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To: Councillor Bell, Convener; Councillor 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 12 January 2022

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **WEDNESDAY, 19 JANUARY 2022 at 2.00 pm**. This is a hybrid meeting and Members may also attend remotely.

Members of the press and public are not permitted to enter the Town House at this time. The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

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. Declarations of Interest

REQUESTS FOR DEPUTATIONS

4. There are no requests for deputations at this time.

MINUTE OF THE PREVIOUS MEETING

5. Minute of the Previous Meeting of 18 November 2021 - for approval (Pages 5 - 10)

COMMITTEE BUSINESS PLANNER

6. Committee Business Planner (Pages 11 - 16)

NOTICES OF MOTION

7. There are no Notices of Motion

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8.1. There are no reports under this heading.

FINANCE, PERFORMANCE AND SERVICE WIDE ISSUES

- 9.1. Performance Report - CUS/22/003 (Pages 17 - 58)

GENERAL BUSINESS

- 10.1. Various Small-Scale Traffic Management and Development Associated Proposals - OPE/21/322 (Pages 59 - 86)
- 10.2. Managed Student Accommodation Waste Policy - OPE/21/262 (Pages 87 - 102)
- 10.3. Void Housing Property Performance - CUS/22/002 (Pages 103 - 110)
- 10.4. Choice Based Lettings - Amendment to the Housing Allocations Policy - CUS/22/004 (Pages 111 - 158)
- 10.5. Child Poverty Action Report 2020/21 - CUS/22/006 (Pages 159 - 218)

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

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

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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 18 November 2021. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Bell, Convener; Councillor Macdonald, Vice-Convener (for items 4 to 9); and Councillors Allan (as substitute for the Vice Convener, Councillor Macdonald for items 1 to 3), Cameron (as substitute for Councillor Cormie), Cross (as substitute for the Vice Convener, Councillor John), Lesley Dunbar, Graham, MacKenzie, McLellan, Radley, Councillor Stewart, the Depute Provost, Townson and Yuill (as substitute for Councillor Delaney).

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

MINUTE OF THE PREVIOUS MEETING OF 16 SEPTEMBER 2021

1. The Committee had before it the minute of the previous meeting of 16 September 2021, for approval.

The Committee resolved:-

- (i) to note that Councillor McLellan advised that in relation to his declaration of interest, that it should have stated Fairer Aberdeen Fund Board and not Fair Trade Board; and
- (ii) to otherwise approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to note that the two reports on Child Poverty due to be reported to this meeting had been delayed due to data not being available and it was hoped that the data would be available in late November, therefore it was proposed that the reports would be presented to the January 2022 Committee;
- (ii) to note that in relation to item 18 on the planner (Duties to Brother and Sisters – new legislation), that this report would be presented at a future meeting of the Public Protection Committee rather than this committee and would be removed from this planner; and
- (iii) to otherwise note the planner.

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NOTICE OF MOTION BY COUNCILLOR REYNOLDS- REFERRED FROM COUNCIL ON 21 JUNE 2021 - COFFEE PODS

3. The Committee had before it a notice of motion by Councillor Reynolds in the following terms:-

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.

The report recommended:-

that the Committee -

- (a) instructs the Chief Officer – Operations and Protective Services to assess the viability of installing collection points at Household Waste Recycling Centres (HWRC's), and if appropriate instructs the installation of collection points;
- (b) approves the promotion of the “Podback” Coffee Pod recycling scheme to inform householders and the general public about the scheme and provide further information about coffee pod recycling; and
- (c) agrees that, at this time, adding coffee pods collection to the kerbside recycling collections is not considered viable due to logistical limitations, operational impacts and environmental sustainability considerations.

Councillor Reynolds spoke in furtherance of his Notice of Motion.

The Committee resolved:-

- (i) to approve recommendations (a) and (b); and
- (ii) to agree that officers continue to engage with Podback and allow the necessary time to consider and plan for the future waste service challenges and requirements that this may impact on and to better understand the carbon impact of this service.

NOTICE OF MOTION FROM THE DEPUTE PROVOST, COUNCILLOR STEWART - PEDESTRIAN CROSSING OPTIONS

4. The Committee had before it a notice of motion by Councillor Stewart, the Depute Provost, in the following terms:-

That this Committee instructs the Chief Officer – Operations and Protective Services to submit a report to the next appropriate committee concerning the alternative options of

OPERATIONAL DELIVERY COMMITTEE

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installing another pedestrian crossing on King's Gate in the vicinity of the Atholl Hotel from the south side to the north side of King's Gate and installing such a crossing on Forest Road near its junction with King's Gate and any other options which are considered by the Chief Officer to be appropriate.

This motion is made on pedestrian safety grounds, addressing the needs of local people, particularly of families living within the King's Gate/ Forest Road West End area, wanting to walk children safely to local schools, mainly Mile End Primary School and to match the pedestrian crossing provisions for local schools on the Queen's Road corridor.

Councillor Stewart spoke in furtherance of her Notice of Motion.

The Committee resolved:-

to approve the Notice of Motion subject to the inclusion of other local schools in the area, other than Mile End Primary.

PERFORMANCE REPORT - CUS/21/263

5. The Committee had before it a report by the Director of Customer Services, which presented Committee with the status of key performance measures relating to the Operations (non-Education) and Customer functions.

The report recommended:-

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

The Committee resolved:-

- (i) in relation to the indicator for % of foster carers and adopters approved within a timescale of 6 months from the time of application, to request that the Chief Officer – Integrated Children's and Family Services, provide more narrative around this indicator for future performance reports;
- (ii) to request that the Chief Officer – Customer Experience, investigate the possibility of producing an awareness campaign in relation to dog fouling, which might assist the public and alleviate pressures on staff; and
- (iii) to otherwise note the information provided in the Performance Report.

COMMITTEE ANNUAL EFFECTIVENESS REPORT - COM/21/261

6. The Committee had before it a report by the Director of Commissioning, which presented the annual report of the Operational Delivery Committee to enable Members to provide comment on the date contained within.

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The annual committee effectiveness reports were introduced in 2018/19 following a recommendation from the Chartered Institute of Public Finance and Accountancy (CIPFA) as part of the Council's work towards securing that organisation's accreditation in governance excellence.

The report recommended:-

that the Committee -

- (a) provide comments and observations on the data contained within the annual report; and
- (b) note the annual report of the Operational Delivery Committee.

The Committee resolved:-

- (i) to request that officers look at Term of Reference 1.1.6 (receive reports on inspections and peer reviews in order to ensure best practice and note any actions arising from those inspections and reviews), noting that no reports had been presented to committee under this Term of Reference, and to investigate what other local authorities were doing in relation to inspections and peer reviews and whether any reviews should be presented to this committee in future; and
- (ii) to otherwise approve the recommendations.

KEEPING THE PROMISE - OPE/21/273

7. The Committee had before it a report by the Chief Officer – Integrated Children's and Family Services, which introduced the Scottish Government's Plan to #KeepThePromise and provided information and proposals on the Council's implementation of it.

The report recommended:-

that the Committee -

- (a) notes the national Plan 21-24 to #KeepThePromise;
- (b) notes the local response to Plan 21-24;
- (c) requests that the Chief Officer of Integrated Children & Family Services provides an annual report to this Committee on the Council's progress in delivering Plan 21-24; the first of these being in June 2022; and
- (d) agrees to refer this report to the next meeting of Public Protection Committee on 7 December 2021 for information.

The Committee resolved:-

to approve the recommendations.

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SOUTH COLLEGE STREET - TRAFFIC REGULATION ORDERS - OPE/21/271

8. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which considered objections and comments received during the statutory consultation period with respect to two proposed Traffic Regulation Orders (TROs) associated with the South College Street Junction Improvements (Phase 1) Project.

The report recommended:-

that the Committee –

- (a) acknowledge the objections received as a result of the public advertisements for the proposed Traffic Regulation Orders;
- (b) approve “The Aberdeen City Council (South College Street Area, Aberdeen) (Controlled Parking) Order 202_” be made prior to completion of the new “South College Street Junction Improvements (Phase 1)” road layout, relevant to that section of South College Street between its junctions with Palmerston Place and Queen Elizabeth Bridge roundabout, and be brought into effect when the construction is complete; and
- (c) approve “The Aberdeen City Council (Off-Street Car Parks, Aberdeen) (Amendment) Order 202_” be made prior to completion of the new “South College Street Junction Improvements (Phase 1)” road layout, relevant to that section of South College Street between its junctions with Palmerston Place and Queen Elizabeth Bridge roundabout, and be brought into effect when the construction is complete.

Members asked a number of questions in relation to the TRO’s and it was noted that the operation of the car park would be kept under review following the implementation of the project and should an issue exist of unauthorised parking in private residential bays, there would be a couple of potential options that could be explored with the residents/building factor.

The Committee resolved:-

to approve the recommendations.

CLUSTER RISK REGISTER AND ASSURANCE MAP REPORTING - CUS/21/277

9. The Committee had before it a report by the Director of Customer Services, which presented the Cluster Risk Registers and Assurance Maps in accordance with Operational Delivery Committee Terms of Reference to provide assurance that risks were being managed effectively within each Cluster.

The report recommended:-

that the Committee note the Cluster Risk Registers, Cluster Assurance Maps and Cluster Risks Grouped by Category set out in Appendices A, B and C.

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The Committee resolved:-

- (i) to note that the Chief Officer – Integrated Children’s and Family Services, would provide a written response to members in relation to the education demographic demand and why the number was set at 12; and
 - (ii) to otherwise approve the recommendation.
- **Councillor Philip Bell, Convener**

	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	19 January 2022								
4	Performance Report	To present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
5	Annual Action Plan for Child Poverty 2020/21	To be submitted annually to the Scottish Government.	Report was delayed from September 2021 as the national data for child poverty was not available, and was required to inform the progress and impact of work, as well as the actions required over the next year to continue to tackle child poverty. On agenda	Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1 and 1.1.3		
6	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. Report was 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'	Report was delayed as the national data for child poverty was not yet available, and was required to inform the progress and impact of work, as well as the actions required over the next year to continue to tackle child poverty.	Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1 and 1.1.3	R	As Committee requested, the 6 month update was agreed by Community Planning for submission to this Committee. However, as the national data remains unpublished the Convener has requested that the Child Poverty Action Report be brought to this Committee (line 5 on the Business Planner above). Due to the data availability and timescales, this would mean that Committee would be considering the same report twice. For this reason, it has been requested that the 6 monthly update be removed from this Committee cycle only.

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
7	Managed Student Accommodation Waste Policy	To implement a policy for the provision of domestic waste services to managed student accommodation in Aberdeen	On agenda		Hannah Lynch	Operations and Protective Services	Operations	1.1.5	
8	Tree and Woodland Strategic Implementation Plan	At the committee on 16 September 2021, it was agreed to instruct 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.			Steven Shaw	Operations and Protective Services	Operations	1.1.1 and 1.1.5	D The consultation period in relation to report deadlines, did not allow enough time for comments and changes to be taken on board and the necessary changes made to the plan. It was thought best to take the time needed to ensure the plan was as comprehensive as it needs to be. Will be reported to June 2022. Service Update issued in meantime.
9	Void Housing	At the Committee on 16 September 2021, it was agreed that a report be brought back to this committee by the Chief Officer – Early Intervention and Community Empowerment after two cycles to allow further monitoring of progress of the improvement plan in reducing the number of void properties.	On agenda		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3	
10	Choice Based Lettings an Amendment to the Allocation Policy	To introduce a new method of producing an up-to-date shortlist of applicants for our vacant council houses.	On agenda		Kevin Kelly	Early Intervention and Community Empowerment	Customer	1.1.1 and 1.1.5	
11	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)	On agenda		Doug Ritchie	Operations and Protective Services	Operations	1.1.1	
12	09 June 2022								
13	Performance Report	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									
14	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		
15	Road Winter Service Plan	To update the committee with an overview of the strategy that the roads operations operated throughout the city during the previous winter period and to highlight opportunities to develop the service and risks that face the winter service in the next 24 months. This report also requests authorisation to incur additional expenditure to develop areas of the service.		Doug Ritchie	Operations and Protective Services	Operations	1.1.1, 1.1.3 and 1.1.5		
16	Notice of Motion by Councillor Greig - referred by Council on 13 December 2021.	To instruct the Chief Officer - Operations and Protective Services to report to the June 2022 meeting of the Operational Delivery Committee (or equivalent) to seek a decision on revoking the Aberdeen City Council (Queens Lane South, Aberdeen) (Prohibition of Waiting) Order 2021.		Vycki Ritson	Operations and Protective Services	Operations	1.1.1		
17	A92 Haudagain Improvement – Detrunking Settlement	To present Committee with the details of the final settlement for the remaining sections of Trunk Road on Anderson Drive / Great Northern Road and Auchmill Road	The remaining sections of the Trunk Road are programmed to be handed over to ACC on 1/4/2022. However if the project is delayed then the handover will be delayed a further year.	Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
18	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		
19	Keeping the Promise	At the meeting on 18 November 2021, it was agreed that the Chief Officer of Integrated Children & Family Services provides an annual report to this Committee on the Council's progress in delivering delivering Plan 21-24; the first of these being in June 2022;		Graeme Simpson	Integrated Children's and Family Services	Operaitons	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									
20	Proposed Removal of Pedestrian Crossings and Traffic Signal Controlled Junctions	To advise members of the budget savings approved through the budget process for 2020 / 21 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 / Winter 2021 at the earliest. Committee in June 2022	Donald Kinnear	Operations and Protective Services	Operations	1.1.1		
21	31 August 2022								
22	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
23	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		
24	Digital Support for Care Leavers	At the Committee on 16 September 2021, it was agreed that a report be brought back in Autumn 2022, providing details on the impact the funding has had on the support for care leavers.		Graeme Simpson	Integrated Children's and Family Services	Operations	1.2		
25	Child Poverty Action Plan	To be submitted annually to the Scottish Government. Due to be submitted September 2021		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
26	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.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
27	Empty Home Policy	At the Committee on 16 September 2021, it was agreed that an annual report be brought back in relation to empty homes.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.5		
28	Road Winter Service Plan	To present the Road Winter Service Plan for the forthcoming winter period and explain the changes from the previous year.		Doug Ritchie	Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
29	01 November 2022								
30	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
31	Windmill Brae	ODC 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.	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 November 2022 to committee.	Joanna Murray	Strategic Place Planning/ Capital	Place	1.1.3		
32	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		
33	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									
34	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		
35	Macaulay Drive Aberdeen	At the meeting on 16 September 2021, it was agreed to instruct the Chief Officer – Operations and Protective Services to consult with local members and the community council after 12 months of the operation of the Macaulay Drive redetermination; and, if issues are raised through the consultation process from a pedestrian safety perspective, that a report be brought back to this committee by that Chief Officer, identifying whether any further measures may be needed.		Mark Reilly	Operations and Protective Services	Operations	1.1.1		
36	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		

COMMITTEE	Operational Delivery Committee
DATE	19 January 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/22/003
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 (non-Education) and Customer functions.

2. RECOMMENDATION(S)

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

3. BACKGROUND

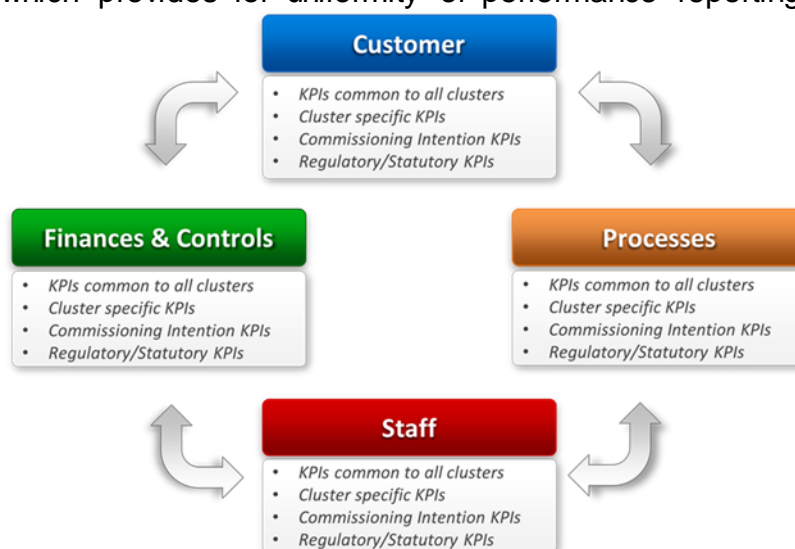
3.1 This report is to provide members with key performance measures in relation to the Operations (non-Education) and Customer functions as expressed within the 2021/22 Council Delivery Plan.

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 2021/22 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 November 2021 or Quarter 2 2021/22, as appropriate.
- 3.8 Appendix A provides an overview of performance across the Operations (non-Education) and Customer functions, 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) – Roads
 - % of all streetlight repairs completed within 7 days
 - The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints
- 3.9 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon

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

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
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

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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services






1. Customer – Building Services

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.46%		99.36%		99.28%		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	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	59		39		90		
% of complaints resolved within timescale stage 1 and 2) - Building Services	42.4%		56.4%		45.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	33.9%		33.9%		27.8%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	3		3		2		










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

2. Processes – Building Services

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.61		3.64		3.67		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	6.26		6.6		6.71		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	90.81%		90.83%		91.06%		90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	99.2%		99.3%		99.4%		100%

3. Staff – Building Services

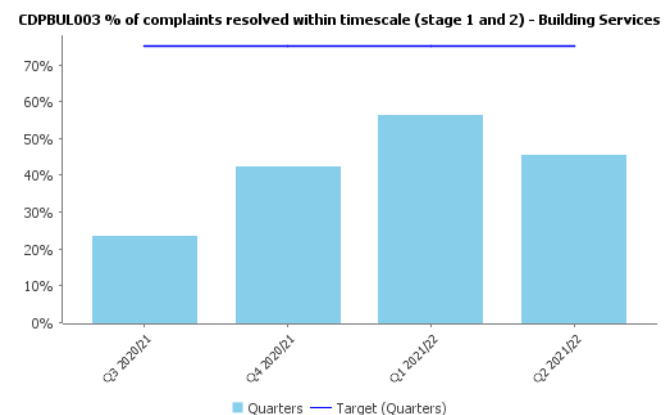
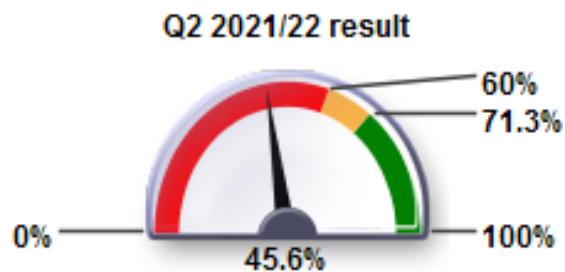
Performance Indicator	Q4 2020/21		Q1 2021//22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	3		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	4		1		3		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	2.9		2.8		2.7		10
Establishment actual FTE	418.13		414.87		417.46		
Staff Costs - % Spend to Date (FYB)	48.2%		56%		64.3%		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



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 Q2, 45.6% of complaints relating to Building Services were responded to within the agreed timescale, representing 41 of the 90 received.

Appendix A

This is the trend:

Following a significant improvement in Q1 of the current financial year, we again see a decrease in performance during Q2. This must in some way be attributable to the massive increase in the number of complaints received during that period, from 39 in Q1 to 90 in Q2.

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 key reasons for the large increase in the number of complaints received during Q2 as compared to Q1 were the additional challenges presented by Covid which created a backlog of 2500 repairs over 2020/21. This has been compounded by an increased influx of repair requests following the easing of restrictions. The volume of complaints in Q2 and managing related workloads has proved challenging for responsible officers but in order to address this a Microsoft List has been developed to oversee allocation and assist Officers with responding within the agreed target time.

Responsible officer:

Graham Williamson

Last Updated:

Q2 2021/22

Environmental Services

1. Customer – Environmental Services

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Environment	10		17		33		
% of complaints resolved within timescale (stage 1 and 2) - Environment	80%		100%		72.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	40%		58.8%		27.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		2		1		

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	No activity Q4		107		93		

2. Processes - Environmental Services

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	85.9%		85.9%		85.9%		80%
Grounds - LAMS (Land Audit Management System)	No activity						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	96.1%		100%		100%		100%

* LEAMS figure is an overall outcome for the period April to July. The next round of survey results are yet to be reported.

