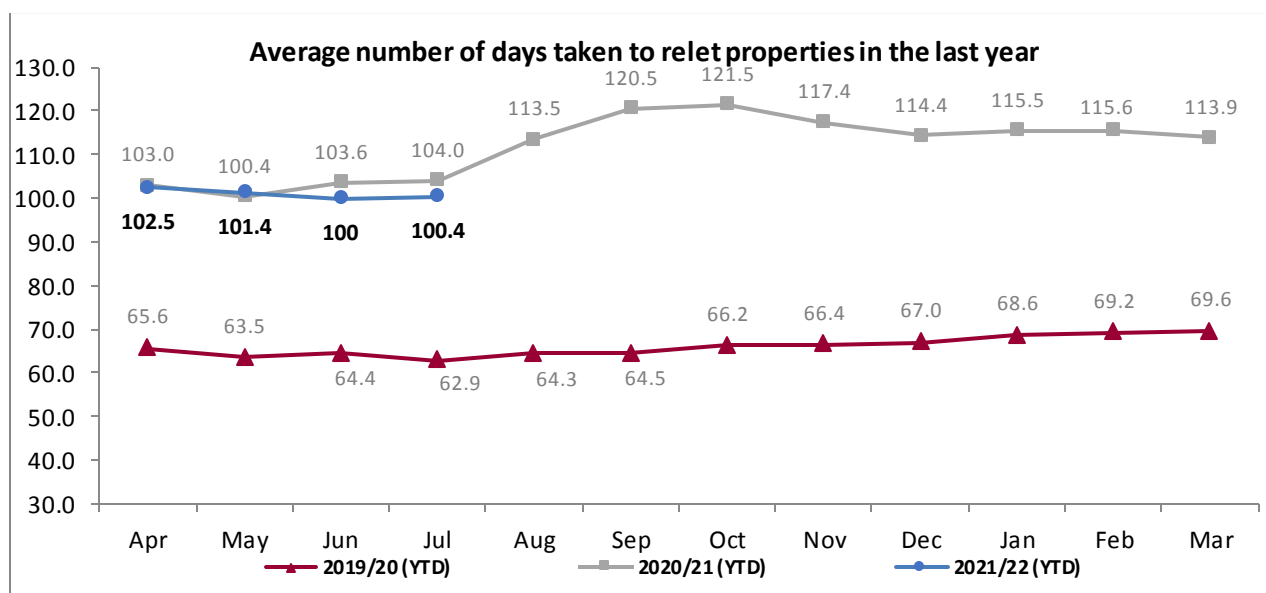
- Buy back properties, which are properties the Council is buying in line with Council Policy, where this purchase will result in the Council being either majority or complete owner in a block of flats; or where a house of specific size or type would help meet our aims of increasing housing stock.
- Properties that are undergoing routine void repair processes
- Properties that have been repaired and checked and are ready for relet.

3.2 As of the 23 August 2021, the figures for these are as follows:

Category of void property	Total number	Percentage of total
UTBR	153	18%
Buy back properties	116	13%
Undergoing routine void repair process	439	51%
Ready for relet	156	18%
Total	864	100%