3. Staff - Environmental Services

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	2		0		6		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/2022 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	9.7		10.1		10.2		10
Establishment actual FTE	309.62		307.67		312.72		
Staff Costs - % Spend to Date (FYB)	49.5%		54.8%		66.8%		100%

4. Finance & Controls - Environmental Services

Facilities Management

1. Customer – Facilities Management










Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	1		3		2		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	0%		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	0%		66.7%		100%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		1		0		


Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q2 2021/22 Target
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	592,653		264,525		402,093		*437,000

*The target shown for this measure is cumulative. Target at end of Q3 will be 682,000 and at end Q4 1,000,000. These targets are proportionate, based on the number of school trading days in each quarter.







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%
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.		







2. Processes – Facilities Management

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	92.8%		100%		98.6%		80%
% Response cleaning alerts responded to within priority timescales	92.9%		100%		95.7%		80%
% Void cleaning alerts responded to within priority timescales	94.1%		100%		100%		80%

Performance Indicator	Current Status	2021/22 Target
We will deliver 39 weeks contracted school cleaning		95%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.		

3. Staff – Facilities Management

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	1		0		0		
Accidents - Non-Reportable - Employees (No Quarter)	3		7		5		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	9.1		9.2		9.4		10
Establishment actual FTE	486.22		492.54		492.11		

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Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE (Cleaning)	219.11		220.59		223.12		
Establishment actual FTE (Janitorial)	58.68		59.42		59.99		
Staff Costs - % Spend to Date (FYB)	49.9%		58,5%		66.8%		100%

4. Finance & Controls - Facilities Management

Performance Indicator	Sept 2021		Oct 2021		Nov 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	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Fleet	0		1		0		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints Q4		100%		No complaints Q2		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	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% HGVs achieving first time MOT pass	87.5%		96.8%		96.9%		100%
% Light Vehicles achieving first time MOT pass	94.7%		94.7%		91.9%		100%
% of Council fleet - alternative powered vehicles	8.2%		8.4%		8.7%		
% of Council fleet lower emission vehicles (YTD)	85.5%		85.8%		87.7%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	1		1		0		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	6		5.9		5.9		10
Establishment actual FTE	40.27		40.56		40.51		
Staff Costs - % Spend to Date (FYB)	49.7%		58%		66.2%		100%

4. Finance & Controls – Fleet Transport

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q2 2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	39		3		11		15
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	0		1		1		2
Fleet Management - First Use Check Exceptions (Roads) – Year to date	6		6		7		2
Fleet Management- First Use Check Exceptions (Waste) – Year to date	12		3		7		18
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	3		0		1		8
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	1		0		0		2
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	4		0		2		15

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	78.33%		64.94%		64.03%		80%
Fleet Services - % of large HGV vehicles under 7 years old	69.57%		67.83%		76.98%		80%

Integrated Children's Services (excluding Education)

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

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - CSW	10		15		13		
% complaints resolved within timescale (stage 1 and 2) - CSW	70%		46.7%		61.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	10%		20%		30.8%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		0		

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Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 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 (%)	4.7%		5%		4.6%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	6.4%		5.9%		6.1%		5%
Looked After Children looked after at home (%)	19.7%		18.9%		19.2%		25%
Looked After Children looked after in Kinship (%)	20.3%		20.2%		20.3%		31%
Looked After Children looked after in Foster Care (%)	44.8%		46.2%		46.7%		33%

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

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Child Protection joint interviews completed within 5 days	89.5%		92.8%		88.6%		90%
% Initial child protection conferences held within 21 days	60%		93.8%		91.7%		80%
% Child Protection Case Conference decisions issued to families within 24 hours	100%		100%		100%		90%
% Child Protection Plans issued within 5 days	42.6%		67.9%		79.1%		80%
% Care experienced children and young people with 3 or more consecutive placements away from home in 12 months	New measure		5%		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	4.35%		45%		33.3%		75%

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

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 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		3		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	4.2		4.2		4.2		5
Establishment actual FTE	354.11		353.56		346.43		
Staff Costs - % Spend to Date (FYB)	49.1%		58.3%		74.4%		100%













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




Protective Services

1. Customer – Protective Services

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	1		8		5		
% of complaints resolved within timescale - Protective Services	100%		87.5%		60%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		0%		20.0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0		

2. Processes - Protective Services







Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	95.1%		100%		100%		100%
High Priority Pest Control % responded to within 2 days	96.4%		100%		100%		100%
High Priority Public Health % responded to within 2 days	100%		100%		98.3%		100%
Dog Fouling - % responded to within 2 days	77.4%		88.9%		100%		100%










Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	84.3%		75.4%		88.3%		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.




**Trading Standards ordinarily report on a quarterly basis the work carried out in respect of their advisory and enforcement work to regulate the retail sale of tobacco and e-cigarettes to person under the age of 18. The associated performance indicators are set by the Scottish Government and reported to them on an annual basis. However, due to the ongoing Covid response and concerns for officer welfare, it was not possible to carry out this work in the first half of 2021-22. This work has recommenced in Q3 with officers carrying out Business Advisory visits. Also, officers are in the process of carrying out Integrity Testing of premises selling tobacco and e-cigarettes to ensure they have in place an Age Verification Policy, as required by law. A report on this work will be submitted at the end of Q4 as it will be completed during that quarter, Covid restrictions permitting. Under-age sales test purchasing programmes remain problematic, but we will restart as soon as circumstances allow. The intention is that we will report on this work at the end of 2021-22

3. Staff - Protective Services

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 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)	1		0		0		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	0.5		0.6		0.8		10
Establishment actual FTE	64.43		64.74		64.04		
Staff Costs - % Spend to Date (FYB)	49.7%		58.2%		66.5%		100%

4. Finance & Controls - Protective Services

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	100%		97.8%		98.8%		95%

Road and Infrastructure Services

1. Customer - Roads

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Roads	70		18		37		
% of complaints resolved within timescale - Roads	82.9%		66.7%		32.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	15.7%		44.4%		48.6%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	1		2		0		

2. Processes - Roads

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	86.01%		79.49%		64.53%		90%
Number of Street Light Repairs completed within 7 days	166		155		333		
Potholes Category 1 and 2 - % defects repaired within timescale	81.73%		85.96%		95.02%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	255		251		286		

3. Staff - Roads

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	0		0		0		

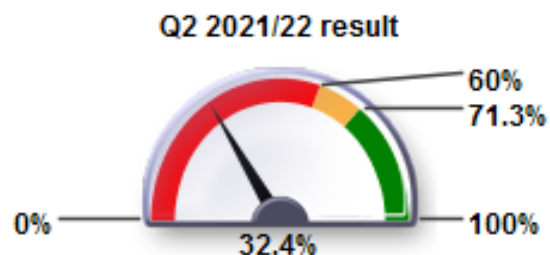
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Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	3		3		1		

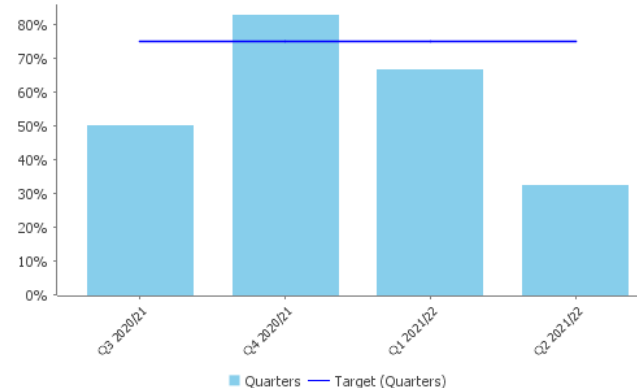
Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	4.8		5.4		5.9		10
Establishment actual FTE	160.58		157.73		155.92		
Staff Costs - % Spend to Date (FYB)	44.5%		51.1%		58.5%		100%

4. Finance & Controls - Roads

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



CDPRD5003 % of complaints resolved within timescale (stage 1 and 2) - Roads



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 Q2, 32.4% of complaints relating to Roads services were responded to within the agreed timescale, representing 12 of the 37 received. The number of complaints received during the quarter more than doubled on the previous one, a reflection of the huge amount of Capital works which were ongoing. Officer workload as a result of this huge work programme is also a factor and has clearly impacted on their ability to prioritise other areas of service delivery such as complaints processing.

Appendix A

This is the trend:

After reaching a high of 82.9% during Q4 of the previous financial year, performance has gradually fallen during the first 2 quarters of 2021/22, first to 66.7% (12 of 18) in Q1, then 32.4% (12 of 37) in Q2.

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 Q3 figures have already seen a slight improvement from Q2. However, officers are still having to prioritise the Capital programme, Spaces for People and the recent storm damage during the summer and autumn period to deliver their extensive programme. It is hoped that figures will improve during Q4.

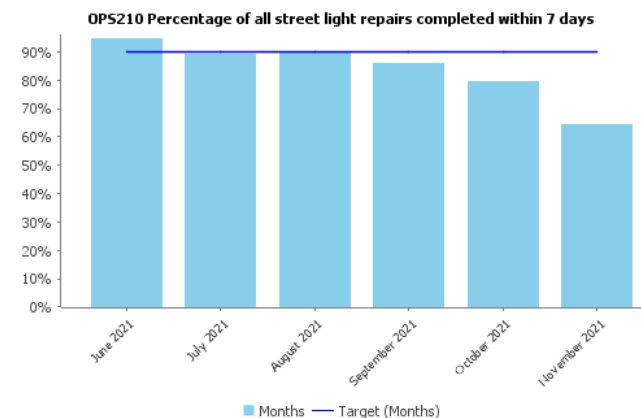
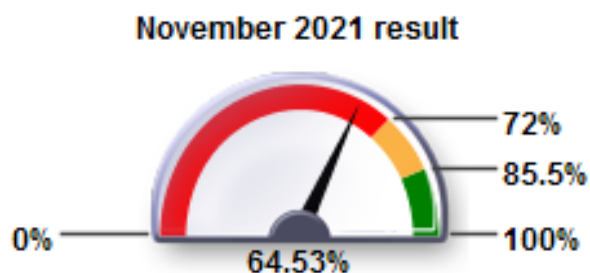
Responsible officer:

Doug Ritchie

Last Updated:

Q2 2021/22

Percentage of all streetlight repairs completed within 7 days



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of 'Improving Customer Experience', as outlined in the Shaping Aberdeen programme.

Benchmark Information:

Benchmarking against the figure of 77.27% for the same period in November of 2020, initially the figure of 64.5% appears slightly disappointing. There has been a large rise in numbers of faults reported from 195 in Oct to 516 in Nov which has unfortunately coincided with a combination of extreme weather and restricted numbers of vehicles available to our operatives. This however is perceived as a temporary setback and figures are expected to return to their projected levels over the next few months.

Target:

The target for this indicator for 2020/21 was set at 90% and has been maintained at that level for 2021/22.

This is what the data is saying:

There has been solid performance of 80% or above since the start of the financial year, with the average being 81% of repairs completed within timescale for the year to date.

This is the trend:

The overall trend continues to move in a positive direction and is projected to stabilise at or above the target figure of 90% in the coming months.

This is the impact:

Over the last year, there has been a noticeable decrease in the number of reports coming through the Firmstep system regarding outstanding faults and additionally a decrease in the number of complaints this department has received which is highly encouraging. Unfortunately, during November, however, there was a significant peak in the number of reported faults, up to 516, when compared to the monthly average of 230. This uptick in the number of faults reported combined with ongoing issues around the availability of your fleet of Mobile Elevated Work Platforms has resulted in a lower than anticipated performance result. In addition to this, winter maintenance has understandably taken precedence over street lighting repairs on 19 available days through the month. Finally, on the 25th November, Storm Arwen hit Aberdeen and it was therefore not possible to carry out repairs due to high winds for 4 consecutive days.

These are the next steps we are taking for improvement:

A number of meetings have been held with the Fleet service to improve the availability of fleet items which will assist with maintaining performance. Fleet are actively sourcing alternative suppliers of the vehicle types required to support the delivery of this service. If fault numbers remain high in January consideration will be given to employing additional resources to maintain the level of service expected and this will be reviewed weekly.

Responsible officer:

George Collie

Last Updated:

November 2022

Waste Services

1. Customer - Waste

Performance Indicator	Q4 2020/21		Q1 2021/22		Q1 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Waste	28		19		46		
% of complaints resolved within timescale - Waste	85.7%		73.7%		80.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	92.9%		63.2%		67.4%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	2		1		5		

2. Processes – Waste

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*% Waste diverted from Landfill	87.6%		88.5%		85.3%		85%
*Percentage of Household Waste Recycled/Composted	44.5%		46.3%		46%		50%

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

3. Staff – Waste

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	2		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	7		0		6		

Appendix A

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	11.2		11.1		11		10
Establishment actual FTE	188.52		188.2		188.98		
Staff Costs - % Spend to Date (FYB)	50.9%		58.8%		66.9%		100%

4. Finance & Controls – Waste


































Customer













Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total number of Stage 1 complaints	251		208		345		
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	74.5%		75%		65.8%		75%
Total number of Stage 2 complaints	36		36		36		
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	63.89%		55.56%		30.56%		75%
Total number Escalated Stage 2 complaints	26		28		36		
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	80.77%		75%		55.56%		75%
No. of Non-complex Subject Access Requests received	24		81		56		

Appendix A

Performance Indicator – Corporate	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Non-complex Subject Access Requests responded to within 1 month	66.7%		75.3%		75%		80%
No. of Complex Subject Access Requests received	5		4		3		
% Complex Subject Access Requests responded to within 3 months	40%		100%		100%		70%
No. of Environmental Information Regulation requests received	52		91		107		
% of Environmental Info Requests replied to within 20 working days - Corporate	84.6%		93.4%		92.5%		85%
No. of Freedom of Information requests received	253		234		226		
% of Freedom of Information requests replied to within 20 working days - Corporate	80.6%		92.7%		88.5%		85%
No. of Access to School Records requests received	3		2		3		
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%
No. of Data Protection Right requests received	6		4		6		
% Data Protection Right requests responded to within 1 month	83.3%		100%		50%		100%

Performance Indicator – Service	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	65		77		94		
% of complaints resolved within timescale – Customer Experience	86.2%		90.9%		75.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	61.5%		39%		43.6%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	8		6		4		

2. Processes – Customer Experience

Performance Indicator	Sept 2021		Oct 2021		Nov 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)	8.86		9.05		Data not available		12
Correct amount of Housing Benefit paid to customer (monthly)	97.98%		97.7%				95%
% Customer Contact Centre calls answered within 60 seconds	75.64%		76.36%		76.55%		70%
Percentage of invoices sampled and paid within 30 days	92.54%		86.97%		Data not available		90%

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Crisis Grant applications processed within 2 working days	90.82%		92.73%		93.16%		90%
% Community Care Grant applications processed within 15 working days	50.24%		58.44%		83.22%		50%

3. Staff – Customer Experience

Performance Indicator	Q4 2020/21		Q1 2020/21		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		1		1		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	2		1.9		2		5
Establishment actual FTE	306.26		314.79		324.91		

Appendix A

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	49.8%		58.2%		64.3%		100%

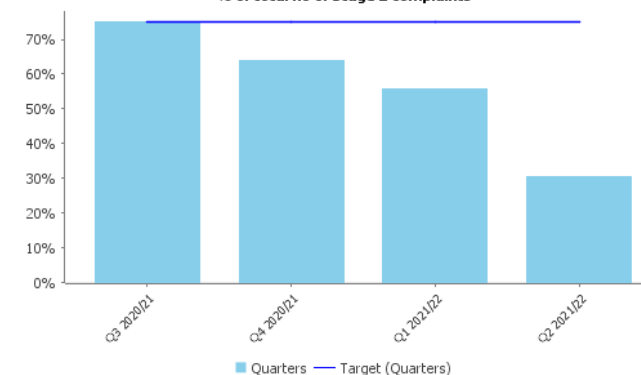
4. Finance & Controls – Customer Experience

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£72.3m		£83.5m		£94.9m		£96m

The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints



Com010.001 Corp The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints



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:

During quarter 3 of 2021/22 36 stage 2 complaints were received. Of these, just 12 were responded to within the set timescale of 20 days, resulting in an outcome of 30.56% for the period.

Appendix A

This is the trend:

Following a high of 75% during Q3 of 2020/21, performance for this measure has fallen in every quarter to its current level (63.89% in Q4 of 20/21 and 55.56% in Q1 of 21/22). During the past 12 months, there have been an average of 33 stage 2 complaints in each quarter with an average of 18 responded to on time, or 54.54%.

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 reason why response timescales are not always met varies and continues to be explored and addressed with services. Please refer to the drill downs for specific service areas for analysis on this matter and service improvement plans.

Where a response timescale cannot be met, for example due to the complexity of the matter, there is a process in place to inform the customer that an extension is necessary.

The data for Q3 to date indicates that performance has improved to around 53% which is a significant improvement although still below target.

Responsible officer:

Lucy McKenzie

Last Updated:

Q2 2021/22

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Data and Insights	0		1		0		
% of complaints resolved within timescale – Data and Insights	No complaints Q4		100%		No complaints Q2		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	Q4 2020/21		Q1 2021/22		Q2 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	Q4 2020/21		Q1 2021/22		Q2 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		

Appendix A

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.03		0.03		0.06		5
Establishment actual FTE	28.09		28.09		28.62		
Staff Costs - % Spend to Date (FYB)	42.4%		49.5%		56.6%		100%

4. Finance & Controls – Data and Insights













Digital and Technology

1. Customer – Digital and Technology







Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2020/21		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	1		1		5		
% of complaints resolved within timescale – Digital and Technology	0%		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0%		0%		0%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		1		










Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	232secs		176secs		131secs		150 sec.
Abandonment Rate % (IT Helpdesk)	37.36%		29.78%		29.93%		30%

2. Processes – Digital and Technology

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	99.5%		99.5%		99.5%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	75.3%		72.2%		79.9%		65%
% Priority 1 and 2 incidents closed in timescale	60%		100%		60%		99.5%
% Priority 3 – 5 incidents closed in timescale	76%		73.8%		78.2%		95%

3. Staff – Digital and Technology

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 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	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	0.9		0.9		0.8		5
Establishment actual FTE	88.48		88.48		88.55		
Staff Costs - % Spend to Date (FYB)	49.8%		58.2%		66.5%		100%

4. Finance & Controls – Digital and Technology

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	62		53		67		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	80.6%		88.7%		70.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	29%		15.1%		32.8%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	0		4		3		

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	71.6%		68.9%		70.1%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	80.2%		77.8%		77.3%		85%
Financial Inclusion - No of open cases per month	119		116		133		
Financial Inclusion - No of enquiries per month	145		132		126		
Number of visits to libraries - person	16,899		16,899		16,785		
Number of visits to libraries - virtual	99,556		99,888		Data not available		
*% Libraries open during agreed opening hours	100%		100%		100%		98%

*Reinstatement of services has continued to progress throughout the quarter with Cults and Cornhill libraries opening two days per week from 6 October. Bucksburn Library reinstated face-to-face services on 9 November, three days per week. Torry and Ferryhill Libraries opened for Click and Collect two days per week from 6 October. The first in person event outside Bookbug was held safely on 15 November.

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Sept 2021		Oct 2021		Nov 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)	3.1%		3.1%		3.1%		4.0%
YTD % of Unintentional homeless decisions reached within 21 Days	96%		94%		94%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	113.2		112.1		108.7		100
YTD Percentage of anti-social behaviour cases reported which were resolved	93.2%		94.1%		92%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	98.1%		98.4%		98.4%		100%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	237		240		229		
The YTD number of Legal reposessions following decree (Arrears) - Citywide	0		2		18		
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.4%		91.2%		91%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	85.3%		85.1%		85.2%		93.5%
*The YTD Average time taken to re-let all properties (Citywide - days)	101.7		102.2		98.8		100.9
*Voids Available for Offer Month Number - Citywide	680		785		900		
Welfare Rights - % of Successful Appeals	50%		100%		100%		
HMO License Applications Pending	177		166		146		
HMO Licenses in force	1,072		1,070		1,086		
% Library item requests satisfied within 21 days	74.7%		65.7%		76.5%		85%

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q4 2020/21		Q1 2021/22		Q2 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		1		0		





Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	7		6.9		7.1		8
Establishment actual FTE	368.38		367.59		372.28		
Staff Costs - % Spend to Date (FYB)	33.8%		39.4%		45.7%		100%

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Sept 2021		Oct 2021		Nov 2021		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£277,259		£270,389		£259,694		
Gross rent Arrears as a percentage of Rent due	12.33%		12.95%		13.34%		11.5%
*Rent loss due to voids - Citywide - YTD average	2.95%		3.02%		3.19%		2.08%

*For all measures related to voids, please see relevant Void Properties Report CUS/22/002 for further detail

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

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	19 January 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/21/322
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Jack Penman
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

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

2. RECOMMENDATION(S)

It is recommended that the Committee: -

- 2.1 Acknowledge the objections received as a result of the public advertisement of proposed traffic regulation orders;
- 2.2 In relation to “The Aberdeen City Council (Middlefield Terrace, Aberdeen) (Prohibition of Waiting) Order 202(X)” overrule the objection received and approve this order be made as originally envisaged; and
- 2.3 In relation to "The Aberdeen City Council (Donmouth Area, Aberdeen) (20mph Speed Limit) Order 202(X)” overrule the objection received and approve this order be made as originally envisaged.