3.4 We report two main void property indicators to the Scottish Housing Regulator annually as set out in Charts 1 and 2.

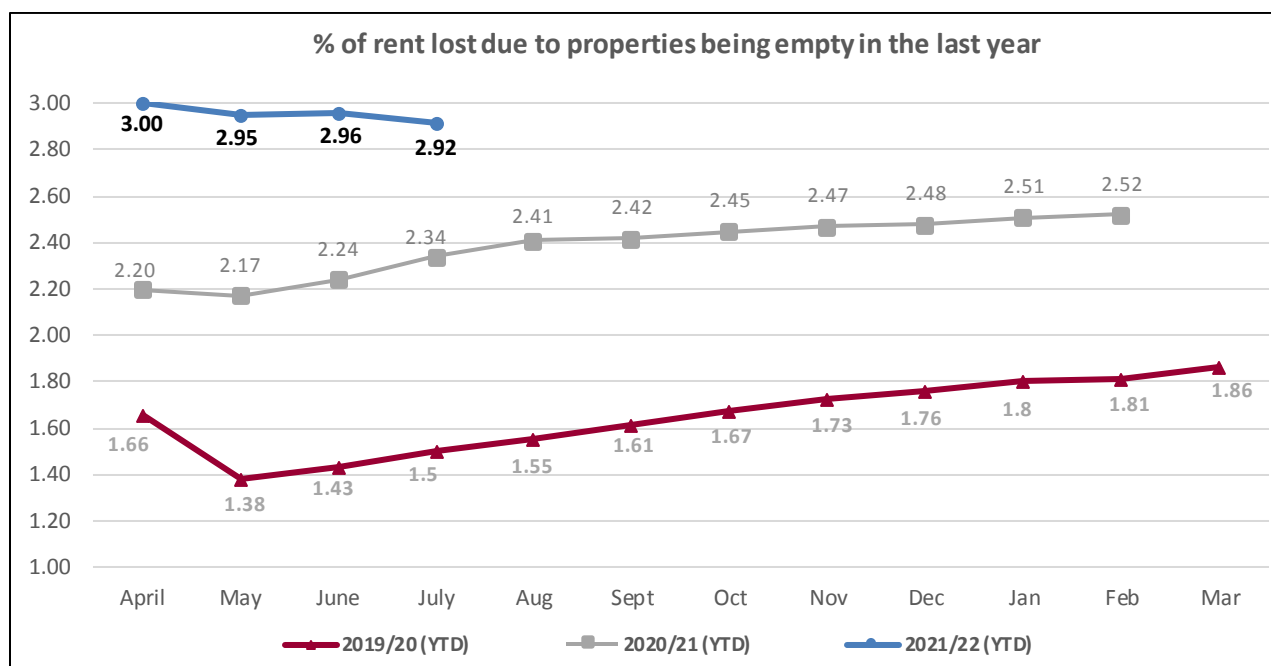
Chart 1 - Average length of time taken to re-let properties in the last year.



3.5 For the reporting year 21/22 the average time to re-let all properties is 100.38 days, a decrease when compared to the same time last year where the figure stood at 104.0 days.

3.6 The latest Scottish Housing Regulator published figures for the first quarter of this year shows that the Scottish local authorities average is at 62.19 days which is a significant increase from previous years. The impact of the COVID crisis is considered to be the main factor.

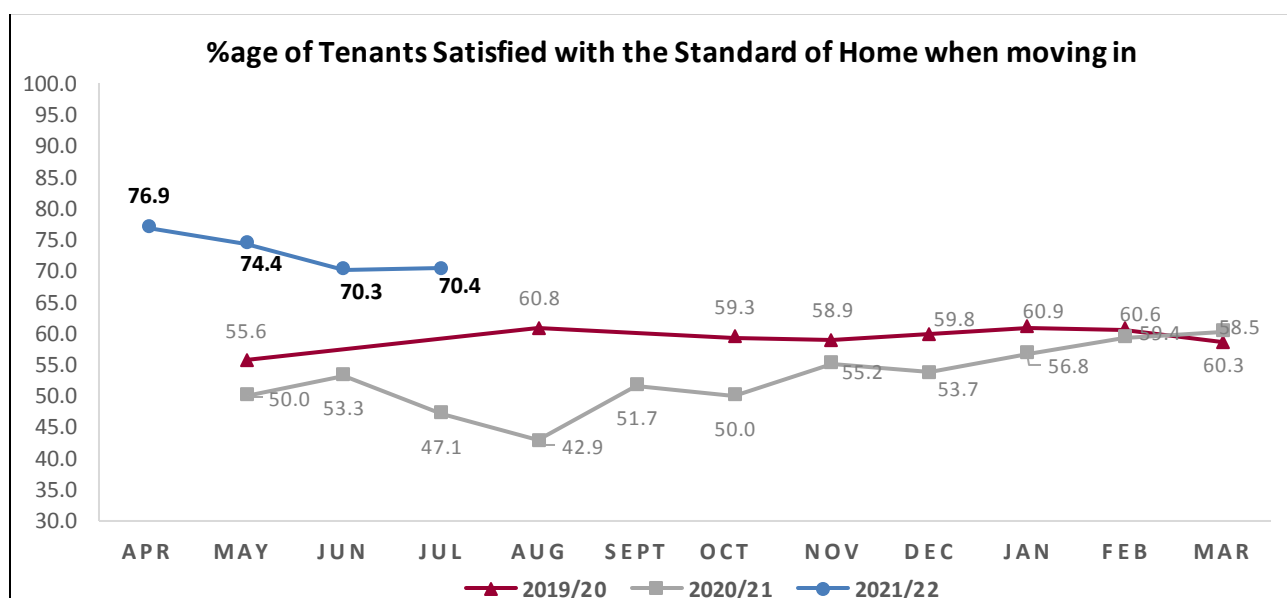
Chart 2 - Percentage of rent lost due through properties being empty during the last year.