3. BACKGROUND

- 3.1 This report deals with proposed TROs which, at the public advertisement stage, have been subject to statutory objections. The report presents the objections received and provides officers’ responses to the issues raised. Plans detailing

each of the schemes in question are included within the first appendix to this report. Redacted copies of the letters of objection received are within appendix 2 and the street notices for the proposals (appendix 3) are also included.

3.2 **The Aberdeen City Council (Middlefield Terrace, Aberdeen) (Prohibition of Waiting) Order 202(X)”**

3.2.1 **Proposal**

The proposed Traffic Regulation Order is to introduce sections of ‘at any time’ waiting restrictions on Middlefield Terrace. These would be in the form of junction protection at the inset road sections of Middlefield Terrace. Additionally, restrictions are proposed for the entirety of the internal kerb line round the grass verge sections in these inset roads.

Concerns from a resident were raised to the Traffic Management and Road Safety team by a locally elected member. The concerns were around vehicles parking at the junction entrance to these inset roads. Vehicles parked in such a manner cause difficulty for all road users by limiting visibility and obstructing safe pedestrian movements at these junctions, restricts visibility for all road users and pose a road safety concern. Vehicles which park directly at the junction also block the dropped kerbs which can cause significant issues for those with mobility issues.

Furthermore, it was reported that vehicles are regularly being parked on the grass verge area of the inset road serving properties 27 – 65 Middlefield Terrace. On reviewing the location on site officers noted there was a vehicle parked on the grass area and there was evidence this may be regularly occurring owing to the tyre marks and damage to the grass.

Vehicles were also observed parking in proximity to the junction of the inset road serving properties 83-121 Middlefield Terrace and whilst no vehicles were observed parking on the grass verge at this location it is felt worthwhile to introduce the same restrictions around the verge as a precaution.

3.2.2 **Objections**

One statutory objection was received from a resident on Middlefield Terrace. The objector provided a detailed document covering the reasons for their objection. The full content of this objection can be read in appendix 2. The plan for the original proposal is available in appendix 1 and the street notice is in appendix 3. A summary of the main points of the objection are provided below, with points made by the objector highlighted in bold, which are thereafter followed by a response from a traffic management perspective:

3.2.3 **“the main limitation to the visibility of road users, and the obstruction to pedestrians and vehicular movement, is caused by an increased presence of large vehicles (SUV’s, trucks or vans...)”**

Where there are no kerbside parking restrictions any vehicle which is legally

allowed on the road (except large HGV's which are covered under "The Grampian Regional Council (Heavy Vehicles) (Overnight Parking Places, Aberdeen) Order, 1987") can park on the road at any time where it safe to do so. Guidance in the highway code instructs motorists not to park within 10 metres of a junction, this is however unenforceable guidance. The restrictions being proposed are in line with what is in the highway code, are in response to vehicles being observed parking at these junctions. Thus, officers feel the proposed measures are appropriate and proportionate.

3.2.4 "Any road traffic offense, or damage to Council property, if any, should be prosecuted by the authorities accordingly to current laws".

Parking offences in Aberdeen City are covered under the Decriminalised Parking Enforcement (DPE). This is a regime which enables the local authority to administer its own parking penalties, including the issuing of Penalty Charge Notices (PCNs) to vehicles. In areas with DPE, stationary traffic offences cease to be criminal offences enforced by the police and instead become civil penalties enforced by the local authority.

Whilst Police Scotland can and do enforce parking issues these are normally confined to the more severe cases of road obstruction where there is an immediate and serious road safety concern. Under existing laws, the presence of vehicle on a footway or verge is not technically an offence. It is the act of driving the vehicle off the public road at an unauthorised location onto the footway or verge which is an offence. For action to be taken this would require it to be witnessed by Police Officer on duty which is unlikely and given other commitments would likely be a low priority if it were.

The introduction of 'at any time' waiting restrictions around the verge would allow this type of inappropriate parking to be enforced by our City Wardens using PCNs as the restrictions cover the carriageway to the back of the road verge.

3.2.5 "The presence of a Prohibition to waiting area will not ensure or prevent that road traffic abusers abide to the law if the law is not enforced".

Parking restrictions are enforced city wide by the City Wardens. The Wardens regularly patrol areas with restrictions and can respond to calls of inappropriate parking and where necessary take action/offer advice to motorists.

3.2.6 "It will create a precedent for any, and potentially all 22 owners of these private side-accesses to the main part of Middlefield Terrace, to request, and then obtain similar ORDERS which would make parking in the area to all other residents no longer possible".

Providing at any time waiting restrictions for private accesses such as driveways is not something Aberdeen City Council do.

3.2.7 "The limitation of parking space in Middlefield Terrace, as a consequence of a the implementation of the "The Aberdeen City Council

(Middlefield Terrace, Aberdeen) (Prohibition of Waiting) Order 202(X)” will magnify the phenomenon of that/those user(s) parking their vehicles on sidewalks or on the grass amenities (especially at night times) or at the Prohibition to waiting Area markings as well”.

It should be noted that the main function of a road is movement and not parking. Unrestricted kerbside parking should therefore not be viewed as a right for motorists but as an additional benefit that is derived from the local geometry of a road. This type of parking should only be accommodated when it is safe to do so and does not negatively impact on the safety or movement of other road users.

The modest introduction of waiting restrictions at the junction will not displace many vehicles and there is adequate more suitable locations on street for these to be parked. Vehicles parking near the junction are doing so in contrary to highway code guidance. It should be noted the proposed scheme has lengths of restrictions less than the standard 10 metres as officers sought a balance between maintaining parking amenity whilst ensuring the dropped kerbs at the junction remained free for pedestrians.

Whilst it is anticipated if restrictions are implemented the lines on the ground will be enough of a deterrent to stop motorists parking at these areas as noted previously the City Wardens can take enforcement action if required.

New legislation in Scotland has been introduced which will make parking on a footway an offence albeit the implementation of this has been delayed by the COVID pandemic.

3.2.8 “Public meeting with parties, including local Councillors should be called to assess the future scenarios that the area will undergo to avoid discontent among all residents and road users”.

The proposals were submitted to the local community council for comment. Community councils can request that officers meet with them to discuss any issues they have in the local area.

3.3 “The Aberdeen City Council (Donmouth Area, Aberdeen) (20mph Speed Limit) Order 202(X)”

3.3.1 Proposal

The proposed Traffic Regulation Order is to introduce a mandatory 20mph speed limit in the Donmouth area, the exact streets are shown in the street notice and plan located in the appendices.

3.3.2 Objections

One statutory objection was received from a resident from Donmouth Crescent. The full content of this objection can be viewed in appendix 2. The plan for the original proposal is available in appendix 1 and the street notice is in appendix 3. A summary of the main points of the objection are provided below, with points made by the objector highlighted in bold, which are

thereafter followed by a response from a traffic management perspective:

3.3.3 This is a proposed solution to a problem that does not exist. There are no schools in the immediate area, so it is not a concern for children's safety. In the time that I have lived in the area I have not had any concerns over the speed of vehicles. This is not a heavy traffic area anyways.

Previous speed surveys in the area have shown that most drivers are already adhering to a speed limit of around 20mph in the area. Guidance on settling local speed limits notes that speed limits should be evidence led, self-explaining, and seek to reinforce people's assessment of what is a safe speed to travel. As this is residential area most motorists seem to be reacting accordingly and driving at speed lower than the current 30mph mandatory limit. Thus, a 20mph limit would seem to fit with what motorists expect in this area. There are however some vehicles recorded in the surveys, especially on Links Road, which is the access to the golf course, exceeding 30mph. The introduction of a 20mph speed limit with the associated signs will help enforce the message that drivers should slow down in what is a residential area.

The link between vehicle speed and injury severity is well defined. The introduction of a lower speed limit will improve road safety for all users and is consistent with the goals of the approved Roads Hierarchy to lower speed limits in local roads to 20mph. This is also consistent with the Scottish Government aspirations that all appropriate roads in built up areas will have a safer speed limit of 20mph by 2025.

3.3.4 I object with spending the £4,000 initial cost and £100/5 years maintenance fees. That money can be used elsewhere in the city council, as a speed problem does not exist.

This proposal will be funded from the Cycling, Walking and Safer Routes (CWSR) funding. This is a ring-fenced grant from the Scottish Government and is used to introduce measures to improve road safety for all users. This proposal is in response to concerns raised by local residents and elected members.

4. FINANCIAL IMPLICATIONS

- 4.1 Proposals will be funded through the Cycling, Walking and Safer Routes budget.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Road safety levels and traffic management could be compromised if measures are not progressed, leading to continued public concern.	L	Officers propose measures that are deemed reasonable and appropriate to address the Road Safety and Traffic Management issues to reduce incidents of public objections
Financial	N/A		
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		
Legal	Requirement to restart process if it is not approved.	L	Officers proposed 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	Full Integrated Impact Assessment not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

N/A

10. APPENDICES

Appendix 1 - Plans
Appendix 2 - Objections
Appendix 3 – Street Notices

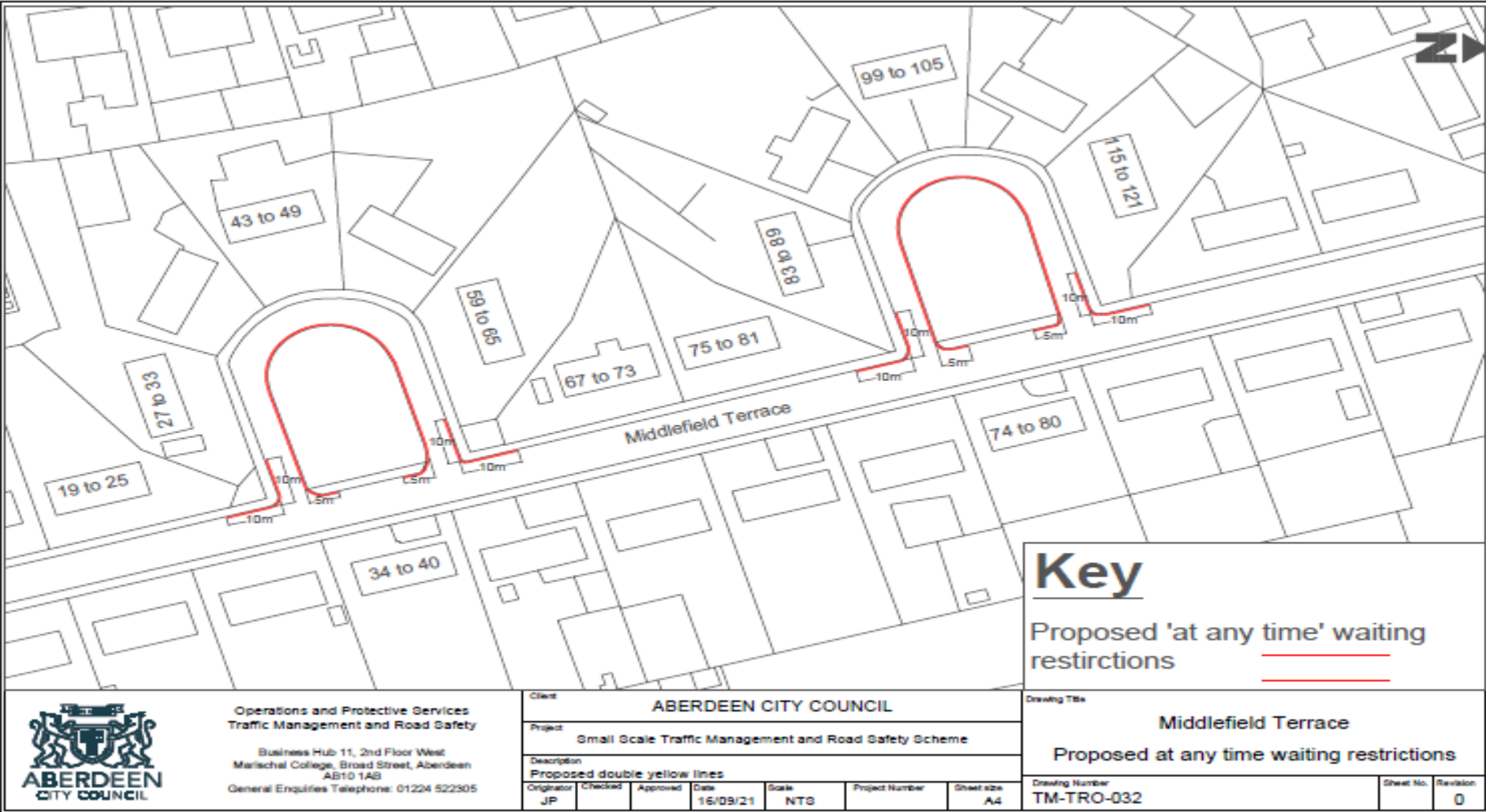
11. REPORT AUTHOR CONTACT DETAILS

Name	Jack Penman
Title	Technical Officer
Email Address	jpenman@aberdeencity.gov.uk
Tel	01224 522303

APPENDIX 1 – Plans

1. Middlefield Terrace Plan

Page 66

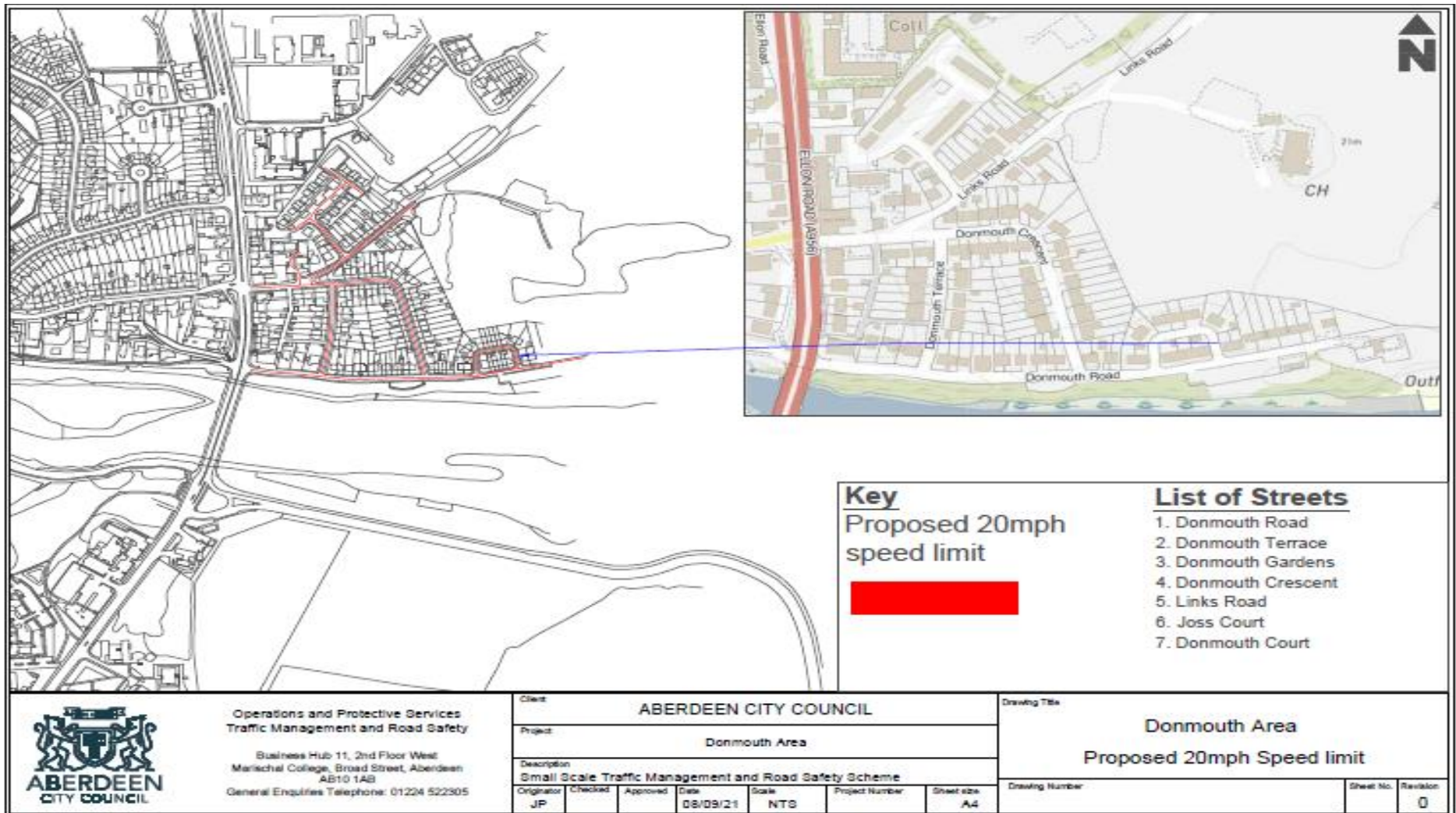


Operations and Protective Services
 Traffic Management and Road Safety
 Business Hub 11, 2nd Floor West
 Marischal College, Broad Street, Aberdeen
 AB10 1AB
 General Enquiries Telephone: 01224 522305

Client ABERDEEN CITY COUNCIL							
Project Small Scale Traffic Management and Road Safety Scheme							
Description Proposed double yellow lines							
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size	
JP			15/09/21	NTS		A4	

Key		
Proposed 'at any time' waiting restrictions		
Drawing Title Middlefield Terrace Proposed at any time waiting restrictions		
Drawing Number TM-TRO-032	Sheet No.	Revision 0

2. Donmouth Area Plan



APPENDIX 2 – Objections

Middlefield Terrace

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

Aberdeen, 30th November 2021

To: trafficmanagement@aberdeencity.gov.uk

Good morning,

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

To Whom it May Concern

██████████ resident at █████ Middlefield Terrace, AB24 4PE, in Aberdeen, **OBJECTS** to plans that the Aberdeen City Council and/or any appointed Third Party have to implement the activities reported on notice(s) (DOCUMENT 1) posted on street light posts (Photo 1) located at the grass amenity areas in Middlefield Terrace, AB24 4PE and reported on various public documents available from the internet:

- DOCUMENT 2: J. Penman (jpenman@aberdeencity.gov.uk), *Various Traffic Management and Developer Proposals* (Downloadable at the following Link: [Traffic Management - Proposed Traffic Regulation Orders - Aberdeen City Council - Citizen Space](#))

and

- DOCUMENT 3: "Middlefield Terrace – AATS Draft TRO – Compatibility Mode" (in attachment).