3.7 For the reporting year 21/22 the percentage of rent lost due to void properties is 2.92%, an increase on the same period last year where it stood at 2.34%. However we are now experiencing a slightly improving trend through 21/22.

3.8 The latest Scottish Housing Regulator published figures for the first quarter of this year shows that the average for Scottish Local Authorities is 1.4%.

Chart 3 – percentage of tenants satisfied with the standard of home when moving in



3.9 For the reporting year 21/22 the percentage of tenants satisfied with the standard of their home when moving is substantially higher at 70.4% than the 2019/20 year-end figure of 58.5%.

4.0 CHALLENGES

- 4.1 We continue to experience relatively high levels of terminations and lower demand. The availability of private rented housing in the city along with the significant decrease in rent charges and enhanced tenants' rights in the private sector is a key driver for the increase in terminations and reduced demand. However, we have increased the number of lets with 728 relets so far this financial year. This compares favourably with 671 in the same period in 2019/20.
- 4.2 The quarterly reporting by the Scottish Housing Regulator shows a significant increase in the average relet times for all Scottish Local Authorities. The main reason for this is COVID operating restrictions. The previous report submitted to Operational Delivery Committee in January 2021 outlined the impact that workplace restrictions introduced during the Covid-19 pandemic is having, resulting in significant delays to repairs, and a consequent increase in the number of void properties during 2020. While these restrictions have been reduced, we are limited in the number of trades personnel that we may have in a property at any one time. Hence, COVID is a significant factor in Aberdeen as it is also for all other local authorities in Scotland. We continue to monitor and adapt to Scottish Government guidance.
- 4.3 Lack of availability of trades staff to meet work demands in the North-East is an increasing problem. Building Services continue to actively recruit trades staff and temporary agency staff to carry out these works. However, due to the current labour market there is little or no interest. The service is also seeking additional temporary contractors to off-set the demand, again this is proving challenging. Further, the nationwide shortage of building materials is also impacting on repair timescales.

5.0 SERVICE IMPROVEMENT

- 5.1 The Chief Officer – Early Intervention and Community Empowerment and Chief Officer – Operations and Protective Services are leading the delivery of the corporate improvement project on voids management. These senior officers co-chair a group of officers from the range of services involved in the voids process to oversee delivery of the improvement plan and assess impact.
- 5.2 The plan contains a variety of actions aiming to increase levels of customer satisfaction and reduce overall void periods including:
- Increasing tenancy inspections prior to a tenant vacating a property
 - Refusing transfers when tenant has not taken reasonable care of the property
 - Enhanced application checks to reduce offer refusals
 - New Letting Standard for Council properties
 - Tenants' incentives

- Additional trades staff deployed

5.3. As earlier stated, securing sufficient trades staff to undertake repair and maintenance work is a challenge affecting the North-East. However progress has been made through the appointment of an external contractor.

5.4 The demand on the building services has increased steadily due to some properties needing upgrades, in line with maintenance schedules, such as kitchen and bathroom replacement, electric and heating upgrades. These works are required to ensure that the properties meet any updated Scottish Housing Quality Standard (SHQS) requirements at time of let.

5.5 Committee will be aware, at the Strategic Commissioning Committee in February 2021, authorisation was granted to commission an external contractor to assist with returning void housing properties to let. There were 13 respondents to the original commissioning tender, however only one returned the completed tender documentation, and after due process had been completed the contract was awarded to Morrison Construction, with work beginning on the contract in July 2021.

5.6 The investment in additional resources delivered through building services and the contractors is now supporting an increase in the rate of completion of voids work.

6.0 FINANCIAL IMPLICATIONS

6.1 There are no direct financial implications from this report.

7. LEGAL IMPLICATIONS

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

8. MANAGEMENT OF RISK

8.1 Void property risk is most prevalent in four key areas:

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Number of void properties	There is a risk that the number of void properties does not reduce.	H	Officer group looking at all aspects of Void performance to identify improvements. Approval to commission external support for reducing the number of void properties.

Void rent loss	There is a risk that void rent loss does not reduce, and that this may affect the Housing Revenue Account budget.	H	Officer group looking at all aspects of Void performance to identify improvements. Approval to commission external support for reducing the number of void properties.
Relet times	There is a risk that relet times do not reduce, affecting void rent loss but also affecting those on the waiting list who are in temporary accommodation and unable to access a permanent Council house. Temporary accommodation is more expensive than mainstream accommodation and this may have an impact on household income.	M	Approval to commission external support for reducing the number of void properties. Close monitoring of allocations made to those in temporary accommodation to ensure they are progressing to settled accommodation as soon as possible.
Council House waiting list	There is a risk that the Council House waiting list does not reduce due to the rate of empty properties.	M	Officer group looking at all aspects of Void performance to identify improvements. Approval to commission external support for reducing the number of void properties.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Aberdeen City Local Outcome Improvement Plan	
	Impact of Report
Prosperous Economy Stretch Outcomes	This is an update report with no recommendations. However, improvement in void property management will aid the achievement of the LOIP outcomes in the following areas: Stretch Outcome 1 – No one will suffer due to poverty by 2026.

Prosperous People Stretch Outcomes	<p>This is an update report with no recommendations. However, improvement in void property management will aid the achievement of the LOIP outcomes in the following areas:</p> <p>Stretch Outcome 6 - As corporate parents we will ensure 95% of care experienced children and young people will have the same levels of attainment in education, health and emotional wellbeing, and positive destinations as their peers by 2026</p> <p>Stretch outcome 10.3 - Changing attitudes about domestic abuse in all its forms and ensuring victims receive access to the right support.</p> <p>Stretch outcome 11.1 - Supporting vulnerable and disadvantaged people, families and groups.</p>
Prosperous Place Stretch Outcomes	The proposals in this report have no impact on the LOIP.
Regional and City Strategies	The proposals in this report have no impact on the Regional and City Strategies.
UK and Scottish Legislative and Policy Programmes	<p>The Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014.</p> <p>The other legislative provisions concerning the allocation of social housing and meeting the needs of homeless households set out in the Housing (Scotland) Act 2001 and Homelessness etc. (Scotland) Act 2003.</p>

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full IIA not required. No adverse equality or human rights issues were identified from the assessment.
Data Protection Impact Assessment	No full DPIA required. Screening document completed.

9. BACKGROUND PAPERS

None

10. APPENDICES

11. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	16 September 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Food Insecurity
REPORT NUMBER	CUS/21/199
DIRECTOR	Andy Macdonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Neil Carnegie
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To inform the committee of developing interventions to address food insecurity and poverty using £175,000 allocated by the Council.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Support the developing proposals for use of the funding and the actions to address food insecurity as detailed in this report.

3. BACKGROUND

- 3.1 At the Council's 2021/22 budget meeting, it was agreed to approve the allocation of £100,000 and instruct the Chief Officer - Early Intervention and Community Empowerment to work with partners and community groups towards eradicating food poverty including hard to reach groups, maximising income and investigating the establishment of further community pantries.
- 3.2 On the 3rd March 2021 Council considered a report on the Fairer Aberdeen Fund (FAF) for 2019/20, showcasing the outstanding work that had been undertaken through Participatory Budgeting to allocate £1.64m of funds to help support vulnerable groups and individuals in priority locality areas. This included the distribution of 484 tonnes of free food, equating to 1.4 million meals throughout the year, and the establishment of three community pantries in the City.
- 3.3 From within that report, Council agreed aims that "No one in Aberdeen will go without food due to poverty by 2026" (the LOIP stretch outcome) and "Increasing food resilience at individual and community level by establishing self-governing community co-operatives to offer further supportive ways of

providing food.” The Chief Officer - Early Intervention and Community Empowerment was instructed to work with the Fairer Aberdeen Board to use the £75,000 allocated within the Administration’s 2020/21 agreed budget proposals to establish a co-operative. This therefore provided a total fund of £175,000 available for helping to eradicate food poverty, maximise income and establish further food pantries and co-operatives.