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

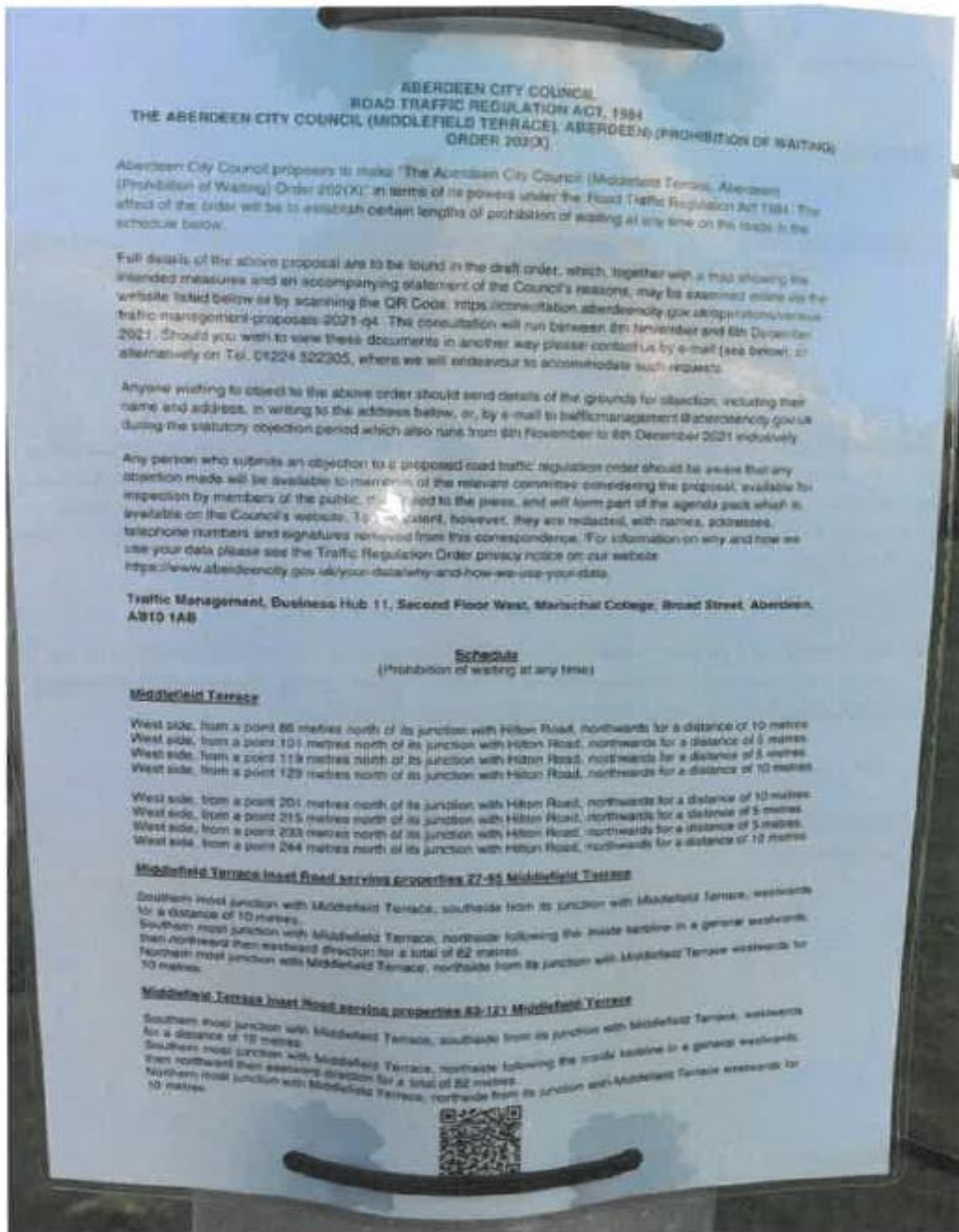


Photo 1: Public Notice (Document 1)

2

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

The motivations stated by the Aberdeen City Council to present the "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" (Document 1), are reported on page 27 of Document 2. The exact wording is reported as follows in italic:

[...] *"Middlefield Terrace - Proposed Lengths of Prohibition of Waiting At Any Time Concerns have been raised regarding vehicles being parked in proximity to the junction of the inset road serving properties to 27-65 Middlefield Terrace and Middlefield Terrace. Vehicles which park in such a location cause difficulty for all road users by limiting visibility and obstruct safe pedestrian/vehicular movements. Furthermore, it has been noted that vehicles are parking on the grass amenity area which is causing damage to the area. Officers therefore propose to implement lengths kerbside parking restrictions at this location in the form of 'at any time' waiting restrictions. As there is an almost identical inset road serving properties 83-121 Middlefield Terrace, it is proposed to do the same at this location to prevent a similar issue arising. Implementation cost – £300 Estimated maintenance costs – £200 every 10 year" [...].*

The **OBJECTION** is raised on the following grounds:

- 1) [...] *"vehicles being parked in proximity to the junction of the inset road serving properties to 27-65 Middlefield Terrace and Middlefield Terrace [...] cause difficulty for all road users by limiting visibility and obstruct safe pedestrian/vehicular movements."*

The **OBJECTION** is based on the fact that the main limitation to the visibility of road users, and the obstruction to pedestrians and vehicular movement, is caused by an increased presence of large vehicles (SUVs, trucks, or vans – some of which are clearly marked with Aberdeen City Councils TAG/recognition numbers) in the area – 24hr a day - which have become a permanent part of the landscape. Some third party(ies) vehicles are permanently parked (or abandoned?) on the sidewalk parallel to Middlefield Terrace at the first cul-de-sac, obstructing safe vehicular and pedestrian movement (Photos 2-3). Other photos are available.

3

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.



Photo 2: Vehicle obstructing safe vehicular movement from the first cul-de-sac at Middlefield Terrace



Photo 3: Vehicles obstructing safe vehicular movement to/from the first cul-de-sac at Middlefield Terrace

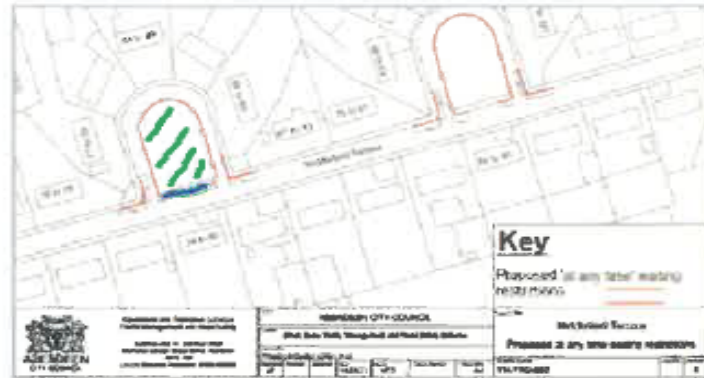
For an easier visualization of the problem, a BLUE line is marked on a modified version (MAP-1R) of the original Map reported on page 28 of DOCUMENT 2.

4

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

MAP-1R shows the grass area (highlighted with the four green lines) at the first cul-de-sac at Middlefield Terrace which is, from time to time, used as a parking area by vans, trucks and other large vehicles.



Map-1R

Any road traffic offense, or damage to the Council property, if any, should be prosecuted by the authorities accordingly to current laws and the consequences of individual's behaviours should not be dumped on an entire community with (re-)actions which would change the template of the area, with consequences which will affect the many families and late-night workers living in the area.

The presence of a Prohibition to Waiting Area will not ensure or prevent that road traffic abusers will abide to the law if the law is not enforced.

If the law can be enforced, as it should be, the Prohibition to Waiting area is not required.

- 2) Middlefield terrace, from the intersection with Hilton Road (Left side on Map-2R and down to the second cul-de sac (marked with the number 2 on MAP-2R)) has **22 (twenty-two)** privately owned gates, accesses, private driveways, and few garages which are regularly occupied by vehicles.

The **OBJECTION** to the Prohibition to Waiting Area is based on the fact that if the Aberdeen City Council will proceed with the Plan (Documents 1-3), it will create a precedent for any, and potentially for all 22 owners of these private side-accesses to the main part of Middlefield Terrace, to request, and then obtain, similar ORDERS which would make parking in the area to all other residents no longer possible.

Residents of Middlefield Terrace may no longer be able to park in close proximity of their houses, forcing them to park in close proximity of the Stuart Park.

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.



Map-2R

- 3) Similarly, to Point 2), an **OBJECTION** is raised because other residents of Middlefield Terrace, from the second cul-de-sac, can be affected by the long-term consequences of a Prohibition to Waiting area. Indeed, as reported in Document 2,

[...] "As there is an almost identical inset road serving properties 83-121 Middlefield Terrace, it is proposed to do the same at this location to prevent a similar issue arising." [...].

other privately owned gates, driveways or garages are present on the second part of Middlefield Terrace until when Middlefield Terrace intersects with Middlefield Place, parking issues for most of the residents will be magnified.

- 4) After reading Documents 1-3, it is not clear if the proposed dimensions (lengths) of the portion of the road (marked by red lines/curves) that should become Prohibited to Waiting Area(s) is correct:

Are the unit of measurements reported in metres or in feet? 10 metres or 10 ft?

References are reported on Map-3R.

The **OBJECTION** is based on the fact that the Proposing parties of the Prohibition to Waiting Plan have to clarify the effective dimension(s) of the road which would become Prohibited to Waiting.

Indeed, a length of 10 m corresponds to almost the length of 2 cars while the length of 10 ft (~3 m) corresponds to the length of a large van or one car of average length.

Also, is the length a Total length (from one point of the bent to the other) or will it be 10x (m or ft) at each side of the red areas highlighted on the original map from Document 2?

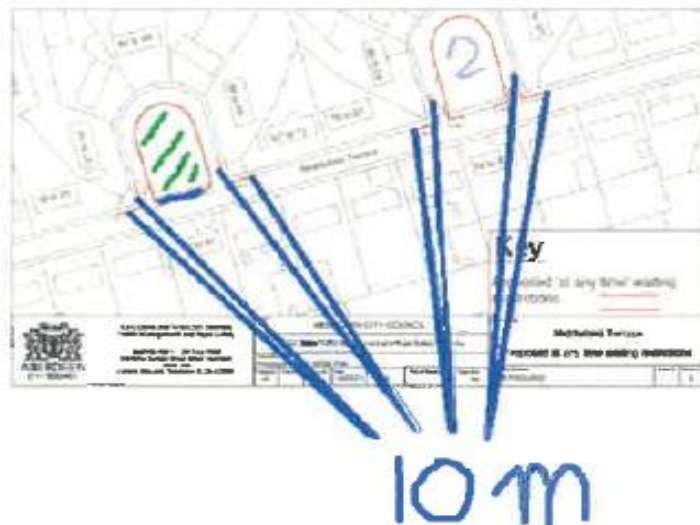
6

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

If the Plan is to have a non-waiting area of 10 m on each side of the cul-de-sacs (parallel and perpendicular (entering the cul-the-sacs) to Middlefield Terrace, a good number of residents' vehicles can no-longer be parked in the area, creating a substantial and practical problem for most of the residents in the area.

Residents may be obliged to park on either side of Middlefield Terrace, restricting the road lane; and this will create more severe visibility problems to all road users and to pedestrians.



Map-3R

5) An **OBJECTION** is raised because of the following comment reported in Document 2:

[...] "Furthermore, it has been noted that vehicles are parking on the grass amenity area which is causing damage to the area. Officers therefore propose to implement lengths kerbside parking restrictions at this location in the form of 'at any time' waiting restrictions. [...]"

Even if I do agree that offenses against public property is done, the fact that road users or few residents of the Middlefield Terrace area park their vehicles

[...] "on the grass amenity area [...] causing damage to the {same}" [...]"

is irrelevant and cannot be used to support the implementation of a Prohibition to Waiting Area.

7

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

Any road traffic offense, or damage to the Council property, if and when ascertained, should be prosecuted by the authorities accordingly to current laws and the consequences of individual's behaviours should not be dumped on an entire community with (re-)actions which would change the template of the area, with consequences which will affect the many families and late-night workers living in the area.

The presence of a Prohibition to Waiting Area will not ensure or prevent that road traffic abusers will abide to the law if the law is not enforced.

In this particular case, it will not prevent anyone from parking their vehicles on the grass amenity area. On the contrary, a Prohibition to Waiting area can possibly enhance the phenomena which should be addressed by the authority separately and differently.

If the Aberdeen City Council has intention to protect the grass area, They should ensure the area is fenced or regularly patrolled or that other forms of restrictions are put in place.

If the law can be enforced, as it should be, the Prohibition to Waiting area is not required.

Road traffic abusers should be punished accordingly to the current law and the topic should not be used as a pretext to introduce something (the Prohibition to Waiting area) which will impact the life of a neighbourhood for years to come.

- 6) An **OBJECTION** is raised following Point 5) because the limitation of parking space in Middlefield Terrace, as a consequence of the implementation of the "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)", will magnify the phenomenon of that/those user(s) parking their vehicles on sidewalks or on the grass amenities (especially at night times) or at the Prohibition to Waiting Area markings as well.



MAP-1R reporting green lines showing the grass area where, from time to time, vehicles are parked.

8

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

- 7) As an additional comment, it is noticeable that the intersection the "T" intersection **Middlefield Terrace – Hilton Road**, which is heavily affected by visibility issues, due to vehicles being parked left and right of the named intersection, or, at times, at the STOP at the intersection, is not a candidate for a Prohibition to Waiting Area.

The intersection Middlefield Terrace – Hilton Road **is the very true problem** for drivers, especially for those trying to take Hilton Road in direction of the North Anderson Drive.

This is because the view is obstructed, at particular times of the early morning and evening, and at weekends, by vehicles parked in proximity of the intersection and by the Bus, from First Bus, when it stops. Examples of the problem can be seen in Photos 4a-b



Photo 4: Hindered visibility at Middlefield Terrace – Hilton Road Intersection (4a Left: parked vehicle obstructing view of incoming vehicles; 4b Right: parked vehicles obstructing view of incoming vehicles. Note: Bus Stop at the light post). Note that it is just a coincidence that two similar red cars are parked right and left of the intersection: these are two different cars.

In addition to the visibility issues at that intersection, vehicles already moving on Hilton Road, do it at considerable speed (well above the allowed limit for the Urban Area) making even more complex, and dangerous, to enter, or cross, Hilton Road from Middlefield Terrace.

The MAP reported on page 26 of the Document 2 (reported as Map 26 below), reports a similar "T" intersection (Hilton Road – Clifton Road, which is reported on the Prohibition to Waiting Area Plan of the Aberdeen City Council) which is candidate for the Prohibition to Waiting area.



Map 26

9

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

Conclusions

Based on the information available to the public, which are summarized as the "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)"

The Plan is **OBJECTED for what pertains Middlefield Terrace in its entirety.**

Even if the Safety of pedestrians and road users is of greatest importance, the Plan presented by the Aberdeen City Council, or its appointed Third Party(ies), does not seem to be satisfactory, does not seem to bring any value or benefit to the Community and, on the contrary, shows lack of understanding of the area, its problems, and the heavy consequences that the aforementioned Plan will have on residents. Moreover, the Plan looks incomplete, superficial and not properly structured to solve problems of the Area.

The Plan can severely impact residents in the Middlefield Terrace area (and possibly the entire Stuart Park/Hilton Road Area) and can lead to parking issues for residents of the same area and loss of harmony among neighbours.

Residents will not be able to park at close distance from their houses, exposing their vehicles to be parked a far and away from closer control. Such a plan requires a direct consultation with all parties involved with public appointments.

Public meeting with parties, including local Councillors should be called to assess the future scenarios that the area will undergo to avoid discontent among all residents and road users.

There is a suspect that the Prohibition to Waiting Area hides a simple way to issue parking fines.

Regardless of this, the Proposing parties have not clarified how they intend to enforce the Prohibition. However, it is reasonable to expect the presence of Road Traffic Controllers with power of emitting parking fines.

Any road traffic offense, or damage to the Council property, should be prosecuted by the authorities accordingly to current laws and the consequences of individual's behaviours should not be dumped on an entire community with (re-)actions which would change the template of the area, affecting the many working families and working class living in the area.

The presence of a Prohibition to Waiting Area will not ensure or prevent that road traffic abusers will abide to the law if the law is not enforced.

In this particular case, it will not prevent anyone from parking their vehicles on the grass amenity area while those who have always had a civil and respectful behaviour towards neighbours and Council's property, will be penalized.

If the Aberdeen City Council has intention to control the area, to ensure road traffic offenses are fined, this is very welcomed, but They can do so without enforcing any Prohibition to Waiting area which will hit (for an intended period of time of 10 years – which will then become permanent) the Area.

However, it is believed that the section of Middlefield Terrace that really requires a Prohibition to Wait order is the one highlighted in Blue in Map-5R (below). The other areas marked red will not facilitate

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30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

visibility and, on the contrary, in the long term, will reduce parking space and push people to park on grass amenities with the only result of ruining the harmony among neighbours living the area.



Map-5R

Residents of Middlefield Terrace must be able to park their vehicles in close proximity of their houses at any time. The authorities should monitor and implement forms of road traffic control with the objective to punish road user abuses accordingly to current laws and not by creating boundaries of grey areas which may not be controlled regularly, especially at night times or over festive periods, with the risk of producing Prohibition to Wait areas which are going to affect families or late-night workers who may no longer be able to park unless they do not want to risk a traffic fine.

It is moreover believed that the visibility, and easier access to Middlefield Terrace from the (first) cul-de-sac can be facilitated by speed bumps (SB) to be placed before and after the same cul-de-sac. In this way it can be ensured that drivers proceeding from either side of Middlefield Terrace will have to slow down while those approaching Middlefield Terrace from the cul-de-sac, or from their private driveways, can enter Middlefield Terrace with better visibility. Pedestrians will also benefit from this alternative template (Map-6R).

30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.



Map-6R

Improvements to visibility and easy access to Hilton Road, from Middlefield Terrace, can certainly be facilitated by the installation of up to two High Visible and Impact Resistant Traffic Mirrors (Photo 5) facing Middlefield Terrace. This will facilitate visibility even when the Bus is stopping.



Photo 5: Example of a High Visible and Impact Resistant Traffic Mirror.

It is an expectation that this **OBJECTION** is given thorough consideration by the Aberdeen City Council for reaching a solution to the problems of the Middlefield Terrace Area in a way that can satisfy the interests of residents, pedestrians, road users, The Aberdeen City Council and, in a way to address any safety issue.

It is also believed that, with the approach of the Christmas festivities, and all relevant problems pertaining to Covid-19, and with a non-disclosed start date of the proposed Plan, it would be more appropriate to postpone any public engagement and any amendment to the Middlefield Terrace area template to a date in 2022.

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30th November 2021

OBJECTION to the notice "ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE, ABERDEEN)
(PROHIBITION OF WAITING) ORDER 202(X)" with undisclosed start date.

It is also hoped that the Aberdeen City Council can pay closer attention to the safety of pedestrians and drivers in Middlefield Terrace also at winter times, when snow or ice make the area a ice-slab which is always forgotten because it is not a "main road" [this is the comment received last year from the relevant representative] and where gritting is done only thanks to the good effort of few.

While I thank you for your time, I wish you my Best Regards

[Redacted signature block]

[Redacted signature block]

Donmouth Area

From: [REDACTED]
Sent: 06 December 2021 15:26
To: TrafficManagement <TrafficManagement@aberdeencity.gov.uk>
Subject: Donmouth Area speed limit reduction objection

I object to the reduction of the speed limit to 20mph in the Donmouth area.

This is a proposed solution to a problem that does not exist. There are no schools in the immediate area, so it is not a concern for children's safety. In the time that I have lived in the area I have not had any concerns over the speed of vehicles. This is not a heavy traffic area anyways. In the speed surveys it is stated that the average speeds are around 20mph. Also, improved road safety is cited, however there is no higher rate of traffic accidents and there are very limited experiences with drivers exceeding 30mph. A problem does not exist and I do not agree with reducing the posted speed limit. The current speed limit of 30mph is sufficient for this area.

If there are drivers that are going over the current speed limit of 30mph (I do not have any experience witnessing this), that behaviour will not change regardless of a lower posted speed limit.

Specifically, Donmouth Crescent is a narrow-curved road with limited traffic activity where you cannot drive fast anyways. All of the drivers that I have witnessed on my road already drive with the appropriate caution required of the road.

I object with spending the £4,000 initial cost and £100/5 years maintenance fees. That money can be used elsewhere in the city council, as a speed problem does not exist.

Thank-you,
[REDACTED]
Donmouth Crescent
Aberdeen
AB23 8DP

APPENDIX 3 – Street Notices

ABERDEEN CITY COUNCIL ROAD TRAFFIC REGULATION ACT, 1984 THE ABERDEEN CITY COUNCIL (MIDDLEFIELD TERRACE), ABERDEEN) (PROHIBITION OF WAITING) ORDER 202(X)

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

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

<https://consultation.aberdeencity.gov.uk/operations/various-traffic-management-proposals-2021-q4> The consultation will run between 8th November and 6th December 2021. Should you wish to view these documents in another way please contact us by e-mail (see below), or alternatively on Tel. 01224 522305, where we will endeavour to accommodate such requests.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the address below, or, by e-mail to trafficmanagement@aberdeencity.gov.uk during the statutory objection period which also runs from 8th November to 6th December 2021 inclusively.

Any person who submits an objection to a proposed road traffic regulation order should be aware that any objection made will be available to members of the relevant committee considering the proposal, 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. For information on why and how we use your data please see the Traffic Regulation Order privacy notice on our website <https://www.aberdeencity.gov.uk/your-data/why-and-how-we-use-your-data>.

Traffic Management, Business Hub 11, Second Floor West, Marischal College, Broad Street, Aberdeen, AB10 1AB

Schedule

(Prohibition of waiting at any time)

Middlefield Terrace

West side, from a point 86 metres north of its junction with Hilton Road, northwards for a distance of 10 metres.

West side, from a point 101 metres north of its junction with Hilton Road, northwards for a distance of 5 metres.

West side, from a point 119 metres north of its junction with Hilton Road, northwards for a distance of 5 metres.

West side, from a point 129 metres north of its junction with Hilton Road, northwards for a distance of 10 metres.

West side, from a point 201 metres north of its junction with Hilton Road, northwards for a distance of 10 metres.

West side, from a point 215 metres north of its junction with Hilton Road, northwards for a distance of 5 metres.

West side, from a point 233 metres north of its junction with Hilton Road, northwards for a distance of 5 metres.

West side, from a point 244 metres north of its junction with Hilton Road, northwards for a distance of 10 metres.

Middlefield Terrace Inset Road serving properties 27-65 Middlefield Terrace

Southern most junction with Middlefield Terrace, southside from its junction with Middlefield Terrace, westwards for a distance of 10 metres.

Southern most junction with Middlefield Terrace, northside following the inside kerbline in a general westwards, then northward then eastward direction for a total of 82 metres.

Northern most junction with Middlefield Terrace, northside from its junction with Middlefield Terrace westwards for 10 metres.

Middlefield Terrace Inset Road serving properties 83-121 Middlefield Terrace

Southern most junction with Middlefield Terrace, southside from its junction with Middlefield Terrace, westwards for a distance of 10 metres.

Southern most junction with Middlefield Terrace, northside following the inside kerbline in a general westwards, then northward then eastward direction for a total of 82 metres.

Northern most junction with Middlefield Terrace, northside from its junction with Middlefield Terrace westwards for 10 metres.



ABERDEEN CITY COUNCIL
ROAD TRAFFIC REGULATION ACT, 1984
THE ABERDEEN CITY COUNCIL (DONMOUTH AREA, ABERDEEN) (20MPH
SPEED LIMIT) ORDER 202(X)

Aberdeen City Council proposes to make “The Aberdeen City Council (Donmouth Area, Aberdeen) (20mph Speed Limit) Order 202(X)” in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to impose a mandatory 20mph speed limit on the lengths of road listed in the schedule below. Should no specific length be mentioned the restriction will cover the road in its entirety.

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

<https://consultation.aberdeencity.gov.uk/operations/various-traffic-management-proposals-2021-q4> The consultation will run between 8th November and 6th December 2021. Should you wish to view these documents in another way please contact us by e-mail (see below), or alternatively on Tel. 01224 522305, where we will endeavour to accommodate such requests.

Anyone wishing to object to the above order should send details of the grounds for objection, including their name and address, in writing to the address below, or, by e-mail to trafficmanagement@aberdeencity.gov.uk during the statutory objection period which also runs from 8th November to 6th December 2021 inclusively.

Any person who submits an objection to a proposed road traffic regulation order should be aware that any objection made will be available to members of the relevant committee considering the proposal, 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. For information on why and how we use your data please see the Traffic Regulation Order privacy notice on our website

<https://www.aberdeencity.gov.uk/your-data/why-and-how-we-use-your-data>.

**Traffic Management, Business Hub 11, Second Floor West, Marischal College,
Broad Street, Aberdeen, AB10 1AB**

Schedule

(20mph speed limit)

Donmouth Road, Donmouth Terrace, Donmouth Gardens, Donmouth Crescent,
Links Road, Joss Court, Donmouth Court.



ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 th January 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Managed student accommodation waste policy
REPORT NUMBER	OPE/21/262
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 Managed student accommodation waste policy.

2. RECOMMENDATION(S)

That the Committee:

2.1 Approves the proposed Managed student accommodation waste policy attached at Appendix 1.

3. BACKGROUND

3.1 The managed student accommodation waste policy is a newly created document to provide the managed student accommodation providers with clear guidance regarding the domestic waste recycling service provision; their waste management responsibilities; and the consequences of non-compliance with the policy.

The policy states the standard domestic service ACC will provide for managed student accommodation premises during term time (first week of September to last week of May), where appropriate and by agreement.

Out with the standard service, additional waste will not be collected unless there is a commercial arrangement in place. This policy will also protect the Council from providing chargeable services when the premises are operated on a commercial basis e.g. hotel, short-term let apartments.

The purpose of the policy is to:

- Detail the standard service provided by Aberdeen City Council to managed student accommodation premises, where it is agreed that the Council will service the accommodation;
- Set out clearly, what is out with the service provision for managed student accommodation premises;
- Specify the responsibilities of the student accommodation operator in relation to waste management; and

- Ensure safe access and egress to bin stores for collection crews.

3.2 **Problems with the current waste service provision for managed student accommodation**

The policy is in response to ongoing and costly problems with providing managed student accommodation, a non-chargeable domestic service over and above the standard domestic collection a normal household would receive. The problems identified below for managed student accommodation also breach sections of the Council's waste and recycling policy.

3.2.1 Service: presently we provide an annual service including out with term time when certain student accommodation properties are being operated on a commercial basis. This continued service should not be occurring, as commercial waste must have a separate arrangement in place, as trade waste cannot be legally collected as part of a domestic collection.

It has been identified that in the majority of collections for managed student accommodation, additional waste is collected out with the agreed provision e.g. side waste, additional collections etc. Consequently, this is significantly impacting on the service due to this delaying collection routes with extra sorting and collecting of materials. The additional waste/ contaminated recycling is costly to dispose through the Residual Derived Fuel (RDF) process rather than being recycled.

3.2.2 Access: consulting with the collection crews and waste supervisors has identified that several of the managed student accommodation sites are not providing access to the bin stores/ locations during the waste and recycling service working hours. Frequently, the collection crew are instructed to empty bins at a particular time, or they must phone the management of the property to gain access. This is an unacceptable request, as other householders on the same route are not permitted to determine a particular time their domestic waste is collected, plus they must provide access to their waste from 7am onwards during collection days.

3.2.3 Collection of excess waste: these collections are currently being provided free of charge and this is particularly observed at the start and end of terms.

3.2.4 Site management of waste, Dry Mixed Recycling (DMR) and food waste: The collection crews have identified that most sites have issues such as:

- bin stores not presenting each type of container;
- poorly laid out bin stores which impedes crews and residents' access to certain bins;
- litter and overflowing bins and bulky waste blocking access to the bins.
- Students having restricted or no access to DMR and/ or food waste bins reduces their incentive to recycle, consequently collection crews frequently record DMR and/ or food waste in the general waste bins.

Operational time is also wasted from cleaning excess litter in and around bin stores or moving bulky waste and/or other bins to gain access to the bins requiring emptying. Service and daily operation wise, this causes immense delays on an already burdened collection route.

Contamination: Communal food waste and DMR containers that are frequently contaminated with general waste is a significant issue for the Council. Firstly, there is a financial impact, as the contaminated recyclables can only be sent to the expensive disposal option of RDF.

There is also the potential legislative impact for the Council, as contaminated recyclables can only be disposed of as RDF which contribute towards the lowering of the overall recycling rate for the city, thus risking missing current and future key government recycling targets.

4. FINANCIAL IMPLICATIONS

4.1 Currently the waste and recycling service is providing managed student accommodations with a collection over and above the normal domestic collection, which is unsustainable and costly to provide. Excess waste is uplifted free of charge and a domestic collection is still provided when the accommodation is run as a commercial entity out with term time.

Providing domestic waste collections only during term time (first week of September to last week of May); not collecting excess waste free of charge should result in immediate cost savings to both the Council and Service. Additionally, operational improvements will be immediately seen within the service.

Managed student accommodation properties managing their waste facilities as per the policy will result in better participation from students and reduced contamination in DMR and food waste. This will result in a more effective service with a lower overall cost to the authority as recyclables are cheaper to dispose of compared to RDF.

The continual review and development of this policy helps to ensure that there is clarity and consistency in the approach which will result in better service delivery.

5. LEGAL IMPLICATIONS

5.1 The recommendations will ensure that the Council will comply with its legal obligations under the following legislation: The Environmental Protection Act 1990 (as amended); The Waste (Scotland) Regulations 2012 and Waste Management Licencing (Scotland) Regulations 2011 which place duties on all persons who produce, keep or manage waste (including Local Authorities) to take all reasonable steps to apply the waste hierarchy and through statutory waste and recycling targets.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	<p>The management of managed student accommodation acceptability of policy content.</p> <p>Limiting potential to achieve:</p> <ol style="list-style-type: none"> 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	<p>Reducing contamination through improved management of bin and recycling facilities.</p> <p>Provision of information for both accommodation management and the students to increase levels of reuse and recycling.</p>
Operational/ collection crew	<p>Manual handling issues with bins e.g. being too heavy to safely move</p> <p>Contact with hazardous materials.</p>	M	<p>Provision of adequate information and support to assist student accommodation operators and student residents to correctly store and use facilities.</p> <p>Manual handling training for collection crew.</p> <p>Monitoring impact implications, with appropriate action as necessary.</p>
Environment / Climate	<p>Risk of increased fly-tipping or littering due to contaminated bins not being emptied.</p> <p>Risk of excess waste out with service agreement, not being disposed of responsibly.</p>	M	<p>Provision of adequate information and support to assist the student accommodation providers and students.</p> <p>Monitoring impact implications, with appropriate action as necessary.</p> <p>Student accommodation operators being made aware of policy and their duty to organise collections out with the agreed service provision.</p>
Reputational	Managed student accommodation management	L	Engagement of regional/ national student accommodation management with the policy.

	acceptability of policy content.		<p>Regular meetings with site managers/ janitors to raise site-based issues and ensure they are aware of the policy contents.</p> <p>Ongoing communications, raising awareness of waste services and how to correctly use them.</p> <p>Appropriate training of Waste Team and Contact Centre Staff when dealing with managed student accommodation issues.</p>
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7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Local Outcome Improvement Plan	
Prosperous Place	<p>This policy aids improvements in the local environment by reducing the likelihood of littering.</p> <p>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).</p>
Aberdeen waste strategy	The policy aligns with Aberdeen's Waste Strategy and will assist Aberdeen achieving its target of recycling 56% of household waste by 2025.

8. IMPACT ASSESSMENTS

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

9. BACKGROUND PAPERS

n/a

10. APPENDICES

11. REPORT AUTHOR CONTACT DETAILS

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Managed Student Accommodation Waste Policy

**Approved by Committee on
19.01.2022 with an implementation date of 19.01.2022**



Document Control

Approval Date	19/01/2022
Implementation Date	19/01/2022
Policy Number	OPE/21262
Policy Author(s) and Owner	Hannah Lynch Policy author Kris Hultman Policy owner
Approval Authority	Operational Delivery Committee
Scheduled Review	Annual
Date and Changes:	N/A New Policy

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1 Why does the Council need this Policy?

1.1 This policy document sets out the provision of waste and recycling services provided for managed student accommodation to minimise the strategic, financial, operational, and environmental risks.

1.2 The purpose of the policy is to:

- Mitigate the risks of collecting excess and contaminated materials through providing Aberdeen City Council's standard service to managed student accommodation, where it is agreed that the Council will service the accommodation. The policy mitigates the financial and operational risks of providing additional collections out with the service provision for managed student accommodation.
- Specify the responsibilities of the student accommodation operator in relation to waste management.
- Ensure safe access and egress to bin stores for collection crews and residents.

2 Application and Scope Statement

2.1 This policy applies only to managed student accommodation and will impact the operators of the accommodation and indirectly, the students living there during term time.

2.2 The policy does not apply to private domestic residences or commercial premises, including student accommodation that operates entirely on a commercial basis.

3 Responsibilities

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

3.2 The customer will be supported by the Council if they encounter any difficulty or require assistance to help them comply, through providing support and guidance. Where the Council agrees to provide a household waste and recycling collection to a managed student accommodation provider, the provider must comply with this policy. Both parties are expected to work together to resolve any issues that arise at an early stage however, the Council reserves the right to withdraw service should it be demonstrated that there is repeated non-compliance with the policy. Any non-compliance will be reported by the collection crews in the first instance then subsequently reported to the Operations team for investigation and appropriate action.

3.3 Any feedback on the Managed Student Accommodation Waste policy or suggestions for improvement can be communicated to wastestrategy@aberdeencity.gov.uk for the attention of 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.

3.4 Operators of Managed Student Accommodation

- 3.4.1** Operators of managed student accommodation are responsible for ensuring site design and operation of waste facilities for new student accommodation premises including correctly following the planning document 'Resources for new development (part B waste) Supplementary Guidance' (see under 4.1 below). This ensures adequate provision for a fully integrated recycling and waste collection service, and that it can be operated safely.
- 3.4.2** The Operators are responsible for the daily management of their waste facilities and reporting any issues to Aberdeen City Council through [Waste enquiries | Aberdeen City Council](#).
- 3.4.3** The Operators are responsible for appropriate disposal arrangements of excess waste out with the standard service as detailed in 5.2.1. Site management must ensure that commercial arrangements are put in place to remove any such excess or collections out with term-time.
- 3.4.4** Operators must inform the Council if they do not wish to restart the term time service from the start of term time.

4 Supporting Procedures & Documentation

4.1 Supporting documentation

- [ACC Waste strategy 2014-2025](#)
- [Resources for new development \(part B waste\) Supplementary Guidance](#)
- [Charter for Household Recycling](#)
- [Code of Practice- household recycling in Scotland](#)
- [Waste \(Scotland\) Regulations 2012](#)
- [Environmental Protection act 1990 s45](#)
- [Resources for new development \(part B waste\) Supplementary Guidance](#)

4.2 Supporting procedure

- Managed student accommodation procedure

5 About this Policy

Standard service provided

- 5.2.1** Managed Student accommodation will only receive the following service by agreement with the Council. A household waste collection will only be provided if the property is registered for Council tax. Where the premises are registered for business rates, the waste arising from it, is commercial waste which requires a commercial agreement. The following weekly equivalent capacity for, dry mixed recycling (DMR), food waste and non-recyclable waste capacity will be provided during term-time (first Monday in September to last Friday in May):
- 1x 1280l general waste per 15 students
 - 1x 1280l dry mixed recycling per 15 students
 - 1x food waste per bin store
- 5.2.2** Aberdeen City Council will not collect additional waste out with the service as detailed in section 5.2.1 without a commercial arrangement.

5.3 Site management and segregation of waste and recycling

5.3.1. The Operators of managed student accommodation must comply with the following:

- Provide the correct management and segregation of materials within the premises with recycling and food waste bins located in every bin store.
- Ensure easy access to all bins for both the collection crew and residents. Operators must have arrangements in place to enable disabled residents to safely dispose of their waste.
- Ensure that bins do not overflow e.g. by rotating them.
- Clear up any overflowing bins including those from commercial activity, and where this occurs, ensure that commercial contracts are put in place to remove any such excess.
- Ensure recycling bins are not contaminated, as they will not be emptied as per 5.2.1.
- Clear up litter in bin stores and maintain bin stores in an orderly manner.
- Provide clear access to bins during working hours for collection crews. Where access is restricted and bins cannot be emptied, will be recorded on bin tags.
- As this is a standard domestic collection, it is timebound, therefore particular collection times cannot be arranged by student properties, as per our terms and conditions for domestic collections.
- Report damaged bins to the Council via [Request a replacement or an additional bin | Aberdeen City Council](#)
- Order food waste bags and additional food caddies where applicable through [Request replacement bin | Aberdeen City Council](#)

5.4 Excess waste during term time

5.4.1 Operators of managed student accommodation must organise appropriate disposal arrangements of excess waste out with the standard service as detailed in 5.2.1. Site management must ensure that commercial arrangements are put in place to remove any such excess.

5.5 Student accommodation operated out with term time for commercial gain

5.5.1 Household waste and recycling collections as per 5.2.1 will not be provided out of term time (between the first Monday in June to last Friday of August). During this period, the premises must arrange commercial waste contracts for the management of all materials arising from the site's operations. Aberdeen City Council Business Waste Service requires 4 weeks' notice to arrange an appropriate regular collection. If it is still classified as a domestic residence for students, the student accommodation provider must contact the Council with a minimum of TWO weeks' notice and list the flats/buildings still requiring a household collection.

6 Risk

6.1 The policy seeks to mitigate the associated risks of collecting excess and/ or contaminated waste from managed student accommodation premises during and out with term time by implementing the responsibilities and expectations of the managed student accommodation owners as per section 3.4.

6.2 This policy establishes the standard level of waste and recycling provision that relevant premises will receive free of charge. The intention is to reduce the financial risk to the Council through maximising recycling which generally incurs a lower cost than disposal.

6.3 It also establishes the responsibilities placed on the customer to ensure adequate and safe access for the collection crews to empty their bins. This is intended to improve route efficiencies and maintain a safe working environment for staff.

6.4 The policy also sets out expectations which incentivises the customer to minimise waste and maximise separation of waste for recycling. This has environmental benefits and supports the Council's carbon reduction ambitions.

6.5 There is unlikely to be any unintended effects, consequences or risks directly resulting from the implementation of this policy.

7 Environmental Considerations

7.1 Through encouraging operators of managed student accommodation to correctly manage and segregate materials within their premises, ensures recycling is not contaminated and bins do not overflow.

Reduced contamination, capping the number of materials collected and increased recycling and reuse will further divert materials from disposal thus reducing carbon emissions.

The operator will be responsible for promoting and encouraging residents to reduce, reuse and recycle, through various communications (posters, newsletters etc.). Assistance with communications and awareness raising can be provided by the waste and recycling officers.

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 which lowers carbon emissions.

8 Policy Performance

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

- Data from our reporting systems which can identify the reduced number of complaints from the collection crew of non-conformances from

managed student accommodation properties provides an indicator of success.

- Data from our reporting systems which can identify the reduced amount of waste generated out with term time.
- Data from our reporting systems which can identify the reduced waste disposal costs out with term time.

8.2 Waste and recycling data is reported annually to the Scottish Environment Protection Agency (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.

9 Design and Delivery

9.1 The policy will address the 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, through increasing diversion of materials from landfill and energy from waste. The diversion of waste will reduce landfill gases including carbon plus less journeys by diesel powered collection vehicles will also decrease the carbon footprint.

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 An accompanying procedure has been created to support the managed student accommodation policy; the procedure and policy are to be reviewed on an annual basis.

11 Communication and Distribution

11.1 Each student accommodation provider will directly receive a copy of this policy and associated guidance. They are responsible for notifying resident students of waste arrangements at the property e.g. posters in common areas.

11.2 The managed student accommodation policy will also be available on the Aberdeen City Council website to be accessed by student accommodation companies and shared with relevant staff.

11.3 The reviewed policy will be used as part of internal induction training for waste and recycling staff and existing staff will be made aware of this policy to assist in understanding their duties.

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.
- **Commercial use of student accommodation:** used out with term time for other commercial purposes and revenue is generated e.g. a hotel, self-catering.
- **Contaminated recycling:** Recycling contamination occurs when materials are sorted into the wrong recycling bin, or when materials are not properly cleaned, such as when food residue remains on a plastic container.
- **Excess waste:** any waste not presented in a bin or that cannot fit in a bin with the lid closed.
- **Household waste:** waste arising from households.
- **Managed student accommodation:** purpose built self-catering accommodation solely for the use of students which comprises rooms for one or more persons; forms the main residence for the tenants during term time.
- **Scottish Environment Protection Agency (SEPA)** is Scotland's environmental regulator and national flood forecasting, flood warning and strategic flood risk management authority. Its main role is to protect and improve Scotland's environment.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	19 January 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Void Housing Property performance
REPORT NUMBER	CUS/22/002
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 16th September 2021, it was agreed that a report would be brought to the Committee after two cycles to provide an update on the progress of managing Void Housing property.

2. RECOMMENDATION(S)

- 2.1 That the Committee notes the current position regarding Void Housing property performance.

3. BACKGROUND

- 3.1 Aberdeen City Council is the fifth largest Social Landlord in Scotland, with c22,000 homes available for rent. The current waiting list for a Council house is 5,248 and of those 3,783 have been assessed as having a housing need. This waiting list is made up of people with urgent priority, those on the transfer list, those with varying levels of points awarded depending on circumstances, and those with no priority.

- 3.2 As of 13th December 2021, 1251 properties are classed as 'Void', meaning that they are not currently occupied and are in the process of being returned to let. This figure is broken down into three categories:

- Properties that are unable to be relet (UTBR). These are properties requiring significant repair / capital works, for example complete replacement of electrical and / or heating systems, asbestos removal or fire damage.

- Buy back properties, which are properties the Council is buying in line with Council Policy, where this purchase will result in us being either majority or complete owner in a block of flats; or where a house of specific size or type would help us meet our aims of increasing housing stock.
- Properties that are available for allocation. These are properties that are currently with either Housing Management or Building Services, and are deemed ready to be relet to those with live applications.