- 3.4 Income maximisation activity is already extensive across the City, with the Council’s own Financial Inclusion Team helping to achieve over £4.4m in unclaimed benefit payments, and partnership approaches with Community Food Initiatives North East (CFINE) through the FAF established. On that basis, it was decided that the £175,000 funding would be best used to focus on tackling food insecurity, on the understanding that this too would help maximise income in a different way. The focus of this additional £175,000 funding from the Council is therefore on sustainable solutions and supporting people out of poverty delivering additional pantries with access to wider support services such as financial advice services.
- 3.5 Prior to the pandemic Aberdeen had experienced increasing use of food banks by people experiencing poverty, with an extensive network of these operating in the city. The City Voice survey asked respondees for their experience of food insecurity in the previous 12 months. This reported that a small proportion of the group had experienced food insecurity with approximately 5% stating that they had been worried that they hadn’t had enough food and 6% had experienced being hungry but did not eat.
- 3.6 Through the pandemic voluntary organisations have provided exceptional support for people affected by food poverty. These endeavours have been supported by a tremendous volunteering effort and donations from individuals and the business community. The Council has assisted through its Crisis Support arrangements and distribution of vouchers for people entitled to free school meals. The Council has also provided extensive financial support throughout the response to the pandemic to tackle food insecurity and poverty, including through the Lord Provost’s Charitable Trust.
- 3.7 As part of the Local Outcome Improvement Plan refresh earlier this year, a new Anti-Poverty Outcome Improvement Group was established to oversee delivery of the new stretch outcome ‘No one will suffer due to poverty by 2026’. This group comprises representatives from a range of public sector and voluntary organisations, including Aberdeen Cyrenians, Community Food Initiative North East (CFINE), NHS Grampian and Social Security Scotland.

Projects being taken forward include those with the following aims:

- Increase the number of people using community pantries by 20% by 2023.
- Increase the uptake of unclaimed benefits across Aberdeen City by 2023.
- Increase support for those who have been most disadvantaged through the pandemic by 2023 - Women and people in the Black Asian and Minority Ethnic Communities.

- 3.8 A key objective of the work being taken forward is to provide dignity for those who are suffering food insecurity. While food banks provide vital support to those suffering financial hardship, they do not represent a sustainable means of accessing food. Food pantries and co-operative models ensure sustainability by providing member led, local access to quality, affordable and nutritious produce.
- 3.9 The Council and CFINE have worked in partnership to pioneer Food Pantries within the city, which offer affordable and nutritional food for co-operative members. These are membership schemes whereby for a small fee members can access nutritious discounted food.

There are currently four fixed Food Pantries operating in the City:

- a. Woodside Community Food Pantry has 82 members and 6 volunteers
 - b. 3 pantries, with distinct target beneficiaries, operate from the CFINE base, with 387 members and 16 volunteers:
 - c.
 - General Pantry with membership drawn from range of referral sources within CFINE and in communities.
 - Best Start and Smile Pantry focusing on parents with young children.
 - CFINE Volunteers (recruited largely from disadvantaged backgrounds) Pantry.
- 3.10 A mobile pantry has been launched this month, in partnership with CFINE, which benefits from a £25k award from the Council and will prioritise our most disadvantaged and vulnerable communities, including our Priority Neighbourhoods.
- 3.11 In addition, there has been an extensive network of community food outlets offering free and low-cost foods operating throughout the city. However, while the COVID crisis has substantially increased food insecurity it has impacted on the infrastructure to efficiently meet these needs, with many food outlets closed due to restrictions.
- 3.12 To further our objectives to develop the Food Pantry co-operative model and therefore increase the number of communities accessing pantries, associated increases in membership and usage, we are working with CFINE to agree investment in Development Officer capacity. The additional Development Officer capacity will:
- a. support consolidation of existing support activities and re-establishing outlets closed through the crisis.
 - b. Develop and deliver a more holistic approach more effectively connecting people in need to relevant supports including financial and benefit advice; digital and literacy; development of cooking skills; and access to volunteering and employability pipelines.
- 3.13 This development work will commence in September 2021 and continue through to 2023. Building on the community food outlet model, we aim to deliver

4 co-operative pantries over this period. £100,000 has been allocated to support this work.