3.3 As of the 13th December 2021, the figures for these are as follows:

Category of void property	Number	% of total
Unable to be relet	195	15.6%
Buy back properties	127	10.2%
Available for allocation	929	74.2%
Total	1251	100%

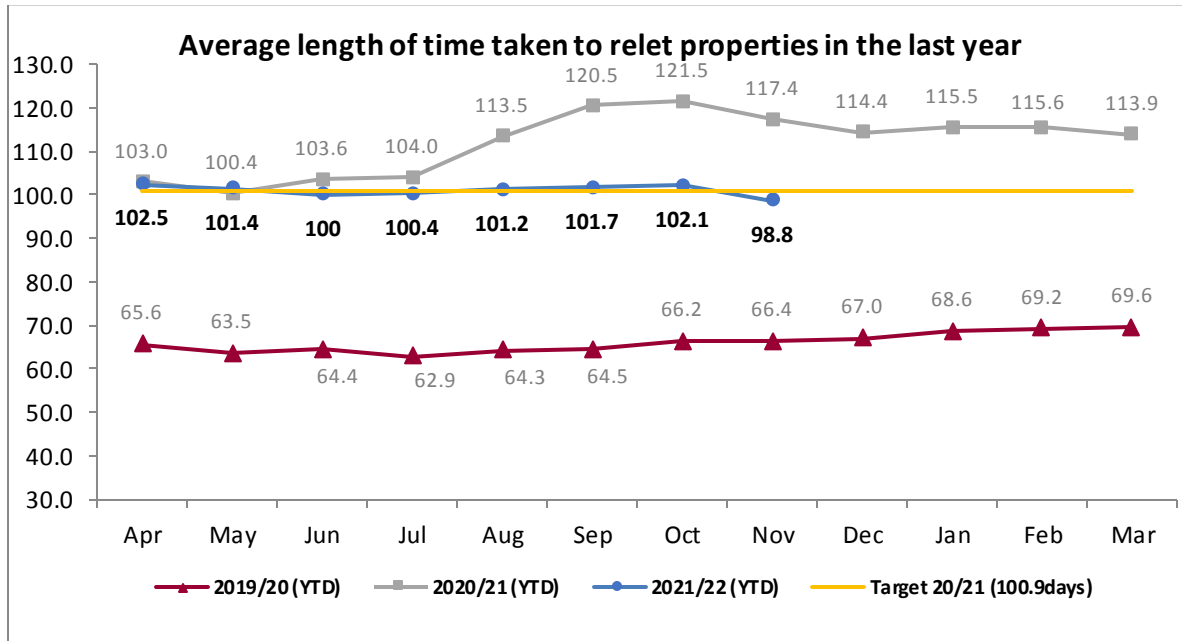
3.4 Performance in reletting properties is a core aspect of performance scrutinised regularly by Operational Delivery Committee, and also a key component of our annual report to the Scottish Housing Regulator as part of their self-assessment approach to regulation.

KEY PERFORMANCE AREAS

- 4.1 The confirmed primary, single reasons for properties becoming void remain transfer of tenancy (371), tenant deceased (248) and tenant in home / hospital or prison (127). There have been 1745 terminations so far this year, which is an increase on the previous year, when 1234 had been terminated.
- 4.2 To date 194 properties have become void due to a combination of either moving to rent in the private sector (103) or transferring to another landlord (93).
- 4.3 There has been a total of 1,390 re-lets in 2021 334 (31.6%) greater than at the same period last year, of those 1,163 were general need properties. Of 1,390 relets 42.16% (586) were let to homeless households, slightly below the 50% target set. We have made 3305 offers of accommodation this year, with 1248 offers accepted. This is a refusal rate of 62.2%, which is significantly above our target of 45%. Committee will be discussing the proposal to introduce a Choice Based Letting system today and the benefits of such a system include a reduction in refusal rates, with a more targeted approach to letting.
- 4.4 A new letting standard for properties has been agreed, with properties being painted and having vinyl flooring laid in the kitchen and bathroom prior to being relet. This work has recently been implemented, with several properties being relet at this new standard. We continue to work with our approved contractor, Morrison Construction, to return properties to the market for let.
- 4.5 Tenancy termination rates are at an average of **47.16** per week since the 1st April, with the average number of properties let at **37.57** per week since the same date. On

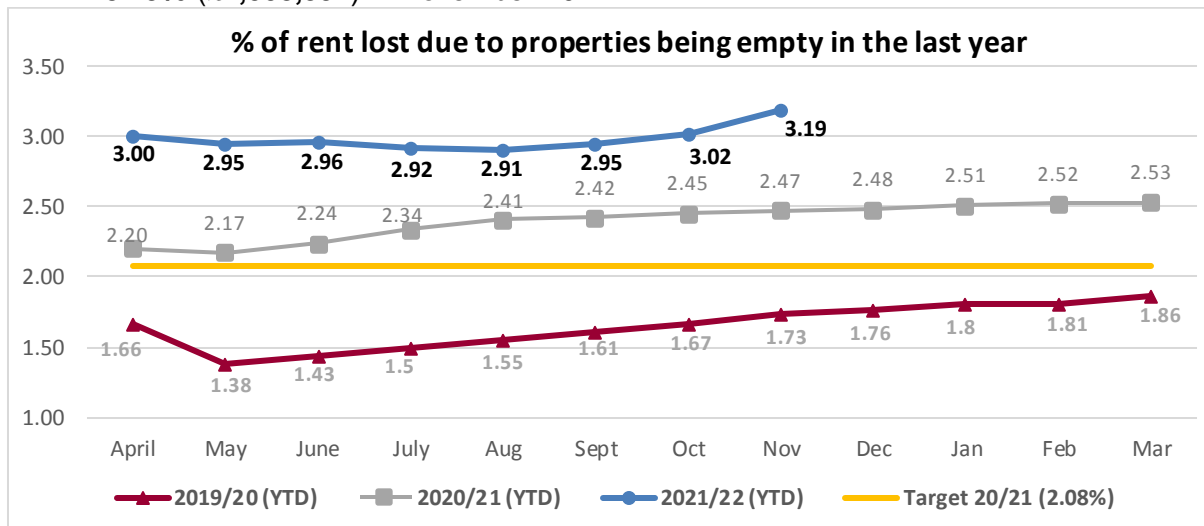
average **45.46** sets of keys are sent to repairs per week, with **40.30** sets of keys received back for let.

4.6 The average relet time for a property has decreased by **18.6** days since November 2020, to **98.8** days at the end of November 2021. This is due to significant focus and efforts on turning round properties within timescale, the increased ability of tradesmen to enter the properties to carry out repairs, and the support provided through the commissioned contract agreed by Strategic Commissioning Committee in June 2021.

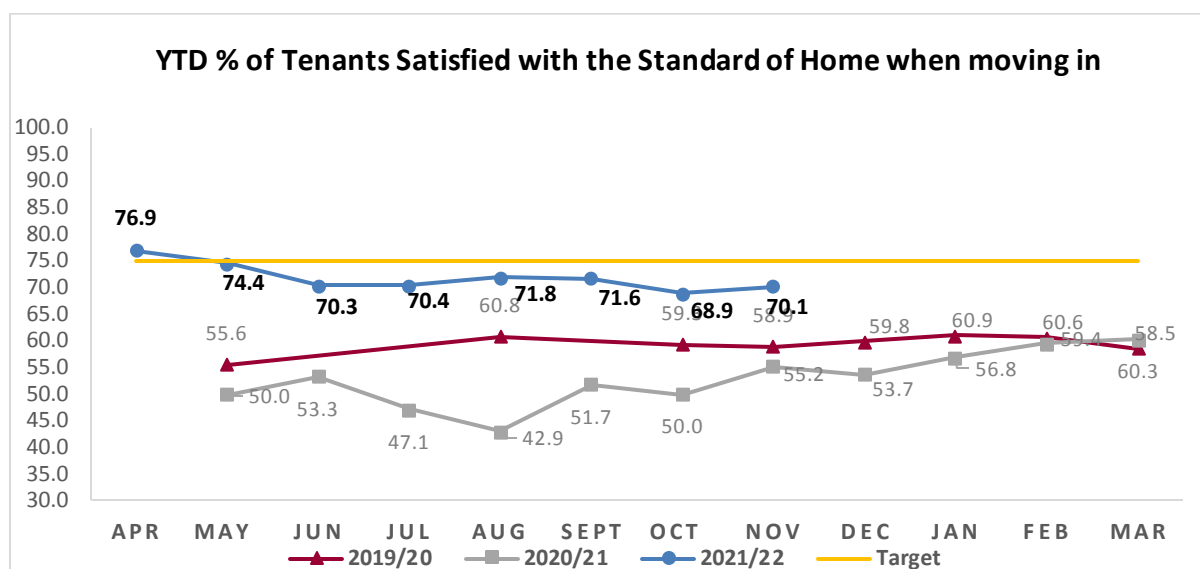


4.7 There has been an increase in the number of properties available for immediate rent with no confirmed offer. This has increased from **15** at 6th April 2021 to **163** at 13th December. This is primarily an increase in the number of sheltered, very sheltered, and multi-storey properties that are available but with no accepted offers for them. This is a growing trend, particularly around 2 bed properties in multi-storey accommodation.

4.8 Void rent loss has increased from **2.53%** at the end of the financial year 2020/21 to **3.19%** (£2,008,594) in November 2021.



4.9 There is a link between the length of time tenants have waited to access their new home, and customer satisfaction. As the average relet time reduces, we can see a sustained improvement in the customer satisfaction level reported to us.



SERVICE IMPROVEMENT

5.1 Committee has previously heard of the work being carried out through the Housing Improvement Group, with implemented actions including:

- Increasing tenancy inspections prior to a tenant vacating a property
- Refusing transfers where property would be returned to us in a worse condition than when a tenant signed their lease
- Reviewing the Letting Standard for Council properties

5.2 Since the last report to Committee, significant work has also gone into cleansing the waiting list, without around 500 applicants being removed after we have contacted them to check on their status. This makes allocating properties more efficient, and with the proposed introduction of Choice Based Letting this will enable a greater focus on demand for housing.

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)	Mitigation
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		High (H)	
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.		Officer group looking at all aspects of Void performance to identify improvements. Approval to commission external support for reducing the number of void properties.

9 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>
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>

10 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.

11 BACKGROUND PAPERS

[\(Public Pack\)Agenda Document for Operational Delivery Committee, 17/09/2019 14:00 \(aberdeencity.gov.uk\)](#)

12 APPENDICES

None

13 REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	19 th January 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Choice Based Lettings – Amendment to the Housing Allocations Policy
REPORT NUMBER	CUS/22/004
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Kevin Kelly
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 This report seeks approval for the proposed revised Allocations Policy. The revised policy takes account of the adoption of a Choice Based Lettings (CBL) approach to the letting of our council housing, which will replace the current system.

2. RECOMMENDATION(S)

- 2.1 That the Committee approves the Choice Based Lettings amendment to the Allocations Policy as detailed in Appendix 1; and
- 2.2 Instructs the Chief Officer – Early Intervention and Community Empowerment to implement the amendment to the Allocations Policy.

3. BACKGROUND

Current Letting Policy and Application

- 3.1 Aberdeen City Council currently operates a traditional allocations policy which places applicants into various groups and then assesses their applications either providing points or an assessment based on their need. When applicants complete the application form, they provide information on their household and the areas and house types they are interested in. It maybe months or even years until an offer is made during which period their choices or circumstances may have changed. Applicants are further prioritised by the date when their priority was awarded. Applicants are matched with available properties that are deemed suitable and then an offer is made, the applicant can decide to either accept or reject the offer of housing. Annually the council receives around 6,000 approaches from customers applying for housing of which approximately 4,000 request advice and assistance with the process.
- 3.2 A large volume of this assistance relates to the availability of property and an explanation of the council's Scheme of Allocations because customers approach the council looking for a particular property, and under the current scheme it is not immediately obvious which properties in our stock are available to let. The process similarly generates a high volume of MP/MSP and Elected Members enquiries about housing applications, housing stock availability, priority levels and waiting list processes.
- 3.3 The current system results in a significant volume of refused offers. This impacts on Allocations Officers workload who generate the offers as well as Housing Officers who then undertake the offer and viewings. In the period between 1 April 2020 and 31 March 2021, the Allocations Team generated 4,129 offers, of which 58.5% were refused.
- 3.4 Table 1 below shows the number of offers generated and percentage of refusals for the last 3 years. On average it takes around 15 minutes for the Allocations Team to develop a shortlist and select who should receive the offer. Table 1 shows the total hours needed on an annual basis to select applicants. In 2020/2021, almost 59% of those hours are spent working on offers which are subsequently refused, for which Finance has calculated annual costs of around £10,700.

Table 1

Year	2018/2019	2019/2020	2020/2021
Offers Made	4,103	4,132	4,129
Offers Refused	48.70%	51.60%	58.50%
Average time spent making offers	1,025hrs	1,033hrs	1,032hrs

3.5 The primary causes for refusals are:

- Not interested in the area/street/block/house type.
- Wants application cancelled/deferred.
- Personal reasons.

3.6 Table 2 below shows the number of refusals in these categories for the last 3 years.

Table 2

Year	2018/19	2019/20	2020/21
Area/Street	307	372	525
Cancelled/Deferred	249	272	382
Personal	244	373	343
Total	800	1,017	1,250

3.7 It is also important to factor in the time required for housing management to make an offer once one has been generated. Housing Management allow a 5-day window to cover the process from receiving the offer to a conclusion which includes contacting the applicant and a viewing of the property if necessary. Additional time may be required if the applicant needs to be visited in their home prior to making the offer to conduct a Standards Assessment, also in contacting Case Officers and Support Workers to obtain further information on the applicant.

3.8 On average it takes about 30 minutes to make the offer and complete any paperwork when the applicant has been contacted, with an additional 30 minutes if a viewing of the property is required, not including travel time. Making contact with the applicant can be time consuming in cases where circumstances have changed and where the client has complex needs or a chaotic lifestyle. This can vary greatly depending on the individual case. The cost of refusals for 2020/2021 in Housing Officer time has been calculated by finance to be around £49,700. Adding the estimated cost of Allocations Officer time means the estimated cost of refused properties to the Council exceeds £60,000 per year.

3.9 Not only do refusals cost resources in terms of staff time and cost, but it can also increase the void period, incurring rent loss. In the same period 1 April 2020 and 31 March 2021, it took on average 113.9 days to re-let a property. This is higher than the Scottish average of 37.9 days. Average void loss as a percentage of rent due for all local authorities in Scotland was 1.1% and Aberdeen was 2.53%. A number of factors contribute to void times, but the refusal rate in Aberdeen is a contributory factor. Advertising available properties for people to bid on, would help ensure we meet people's preferences, and attract active waiting list applicants who are more likely to accept the offer they receive.

3.10 While making offers can be time consuming and costly for both the allocations and estate management staff, applicants can be left frustrated due to their

application being deferred for 12 months if they refuse a reasonable offer, in accordance with our letting policy.

Choice Based Lettings

- 3.11 Allocation of social housing is becoming increasingly choice led with the growing adoption of CBL by social landlords including Edinburgh, Aberdeenshire and Angus Councils. In this approach, landlords advertise their vacant properties, providing detailed information including photographs and video on the property and applicants are invited to make a bid on a property of their choice. Applicants are grouped into broad categories of priority, namely Movers and Starters; movers are mainly current council tenants and Starters are all other applicants. When the bidding has closed and where there is more than one bid, the applicant with the highest priority will be offered the property. If there are two bids of equal priority the applicant who was awarded priority earliest will be offered the property.

A detailed Project Plan has been drafted to ensure the smooth implementation of the policy should committee approve it.

- 3.12 CBL provides an up-to-date shortlist of applicants who have made a choice on their housing options that week. It will no longer be necessary for applicants to select areas and house types on their application form since they can bid for any areas of their choice each week, in addition applicants who are unable to bid for themselves will receive automatic bids, this is where the system bids for void property types in areas of their choice. It is anticipated that automatic bidding will be used as infrequently as possible as it takes away from the purpose CBL. Automatic bids are used when an applicant is unable to bid for themselves e.g. no access to computers or a disability. **It should be noted that just because an applicant bids for a property, this does not necessarily mean that they will receive the offer, the bidding process produces a shortlist of applicants, offers of accommodation are based on housing needs priority.**
- 3.13 Advertisements will also alert applicants that they should ensure their application details are kept up to date. This allows the applicant more control over their own application, meaning it is more likely that their offer will be one they will accept when it is made. Choice Based Lettings will empower our applicants and provide them with more choice, improving customer experience and reducing the cost of the system.
- 3.14 It is envisaged that a CBL approach will encourage a broader range of people to access social housing and give people more choice over their housing outcomes. By empowering and placing the initiative on the applicant, it is envisaged that CBL may improve demand for low demand stock, reduce refusal rates, and improve applicant satisfaction. It is also anticipated that this will lead to more sustainable and balanced communities where tenants in turn are more committed to their community, with less abandonments, crime and anti-social behaviour.

- 3.15 An evaluation of CBL as an alternative to a traditional points-based allocations policy was undertaken, drawing on government guidance and site visit to Edinburgh City Council and discussions with other CBL users such as Angus and Aberdeenshire Councils. Edinburgh for example is a good comparator Local Authority having an urban demography and similar size housing stock. See below some data comparisons for 2019/2020:

	ACC	Edinburgh
Void Rent Loss	1.86%	0.71%
Days to Re-let	69.55	28.69.
Refusals	51.79%	23.97%

All these major housing providers operate a CBL system with an established Housing Register and use Northgate's housing management system, as we currently do. It should be noted that many other factors have a more significant impact on void rent loss including the speed that repairs are completed and the make-up of the stock and low demand for certain areas and property types.

- 3.16 The evaluation explored the potential for introducing real choice, while ensuring that the council continues to meet its legal duty to give reasonable preference to those in housing need. It also explored the benefits of a CBL; any potential access and support issues; and the tensions between creating balanced communities by making social housing accessible for a variety of people and providing housing for those in greatest need.
- 3.17 It is important to note that no applicant would be excluded by the introduction of this system. Those who cannot access computers, or who are unable to use them, will be supported by officers to create a profile and will assist the applicant to manage their housing application. This is to ensure equity of access to housing and will be of particular support to some homeless applicants, and those with specific protected characteristics.
- 3.18 If approval for the amendment to the policy is given, the policy will be implemented and appropriate communication undertaken to ensure that tenants, other service users, employees, third sector organisations and managers are aware of its content. A set of procedures, processes and guidance notes will accompany the policy giving fuller details on its application.
- 3.19 Appropriate staff including Housing Officers and Housing Options staff will be provide with comprehensive and targeted training.

4.0 FINANCIAL IMPLICATIONS

- 4.1 There will be a requirement to procure the Northgate iworld CBL module. The costs for this are as follows: Licence - £20,000, Service & Maintenance - £2,500, Implementation - £3,000, there will also be a requirement for staff training which will all be financed through the Housing Revenue Account.
- 4.2 As shown in section 3.4 above, this is a significant saving on the estimated annual cost of refused offers.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

- 6.1 This policy aims to ensure an improved customer experience by letting council homes efficiently. Providing detailed information and images of vacant homes will provide the customer with choice over the homes they wish to live in. However, there could be a potential risk that some customers may be less able to engage with the new process than others due to lack of digital access, however these will be mitigated by automated bidding options, this ensures that when a property is advertised which suits an applicant the system automatically bids for them.
- 6.2 There are no direct risks that the introduction of this policy will prevent delivery of the Council's strategic objectives and outcomes. helping to mitigate the organisational risks described and aligning with local and national housing strategy.
- 6.3 Without this amendment to the policy, the positive benefits such as helping to reduce refusal rates and assisting to reduce void rent loss may not be realised. It should be noted that there are numerous factors which impact the void period including repair timescales, staff shortages and that CBL will only be one element in producing better performance. The benefits to the applicant in terms of empowering them to make choices will also not be realised. It is important to let our houses as effectively and quickly as possible, as every day a property is empty is one that a family does not have settled accommodation. Empty properties may attract anti-social behaviour and/or criminal activity and have a detrimental impact on the surrounding community and impact the Council's reputation. This amendment seeks to reduce risks presented by the current inefficiency and enhance the Council's reputation as a landlord by working more effectively with applicants.
- 6.4 The implementation of this amendment will ensure that these risks are monitored and mitigated through the consistent implementation of this amendment. Implementation of this amendment will be monitored by the Performance Management and Quality Assurance Team with any emerging

risks escalated to the Chief Officer Early Intervention & Community Empowerment for action.

- 6.5 If approved by Committee, a phased implementation of the CBL system will be followed, with the aim of implementation in 2022. This will allow officers to ensure that the system is effective, that it has been configured appropriately for Aberdeen, and that benefits to customers and the organisation are maximised.
- 6.6 There is a risk in introducing this system amidst other organisational changes in the Housing service. This will be managed closely to ensure that officers understand the new system, are able to use it effectively, and that any issues arising are dealt with promptly. A detailed implementation plan, including testing and roll out, will be developed to ensure a successful launch in 2022.
- 6.7 There are no unintended effects, consequences or risks envisaged from the implementation of this policy.

PREVENT

- 6.8 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. PREVENT training is mandatory for all council staff who engage with the public and should understand what radicalisation means and why people may be vulnerable to it. Relevant staff have been trained on the PREVENT Strategy and will report any concerns regarding suspicious activity for action.

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
People Outcome	The proposals in this report have no impact on the Council Delivery Plan.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposals in this report have no impact on the LOIP Prosperous Economy Stretch Outcome.
Prosperous People Stretch Outcomes	It is anticipated that the proposals in this report will have a positive impact on the number of episodes of rough sleeping and homelessness. It may also contribute to improved mental health and wellbeing

	by enabling people to have an improved choice of property and location to meet their needs and improving customer service?
Prosperous Place Stretch Outcomes	The proposals in this report have no impact on the LOIP Prosperous Place Stretch Outcome.
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 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

Appendix 1 – [Revised Housing Allocation Policy](#)

11. REPORT AUTHOR CONTACT DETAILS

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Housing Allocation Policy

Aberdeen City Council

Approved by Committee on the xx/xx/
20xx with an implementation date of 20xx



Document Control

Approval Date	TBA
Implementation Date	TBA
Policy Number	TBA
Policy Author(s) and Owner	Derek McGowan
Approval Authority	Operational Delivery Committee
Scheduled Review	12 Months after Implementation
Date and Changes: No changes have been made since committee approved the current policy in November 2020. This new policy reflects the introduction of a Choice Based Lettings approach to letting our council houses.	

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1 Why does the Council need this Policy

- 1.1 The council has a duty to make and publish rules covering priority of allocation of houses, transfers, and exchanges, setting out clearly how it will determine priority for housing (section 21 of the 1987 Act, as amended by section 155 of the Leasehold Reform, Housing and Urban Development Act 1993 and the 2001 Act).

The policy must be compliant within the legislative and regulatory framework for the allocation of social rented sector homes through the Housing (Scotland) Act 1987 ("the 1987 Act") and the Housing (Scotland) Act 2001 ("the 2001 Act") and the Housing (Scotland) Act 2014 ("the 2014 Act").

It must also comply with the homelessness rules set out in Part II of the 1987 Act (as amended by the 2001 Act and the Homelessness etc. (Scotland) Act 2003 ("the 2003 Act")) to demonstrate how the Council will meet its statutory obligation to provide housing for homeless households.

- 1.2 The Policy will provide clarity to applicants and staff on how decisions relating to allocating our housing stock are made and will ensure that all allocations are administered fairly and consistently within the required legal framework. In order to mitigate any risks as far as possible the policy aims to ensure that we let our council houses in line with current legislation and guidance from the Scottish Government, this includes equalities and human rights legislation. Staff are trained to ensure we provide a consistent approach to letting our houses and in providing useful help and advice to applicants.
- 1.3 This policy was developed to comply with current legislation, statutory guidance, and best practice from the Chartered Institute of Housing incorporating the outcomes of stakeholder consultation with staff, applicants, and elected members.

2. Application and Scope Statement

- 2.1 The policy affects all applicants for social housing whether they are current tenants of the council, homeless households or those living in the private sector, whether renting or in owner occupation.

3. Responsibilities

- 3.1 The Chief Officer Early Intervention and Community Empowerment is responsible for managing the policy.
- 3.2 Any instances of non-compliance with the policy should be reported to Chief Officer Early Intervention and Community Empowerment.

- 3.3 Feedback on the policy should be communicated to the Housing Options & Allocations Team Leader. Housing Options and allocation advice can be accessed here housingaccess@aberdeencity.gov.uk.
- 3.4 Misuse or breached of this policy may result in applicants being suspended from bidding for properties for certain periods of time.

4. Supporting Procedures and Documents

- 4.1 The council has a housing options advice module which helps applicants to see other housing options in the city, see link to the guidance on how to use this self-assessment tool <https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house/self-assessment-guidance>
- 4.2 Details of how the Council allocates property can be found [here](#)

5. About this Policy

5.1 Choice Based Lettings

Choice Based Lettings (CBL) is a method of letting our council accommodation which gives the applicant choice over where they live and what type of house they live in. We advertise the details of homes available, and applicants can choose which ones they would like to be considered for. We use the term 'bid' if an applicant registers that they want to be considered for a particular property. Properties will be advertised with photographs and videos to help inform the applicant. In applying for a house through Choice Based Letting, prospective tenants will automatically be signed up to our electronic tools such as 'Rent Online' so that their tenancy can be managed most effectively. Please click [here](#) to see our Q and A guide to CBL.

Equality for all applicants

Most applicants will be able to use the CBL system unaided, whether they bid for themselves or have someone bid on their behalf such as a Carer or relative. It is important to note that applicants who do not have access to digital technology and/or those who may have an impairment which would make bidding difficult, will be supported by council staff. If required, arrangements can be put in place for automatic bids to be made on their behalf for the areas and house types of their choice to ensure that they are not at a disadvantage.

Before Applying

Before applying for housing, applicants must complete our Housing Options online self-service tool as there are numerous different housing options in Aberdeen. The online tool helps applicants find out about the different housing options which are available and provides a range of personalised housing advice. Applicants can access the online tool by following this link. https://housing.aberdeencity.gov.uk/pls/ihslive_selfserv/f?p=12000:200

Applicants will also be able to undertake a financial assessment at this point to check for affordability and if they are entitled to any benefits to maximise their income.

Starters and Movers

In Choice Based Lettings, applicants are divided into two main groups called Starters and Movers. Starters are generally people who do not have their own home, rent privately or those who are owner occupiers. Movers are applicants who are tenants of Aberdeen City Council or tenants of a Registered Social Landlord within Aberdeen.

Starters	Movers
People staying with family or friends. Private sector tenants Owner Occupiers Registered Social Landlord or other social rented sector tenants out with Aberdeen. Statutory Homeless People/Families	Council tenants Tenants of a Registered Social Landlord or other social rented sector tenants in Aberdeen

Homeless Applicants

Initially homeless applicants will not take part in the Choice Based Letting process but will be allocated housing using the current process. We are doing this because of the need to house these applicants as quickly as possible and with homeless applicants housed in temporary accommodation including Bed and Breakfast establishments, access to the bidding process could be limited. However, in time it is expected that homeless applicants will be able to take part in the CBL process.

Advertising Properties

Our available homes will be advertised on our Aberdeen HomeSearch website for applicants to bid for. However, we reserve the right to make a direct offer to the applicant where the property has been adapted and will suit a disabled applicant, for example a wheelchair user or to other applicants who have particular needs. If applicants have any

difficulties in accessing the advertised properties, applicants can contact 03000 200 292 or contact housingaccess@aberdeencity.gov.uk for help and assistance.

How long are properties advertised?

Properties will be advertised with a closing date for bids clearly shown. This period will normally be 7 days from placing the advertisement. All bids must be received by the deadline stated in the advert. If no bids are received by the closing date, the property may be advertised again, or we will utilise the property for alternative use.

Help and Support

If applicants require additional advice or support, we can offer an appointment to discuss their housing options with their Housing Officer or if they are not currently an Aberdeen City Council tenant, one of our **Housing Options Staff**. Our Housing Options service is free for anyone over 16 years old to help them find, keep, and sustain their tenancy. The service can give advice on a wide range of subjects including:

- planning to move home and finding new accommodation.
- homelessness and help to prevent homelessness.
- an assessment of housing needs.
- getting support.
- finding education, training, and employment.
- affordability and benefits.

Applicants can contact the service on 03000 200 292 or visit www.aberdeencity.gov.uk/housing

Applying for housing

Before bidding for homes, applicants must first register on our Choice Based Letting platform by completing an application form for housing. Applicants will not be able to bid on any homes before the application process has been completed and the application is live. Before bidding for a property, applicants must ensure their application is up to date, for example, it should include the areas where they wish to live in or changes in the number of people in their household. If any of the applicant's circumstances have changed for example a change in the household or choice of areas, please advise aberdeencity.gov.uk/housing immediately. If we make an offer of accommodation and household details are not correct, the offer may be withdrawn.

Who can apply?

Anyone aged 16 years and over can apply for housing unless they are subject to immigration control. Applicants must supply all the information we ask for (proof of identification, etc.) before the application can go live. Staff in Housing Options or Housing Offices can help to complete the application.

To assess an application, we need accurate and up-to-date information about the applicant's circumstances. If the applicant deliberately provides false or misleading information the application will be suspended, meaning the applicant will not be able to bid on or be matched to properties.

Applicants can apply on their own, jointly with a partner or jointly with anyone else who will be living with the applicant. However, we cannot allow the applicant and two or more other applicants who are unrelated to rent a property under this policy because this creates a House in Multiple Occupation (HMO) which is governed by separate regulations.

When we process the application, we will advise the applicant whether they are a Starter or a Mover from the information on the application. We will provide the applicant with a unique reference number which is required to access the bidding site, and the applicant will also need to enter a password. The applicant will need to keep the reference number and password safe as it will be needed to enter the site to make bids on properties.

Priority

We will also provide the applicant(s) with a priority award, which is based on our current Housing Allocations policy which sets out the priority awarded for certain housing needs, either through the number of points applicant(s) have been awarded based on housing need or a priority assessment. Applicants for housing will be placed in one of three priority groups as follows:

Urgent Priority

These applicants are deemed to be those in greatest need and will include the following:

- Serious medical need
- Care Leavers
- Delayed Discharge
- Committee and discretionary cases
- Next Stage Housing
- Statutory Homeless

Should two or more applicants with equal priority bid for a particular property they will be further prioritised by the date on which their priority was awarded. In exceptional cases, the Letting Team Leader may award enhanced priority for people who require immediate re-housing, this will be called Urgent Priority Plus.

General Needs Priority

These applicants will be a mixture of Movers and Starters and will be awarded points for their housing need. Should two or more applicants with equal points bid for the same property they will be further prioritised by the date on which their points were awarded.

Support Priority

These applicants are seeking homes with an element of support which can be either physical or personal and allows for applications to Amenity, Sheltered or Very Sheltered Housing. Applicants will be awarded a High, Medium or Low Priority based on their housing need as assessed by the Housing Needs Assessment Team. Should two or more applicants with equal points bid for a particular property they will be further prioritised by the date on which their priority was awarded.

Bids

When applicants wish to access HomeSearch they will be asked to enter their reference number and password to access the site. They will then see advertised properties which are suitable for them to bid on. Applicants may bid for as many properties as they wish.

When applicants have either successfully bid or have been matched to a property which has been specifically adapted, we will contact them to make a formal offer of housing. If we offer them the property by telephone, we will always confirm the offer in writing or email. This will include clear steps for the applicant to follow to arrange to view the property which can be done either via a Property Schedule, a virtual viewing or in person.

If applicants do not respond to our attempts to contact them within 5 working days, we will assume they do not want the property and it will be considered as a refusal.

We will ask the applicant to tell us within 48 hours of viewing the property if they are going to accept our offer or not. If an applicant accepts our offer, we will sign them up as our tenant. If they make a joint application, they will have a joint tenancy. All joint tenants must be present when we ask them to sign their tenancy agreement. We will give advice, information, and support throughout the process of becoming our tenant. We will clearly explain all rights and responsibilities under the tenancy agreement before the applicant signs it.

Bypassing bids

Where we do not make an offer of housing to the highest ranked bidder, we call this 'bypassing.' Only in exceptional circumstances will we bypass a successful bidder. Reasons we may bypass a successful bidder include:

- Public protection / community safety issues.
- The successful bidder has had a change of circumstances but did not notify us.
- The successful bidder's application should be suspended from receiving offers.
- The property does not meet the successful bidder's medical or support needs.
- The property has two bedrooms and is required for a family with children.

We will review offers and bypasses to ensure that bypasses are made fairly.

5.2 Who Can Apply

Couples, partners, and people who are cohabiting will be treated as joint applicants. To be eligible for admission to the Council's register, applicants must be 16 years of age or over. Sole or joint applicants who are subject to immigration control in terms of section 118 of the Immigration and Asylum Act 1999 are not eligible for admission to the Council Housing Register unless one of the exceptions listed in that section are met. European Economic Area nationals are only eligible for admission to the lists if they have the right to reside in the UK. Admission onto the Council register does not mean applicants have the right to be housed by the Council.

Movers and Starter applicants

The Council uses a Choice Based Letting approach to letting its council houses.

- Movers are current tenants of Aberdeen City Council or a Registered Social Landlord within Aberdeen.
- Starters are those who are not tenants of Aberdeen City Council or a Registered Social Landlord within Aberdeen.

Prospective applicants can apply online

https://housing.aberdeencity.gov.uk/pls/ihs/live_selfserv/f?p=12000:200

5.3 Reasonable preference

The Housing (Scotland) Act 2014 introduced new reasonable preference categories. Social landlords must, in relation to all houses held by it for housing purposes, ensure that in the selection of its tenants a reasonable preference is given to the persons mentioned in the following section: -

- Persons who are Homeless or threatened with Homelessness.
- Persons living in unsatisfactory housing conditions.
- Tenants of houses which are held by a social landlord, and we consider them to be under-occupied as defined in this policy.

For people in the first two categories, the applicant must have an unmet housing need.

The Council would consider that a person has unmet housing needs if they have a need which is not capable of being met by their current housing circumstances. In practice, the Council will explore housing options with all applicants so that they can make informed decisions regarding their housing preferences.

5.4 Members of the Applicant's Household

For the purposes of this policy, and reflecting the Housing (Scotland) Acts 1987 and 2001, the following are considered members of an applicant's household:

- a. Spouse or civil partner (or a person living with the applicant as husband and wife or in a relationship which has the characteristics of the relationship between husband and wife except that the person is of the same sex)
- b. Parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, or niece.

For the purposes of (b) above:

- A relationship by marriage or by civil partnership shall be treated as a relationship by blood.
- A relationship of half-blood shall be treated as a relationship by blood.
- The stepchild of a person shall be treated as his/her child.
- A child shall be treated as such whether his/her parents are married.
- A child brought up or treated by another person as his or her child is to be treated as that person's child.

Aberdeen City Council, at its discretion, may also consider the following to be members of an applicant's household:

- Live-in carers (confirmation of this arrangement will be required).
- Couples who are in a relationship but do not live together.
- Engaged couples.
- Cousins.
- Permanent foster children who are included on an application if verification has been provided by Children's Services that the applicants are the children's registered/permanent foster carers. (All applications from people who are temporary or prospective foster carers would be considered under delegated powers). These powers are used when the circumstances of an applicant are exceptional and fall out with the scope of the policy, decisions on such matters usually reside with the Chief Officer. Click [here](#) for list of Delegated Powers.
- Friends (but only flatted accommodation would be offered)
- A child or children from a former relationship cannot be treated as permanent members of the applicant's household unless they live with the applicant for at least half of the week. If they live with the applicant for less than half of the week, the applicant will only be eligible for one additional bedroom in flatted accommodation only, irrespective of the number of such children.
- Where the household comprises of a mixture of children who live with the applicant for more and less than 50% of the time. For example, one child lives with the applicant full time and other children live with the applicant at the weekends only if the inclusion of the children who are resident less than 50% of the time increases the number of bedrooms required the application will be restricted to 1 additional bedroom for the children living there for less than 50% of the time

irrespective of the number of such children. The application will also be restricted to flat accommodation only.

- Where the household comprises of a mixture of children who are resident with the applicant for more and less than 50% of the time, if the inclusion of the children who are resident for less than 50% of the time does not increase the size of accommodation required, the application can be considered for all types of accommodation.

Aberdeen City Council will not normally accept as part of the applicant's household for the purposes of the housing application any member of the household (other than a partner):

- Who is a hospital patient and is unlikely in the opinion of medical professionals to be discharged.
- Who indicates in writing that she/he does not want to be regarded as a member of the household.
- Who has applied for separate accommodation in his/her own right.
- Who is an adult and is resident with the applicant less than 50% of the time, except for students and persons in the armed forces.

5.5. Checks Carried out on an Application.

All applicants and anyone included on an application aged 16 years or over are required to provide details of any Council, Housing Association or Housing Co-operative tenancy they have held during the previous five years, or since their 16th birthday if more recent. Any current or former tenancies will be checked to determine whether they were conducted in a satisfactory manner and that there are no outstanding debts related to the tenancy.

Unsatisfactory tenancy conduct and anti-social behaviour

Where evidence is obtained of an applicant's history of anti-social behaviour or unsatisfactory conduct of a current or former tenancy, Aberdeen City Council will consider the causes and impact of such behaviour or conduct when considering applicants for the allocation of housing.

Aberdeen City Council can decide that an applicant may not be eligible for social housing if the applicant: -

- Has engaged in anti-social behaviour, including near the house, harassment of others, anti-social behaviour towards members of staff.
- Has a conviction for using their home for immoral or illegal activity or any other offence punishable by imprisonment, committed in the locality of their home, this also applies to someone who has resided with the applicant.
- Previously abandoned or neglected a property and the tenancy was terminated.
- A court has granted an eviction notice against the applicant.

- Rent arrears.
- Making a false statement on an application.

Where evidence indicates concern about the future conduct of any applicant or member of their household the matter will be referred to the Tenancy Support Panel. Until a decision is made by the panel, applications for housing will be suspended. This panel consists of senior officers from Early Intervention and Community Empowerment and will determine any restrictions, conditions or support required relating to any future tenancy to be offered by Aberdeen City Council.

This will include any applicants who have had an eviction order made against them for anti-social behaviour within the last three years, or instances where the applicant or a member of their household is subject to an Antisocial Behaviour Order granted after 30 September 2002. Consideration will be given to:

- Offering a Scottish Secure Tenancy.
- Offering a Short Scottish Secure Tenancy (where statutory grounds exist).
- Rehousing an existing tenant of Aberdeen City Council to accommodation of a similar or smaller size and type, in a letting area of similar or lower demand, where their Scottish Secure Tenancy is proving unsatisfactory, and the tenant is prepared to accept a Short Scottish Secure Tenancy and associated housing support.
- Granting tenants who currently have a Short Scottish Secure Tenancy another Short Scottish Secure Tenancy, either of the same property or another property elsewhere.

Applicants have the right to appeal any decision of this panel.

If an applicant knowingly gives false information on a housing application, the application will be cancelled from the housing register. Any tenancy that has been granted based on false information or where the applicant has withheld important information may be subject to legal proceedings for repossession and the tenants may be reported to Police Scotland should any criminal activity be suspected. Any information you provide us is treated in confidence, please see link to our privacy notice.

<https://www.aberdeencity.gov.uk/your-data/why-and-how-we-use-your-data/your-data-application-social-rented-housing>

5.6 Keeping an Application up to Date

Applicants are required to advise the Housing Access and Support Team of any change in their circumstances as soon as possible so that their application can be reviewed. A change of address may require a new application form to be completed. In all cases applicants should contact the Housing Advice Team for housing options advice.

5.7 Re-registering an Application

Applicants who have not been in contact regarding their housing application may be contacted and asked to confirm their application details and whether they still wish to

remain on the housing register. If they do not respond within 21 days, it is assumed that they no longer wish to be considered for housing and their housing application will be cancelled.

5.8 Determining the Number of Bedrooms Required by a Household

Detailed below are the number of bedrooms for which various household types will qualify:

-

- One bedroom is required for a single adult.
- One bedroom is required for an applicant and partner.
- One bedroom is required for two single related adults of the same sex, for example, two sisters, two brothers, where there is not 10 years or more difference between their ages.
- One bedroom is required for two elderly people of the same sex who choose to share a bedroom, who would not normally be expected to share a bedroom, for example, a mother and daughter.
- One bedroom is required for up to two children under eight years of age, regardless of the sexes of the children.
- One bedroom is required for up to two members of the householder's family who are eight years of age or over of the same sex, where there is not 10 years or more difference between their ages.
- One bedroom each is required for a child under eight years of age and child over eight years of age of different sexes, where they cannot share with any other child of the family.
- One bedroom each is required for the youngest and the next eldest child in the family of the same sex, where there is 10 years or more difference between their ages and they cannot share with any other child of the family.
- One bedroom is required for a member of the family where the Housing Need Assessment Team determines they should have their own bedroom.