- 3.14 We are also delivering actions to increase take up of free school meals in secondary schools. While good progress has been made in increasing registration for free school meals, the take up of free school meals, at 52%, remains low compared with other Scottish Local Authorities. A recognised barrier to take up is the desire of pupils to leave the building to get exercise and fresh air away from the school environment. A solution proven to be effective in other areas, such as Fife and Dundee, is an external pod serving food within the school grounds. In Dundee, for example this has helped the uptake of free school meals reach 88%. This has proven successful at Oldmachar Academy, and we are proposing to fund another pod which may be static or mobile depending on consultation.
- 3.15 The schools chosen will depend on support of the school community, with preference to secondary schools in Priority Neighbourhoods. We are therefore developing proposals to use funding for the pod and supporting related initiatives to increase uptake of free school meals. We anticipate that a pod will be introduced by the end of the 2021/22 school year, that may support not only the provision of free school meals but cost effective, nutritious food for the whole family. £75,000 has been allocated to support work to introduce a new pod to support this work.
- 3.16 Further engagement will be on-going to confirm and implement initiatives with the Fairer Aberdeen Board, Priority Neighbourhood Partnerships and school communities included.

4. FINANCIAL IMPLICATIONS

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

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
Strategic Risk	There is a risk that we fail to achieve maximum impact from the funding reduce food insecurity and poverty.	L	We are researching best practices solutions and working with a range of communities and stakeholders to plan and deliver interventions.
Reputational	There is a risk that we do not take account of community views on effective solutions to address food insecurity and poverty.	L	We are engaging communities and stakeholders to influence and agree interventions.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	The proposals in this report support poverty and locality planning objectives.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	<p>The proposals within this report support the delivery of the refreshed LOIP Stretch Outcome 1 – No one will suffer due to poverty by 2026.</p> <p>The investment in Food Pantry capacity will help to deliver the LOIP Improvement Project to</p> <ul style="list-style-type: none"> • increase the number of people using community pantries by 20% by 2023 <p>A more holistic approach effectively connecting people in need to relevant support including financial and benefit advice and access to employability pipelines will help deliver the following LOIP Improvement Projects:</p> <ul style="list-style-type: none"> • Increase the uptake of unclaimed benefits across Aberdeen City by 2023 • Increase support for those who have been most disadvantaged through the pandemic by 2023 • Support 50 people into sustained, good quality employment by 2023, and 100 by 2026, with a particular focus on; those from priority neighbourhoods and people over 50.
Prosperous People Stretch Outcomes	<p>The proposals within this report support the delivery of LOIP Stretch Outcome 11 - Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>A more holistic approach effectively connecting people in need to relevant support including development of cooking skills and access to volunteering will help deliver the following LOIP Improvement Projects:</p> <ul style="list-style-type: none"> • Support 100 people to feel confident to promote wellbeing and good health choices by 2023 • Increase opportunities for people to increase their contribution (volunteering) to communities by 10% by 2023
Prosperous Place Stretch Outcomes	

Regional and City Strategies	
UK and Scottish Legislative and Policy Programmes	Fairer Scotland Duty - The proposals within this report contribute towards the Fairer Scotland Action Plan of <i>enabling more people to have access to affordable, healthy, nutritious food, in a dignified way</i> , as Food Pantries provide affordable and nutritious food in a more sustainable and dignified way than food banks.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment, the interventions have the potential to impact positively for protected groups and in particular women, Black ethnic minority and poverty group who are most adversely affected by the covid crisis.
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#), Community Planning Aberdeen

10. APPENDICES

None

11. REPORT AUTHOR CONTACT DETAILS

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