Other factors that are considered when determining the number of bedrooms required:

- The maximum number of people who would be expected to share a bedroom would be two.
- An expected child will be included in the calculation of the number of bedrooms required.

- The age at which children of different sexes qualify to be in separate bedrooms is eight. For example, a child under eight years of age and a child over eight years of age of different sexes would be assessed as requiring separate bedrooms.

Exceptions to the bedroom requirement rules.

Applicants who have indicated a preference may be offered accommodation of a different size (larger or smaller) than they would normally qualify for in the following circumstances:

1. When no suitable applicants are identified requiring two-bedroom accommodation, applicants requiring one-bedroom accommodation will be considered. When no suitable applicants are identified requiring three-bedroom accommodation, applicants requiring two-bedroom accommodation will be considered followed by applicants requiring one bedroom.
2. Applicants who are currently in two-bedroom accommodation or smaller and who require four bedrooms may be considered for three-bedroom accommodation if they have stated that option.

5.9 Types of Households

Homeless people or people threatened with homelessness

Homeless people or people threatened with homelessness should seek the advice of the Housing Advice Service, Early Intervention and Community Empowerment, Marischal College, Aberdeen. The Service will assess applicants to determine whether they qualify for assistance in accordance with the Housing (Scotland) Act 1987 Part II as amended. If an applicant is assessed as being statutory homeless, they will receive Urgent Priority in order of the date of their assessment and given one offer of accommodation anywhere in the city, unless there is an extreme reason why the applicant cannot be considered for certain letting areas. If the offer of accommodation is refused the Council has discharged its duty.

Applicants applying for temporary accommodation from a designated housing renewal area

The Council may designate certain areas as Housing Renewal Areas, in order to improve the dwellings within the area to meet the legal requirements of the Housing (Scotland) Act 2006. To enable the upgrading of these dwellings to proceed, the Council may assist landlords, owner occupiers and Aberdeen City Council tenants with temporary accommodation see below:

Private tenants

Where private landlords are unable to provide their tenants with alternative accommodation, they may apply to the Council for temporary accommodation either in the same area or areas of similar letting demand for the duration of the works.

Owner occupiers

Owner occupiers within a Housing Renewal Area may be provided with temporary flatted accommodation either in the same area or areas of similar letting demand for the duration of works.

Aberdeen City Council tenants

Where Aberdeen City Council tenants must vacate a dwelling within a Housing Renewal Area they will be provided with temporary accommodation for the duration of the works. Such applicants will be given Urgent Priority.

For all applicants in this category only temporary accommodation of a similar type and size within the same letting area will be offered if available. If this is not available a suitable alternative will be offered.

Applicants applying for temporary accommodation where a work notice has been served by Aberdeen City Council

Where a Work Notice has been served by the City Council using powers under the Housing (Scotland) Act 2006, owners or part owners may be considered for temporary accommodation for the duration of the works. Such applications are placed on the Urgent \Housing List. Temporary flatted accommodation of a similar size within the same letting area will be offered if available. If this is not available a suitable alternative will be offered.

Aberdeen City Council Tenants who are being given temporary accommodation while essential repairs or improvements are carried out

Aberdeen City Council will transfer its own tenants to another property on a temporary basis while essential repairs or improvements are being carried out, where it would be unreasonable to expect the tenants to continue to reside in their tenancy. If a similar size and type of accommodation within the same letting area is available, it will be offered.

Otherwise, accommodation of the same type and size in an area of similar letting demand will be offered.

Application from two households wishing to be housed together

Where an application is received from two separate households wishing to be housed together in a larger or more suitable house, the application will be assessed as though both households were already living together. Any housing points will be awarded based on the accommodation currently occupied that best meets their housing need.

Homeowners

In certain circumstances Aberdeen City Council will grant a Short Scottish Secure Tenancy for a temporary let to homeowners who cannot live in their own homes. This is to allow the homeowner to make arrangements around the property they own, for example this could be while adaptations are being undertaken or whilst they are trying to sell it.

Armed forces personnel

We will ensure up to 1% of our 2,000 Council new build houses are offered to those leaving the armed forces. With up to a further 0.5% being adapted for those injured in service.

Applications from service personnel who are planning to leave the armed forces and who wish to be housed in one of the councils new social housing developments only, will be given Urgent Priority 56 days before they are due to leave the forces. They will be made one reasonable offer of accommodation under this priority. Where a reasonable offer is made and subsequently refused, the priority will be removed.

If applicants wish to add other housing choices such as house types and areas out with the new build properties, then their application for these choices can also be placed on the waiting list and they will be awarded points in accordance with their housing needs under this list's criteria.

5.10 Care Experienced Young People

Young people over the age of 16 who require permanent housing and who were looked after by Aberdeen City Council on their 16th birthday will have their accommodation needs jointly assessed by the Through Care and Housing Service to ensure the appropriate supports are in place and realistic housing choices have been made. The assessment will then be jointly agreed by the respective section Heads of Service. If accepted, applicants are provided with Urgent Priority for up to two offers of suitable flatted accommodation.

They may indicate in which of the council's housing areas they wish offers to be made. If both offers are refused priority status will be lost.

5.11 Support Needs

Applications for rehousing from a single person or a couple will be assessed by the Housing Needs Assessment Team in conjunction with Social Care and Wellbeing and other professionals to determine the best option for the applicant(s).

If the assessment finds that the applicant requires to be rehoused, then the appropriate level of priority will be awarded for housing in the letting area nearest the supportive relative or other letting areas as determined by the Housing Needs Assessment Team. If the applicants' housing is suitable but support is required, the Housing Needs Assessment Team will refer the case to Social Care and Wellbeing who will assess the level of support and who should provide such support.

If it is determined by the Housing Needs Assessment Team in conjunction with Social Care and Wellbeing that a supportive relative is best placed to deliver this support, the supportive relative will be offered appropriate housing in the letting area where the applicant lives when the applicant's application qualifies for an offer.

If the supportive relative's required house size and type is not available in the area in which the applicant's lives, then an adjoining area will be substituted.

If the applicant's supportive relative is not a current tenant of Aberdeen City Council, the case will be referred to the Allocations Team Leader to determine whether the application is acceptable under this policy. The supportive relative will be offered flatted accommodation of an appropriate size in the letting area where the applicant lives when the applicant qualifies for an offer. If flatted accommodation of the appropriate size is not available in that letting area, then an adjoining letting area will be substituted.

5.12 Housing Priority and Points and Offers.

All offers are initially given to the applicants with Urgent Priority status with the General needs priority applicants having a quota of 50% of the remaining properties. Quotas are subject to review and can change over time.

Urgent Priority

Applicants who are awarded Urgent Priority depending on their circumstances as detailed below.

Emergency homeless: Applications from persons who are assessed as emergency homeless through fire, flood, or other natural disaster. Such applicants will be awarded Urgent Priority.

Statutory homeless: Determined by a Homeless Assessment carried out in accordance with the terms of Part II of the Housing (Scotland) Act 1987 as amended.

Chief Officer Early Intervention and Community Empowerment can exercise the ability to award a higher priority where issues of Public Protection prevail.

Young people looked after by Aberdeen City Council: applications which are accepted for priority rehousing from such applicants will be awarded a High priority.

Next stage housing applicants: applications which are accepted for priority rehousing from such applicants will be awarded Urgent Priority.

Statutory notice applicants: Applicants requiring permanent accommodation because of a Closing Order, Demolition Order or a Compulsory Purchase Order are placed on this list. A maximum of two offers of accommodation will be made. Such applicants will be awarded a Medium priority on this list. These statutory notices would be served on the owners of properties by the City Council. Affected tenants/owners would then be interviewed by a member of staff from Housing and Community Safety to confirm requirements for rehousing. Applicants would be considered for accommodation of the same size and type (as currently occupied) within the same letting area if readily available, otherwise, in a suitable alternative letting area as determined by the Chief Officer Early Intervention and Community Empowerment.

Committee and discretionary cases:

- In certain exceptional circumstances either council officers or elected members may present the case to the Operational Delivery Committee, the details of which are held in private session for a decision to be made.
- Applicants awarded priority through powers delegated to the Chief Officer Early Intervention and Community Empowerment may be awarded a High or a Medium priority on this list depending on their circumstances.

- Applicants who are accepted under the Downsizing Scheme may be awarded, High or Medium priority on this list depending on their circumstances as detailed below: -
 1. Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and who are under occupying their current property by 2 bedrooms or more will be awarded a Top priority.
 2. Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and under occupying their current property by 1 bedroom will be awarded a High priority.
 3. Applicants who are accepted for the Downsizing Scheme, who are not subject to the welfare reform, will be awarded a Medium priority.

Extreme Medical Need: Determined after an assessment has been carried out by the Housing Needs Assessment Team. Such applicants will be awarded a Medium priority on this list. Examples of when this priority may be awarded are given below: -

- The household cannot access their current accommodation due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or
- To allow discharge from Hospital where their current accommodation is totally unsuitable due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or
- Where the current accommodation coupled with the applicant's extreme health issues make a move imperative to significantly reduce the risk of injury to the applicant, or.
- Where the applicants present home makes essential activities of daily living impossible and it is not practical to adapt their home to meet their needs.

Application will normally be placed on the list according to the date their priority was awarded but may be given additional priority in exceptional situations.

Housing with support - Amenity, Sheltered, Very Sheltered and High Support

Amenity Housing

Generally available to applicants of a particular age group generally 55+, who have been assessed as having health problems which are adversely affected by their current living circumstances. Amenity can have similar facilities to those in sheltered housing but is not in a purpose-built complex and does not generally have common areas for tenants to gather, or a senior carer service.

Important Information for Sheltered, Very Sheltered and High Support Applicants. The housing support service, which is the core service provided in sheltered, very sheltered and high support housing is a chargeable service. There is a weekly charge for sheltered, very sheltered and high support housing. Click [here](#) to find details. An individual's contribution towards the cost-of-service provision is calculated following the completion of a financial

assessment, which considers the individual's income, including capital. The calculation of an individual's contribution will also consider an individual's allowable expenditure (contribution towards housing costs) and a personal allowance based on their circumstances.

Sheltered Housing

Sheltered properties have special facilities to make life more comfortable and safer for tenants, including a carer service. They are intended for people of pensionable age who have been assessed as having significant health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

Very Sheltered Housing

Very Sheltered housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these include a carer service and the provision of a midday meal. This type of supported housing is intended for people of pensionable age who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

High Support Housing

High Support Housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these include a carer service and the provision of a midday meal. This type of supported housing is intended for people of any age group who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

Applicants in this category will have been assessed by the Housing Needs Assessment Team and placed in one of the following priority categories for the appropriate house type.

- High
- Medium
- Low

All applicants in this category will be queued in order of the date of their priority award within that category. If an applicant is re-assessed and is awarded a higher or lower priority, then they will be queued on the appropriate list by the date of that new award.

Applicants will be assessed as follows: -

High

- Produce an extreme improvement in the individual's quality of life
- Substantially reduce the risk of physical injury

- Where the applicants present home makes essential activities of daily living Impossible and it is not practical to adapt their home to meet their needs

Medium

- Produce a significant improvement in the individual's quality of life
- Reduce the risk of physical injury
- Where the applicants present home makes essential activities of daily living very difficult and it is not practical to adapt their home to meet their needs

Low

- Produce an improvement in the individual's quality of life
- Reduce the risk of physical injury
- Where the applicants present home makes essential activities of daily living difficult and it is not practical to adapt their home to meet their needs

Starters

Applicants will be placed in this category if they are.

- Tenants of other local authorities or of Registered Social Landlords (living outside the Aberdeen area)
- Sub tenants or lodgers
- Households living, care of relatives, friends or of no fixed address
- Owner occupiers
- Households living in houses in multiple occupation (for example, hostels)
- Members of H.M. Forces
- Tied tenants who are not either (i) employed by Aberdeen City Council, or (ii) employed by a Registered Social Landlord with the property being in Aberdeen
- Occupy a property through Shared Ownership.

We will assess applicants based on the points categories outlined below. Applicants will be placed on the Starter register in order of the applicant with the highest combined points total (most need). Applicants who have the same number of points will be further prioritised by the date of registration on the list.

Applications from persons who are not either tenants of Aberdeen City Council or tenants of a Registered Social Landlord who live in Aberdeen will be placed on Starter register.

An applicant living with a partner who is a joint tenant or has occupancy rights to their current property will be pointed as if occupying half their current accommodation if applying for housing on their own.

Applicants occupying a separate home but threatened with homelessness within the next 56 days will be referred to the Homeless Prevention team.

Applicants on this list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered housing.

Applications from single people or a couple will not be awarded room deficiency points under the waiting list where they do not have a secure tenancy.

Applications from a joint tenant of a Local Authority or another Registered Social Landlord who no longer reside at the tenancy address will have their application suspended from the Housing Lists until the joint tenancy has been resolved.

Points available for Starters.

Description

Room deficiency: 10

For every room by which the applicant's accommodation falls short of the required number of bedrooms.

For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant. 5

If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency. 0

Room deficiency points do not apply to single applicants or couples who do not occupy their own separate home.

Mixing of sexes 4

Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application aged eight years and over and of opposite sexes (other than partners).

Size of family

Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows. 0

Where the second bedroom would be 4

occupied by one person Where the second bedroom would be occupied by two people.

Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows:

Where the final two bedrooms would be occupied by two people:	0
Where the final two bedrooms would be occupied by three people:	4
Where the final two bedrooms would be occupied by four people	6

Lack of facilities:

In addition, points are awarded where:

- There is no piped hot water supply within the house. 1
- There is no fixed bath/shower within the house. 1
- There is a toilet outside the dwelling but within the building. 2
- The water supply is outside the dwelling but within the building. 2
- The toilet is outside the building; 5
- The water supply is outside the building. 4

Non-security of tenure:

Single persons, couples or families living care of, in the parental home or of no fixed abode 10

Caravans:

Applicants who live in a static caravan. 10

Movers

Applicants are considered Movers if they are.

- A tenant of Aberdeen City Council; or
- A tenant of a Registered Social Landlord living in Aberdeen.

Applications where joint tenants wish to be rehoused separately are assessed in accordance with the criteria. In these circumstances, housing need is assessed on the basis that the people requesting to be rehoused are occupying half the number of rooms in the property. Should both joint tenants wish to be rehoused, one of the tenants is assessed under a Mover criteria and the other under Starter criteria. It is the responsibility of the joint tenants to decide who will be considered under which criteria. Applicants may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered Housing. Applicants are prioritised by the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of registration.

Points available to Movers.

Description	Points
Under occupation:	
For 1 Bedroom surrendered	4
For 2 Bedrooms surrendered	7
For 3 Bedrooms surrendered	10
Room deficiency:	
For every room by which the applicant's accommodation falls short of the required number of bedrooms.	10
For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.	5
If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency. Any rooms under 4.45 square metres (48 square feet) in area or without natural lighting will not count as a room and are disregarded under this policy. Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.	0
Mixing of sexes:	4
Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application aged eight years and over of opposite sexes (other than partners).	
Size of family	
Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows.	
Where the second bedroom would be occupied by one person	0

Where the second bedroom would be occupied by two people. 4

Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows

Where the final two bedrooms would be occupied by a total of two people. 0

Where the final two bedrooms would be occupied by a total of three people. 4

Where the final two bedrooms would be occupied by a total of four people 5

5.13 Downsizing Incentive Scheme

Main-stream housing

Aberdeen City Council operates an incentive scheme aimed to assist Aberdeen City Council tenants who are under occupying their current home to move to smaller more suitable accommodation. Applications will be accepted from tenants who are under-occupying their current property and where a high demand exists for that property. The scheme aims to free-up larger properties which are increasingly in demand by those on the council house Register.

The council cannot and would not wish to force tenants who are under occupying their homes to move against their will.

The Council offers a grant of £1,000 for tenants to move to smaller accommodation within Aberdeen City Council Housing Stock, in an area of similar letting demand to the one in which they currently live.

The general qualifying criteria are: -

The householder must be an Aberdeen City Council tenant living in a property larger than their needs, designated as high-demand and wish to move to a smaller council property.

Applicants with arrears or housing debt are treated in the same manner as all other transfers or the debts will be fully cleared from the downsizing grant (See section 25 of the allocation policy)

The house they are living in must be left in good condition.

The age qualification for children requiring separate rooms will be in accordance with the bedroom requirements outlined in this policy and not those of the DWP.

The tenant must not have previously been awarded a downsizing grant.

There must be a sufficiently high demand for the qualifying tenant's property (as determined by the Allocations Team and the Area Housing Teams).

Supported Housing

Amenity, Sheltered and Very Sheltered housing are options for rehousing applicants where their current home is no longer suitable for their needs.

Only applicants who have been assessed as having priority for Amenity, Sheltered and Very Sheltered housing and who are under-occupying properties of high demand, will be considered as part of the downsizing scheme. Applicants who are not in high demand properties will not be eligible.

If you think you may be eligible to apply under this Scheme, please contact your Housing Officer who will help you complete the Downsizing application form and answer any questions you may have. Downsizing applicants are awarded two offers of accommodation.

5.14 Other Housing Options

Mutual exchange

A mutual exchange is where a tenant of Aberdeen City Council wants to swap houses with another tenant of this Council or a tenant of a Registered Social Landlord or Housing Cooperative or a tenant of another Council outwith Scotland. By exchanging homes applicants may be able to find the home that best suits their family's needs without having to wait on the Council Housing Register.

Note:

- i. Tenants wishing to exchange must complete mutual exchange forms.
 - ii. Flatted accommodation is defined as tenement flats, multi-storey flats, split level flats and maisonettes (i.e., flats with internal stairs).
- Aberdeen City Council's House Exchange website has been designed to bring tenants who live in Aberdeen City and are looking to exchange their homes together. Applicants who are considering moving away from Aberdeen City can also search for tenants who live in other parts of the country.
Applicants can register on the houseexchange.org.uk website by clicking on the 'register' button which can be found on the left-hand menu. It is easy to register and free for
 - Applicants who have a live housing application and who have indicated their interest in considering a mutual exchange, can also request a list of tenants whose properties match their requirements, and who have indicated that they would be interested in exchanging to the type and size of property they currently occupy.
 - **Note that an applicant will need to be a Scottish Secure Tenant or Short Scottish Secure Tenant if their mutual exchange request is to be considered.**
 - Tenants can also advertise in the local paper or alternatively place an advert in their local supermarket or shops.
 - Is possible for more than two households to exchange with each other where, appropriate.

Some exceptions:

- Exchanges will not be approved involving owner/occupiers or tenants of a private sector landlord.
- Applicants wishing to exchange must satisfy themselves that the property to which they wish to exchange meets any medical requirements they may have. However, where the property has been adapted to meet a medical condition, the proposed exchange may be referred to the Housing Needs Assessment Team. If it is considered that the proposed exchange does not make the best use of the adapted property, the exchange may not be permitted.
- Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange. Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange.
- The sizes of the properties proposing to be exchanged must comply with this policy's bedroom requirements as detailed in section 12. However, people wanting to exchange from a three-bedroom property to another three-bedroom property would be allowed even if they require a four-bedroom property.
- Applicants may be allowed to exchange to accommodation larger than they require subject to Council approval: We will allow any tenant to exchange to one bedroom more than they require regardless of the type of accommodation.
- Council may refuse an exchange if, for example, unauthorised alterations have been made to the property.

When an applicant finds someone to exchange with, they should

- Make arrangements to visit each other's home.
- Inspect the other person's house carefully and make sure they are happy with the condition of it. The Council will not be responsible for any decoration needed or for carrying out any repairs which are the tenants' responsibility.
- All parties decide, after viewing, that they wish to proceed with the exchange then they must both complete a Mutual Exchange application form. These can be obtained from local housing offices or by downloading a Mutual Exchange form from the Council website.

Aberdeen City Council will:

- Ensure both properties are inspected to see that they are in good condition
- Confirm the size of the houses to make sure that there will be no overcrowding issues or excessive under occupation.
- Check all applicants have a clear rent account and have no outstanding debt in relation to overpayments of Housing Benefit, Rechargeable Repairs or for a former tenancy.
- Ensure that all tenancies have been conducted in a satisfactory manner and that there are no breaches of the tenancy agreement which may prohibit the exchange.
- By law Aberdeen City Council must give the applicants a decision within twenty-eight days of the applications being received from all the parties. Consenting to the exchange, all parties will be required to sign new tenancy agreements for their new houses.
- Not refuse consent to exchange without reasonable grounds.
- Not agree to the exchange unless the house which the applicants want to move to is suitable for the whole household.
- Applicants that, if they do not agree with the Council's refusal, can appeal in writing to the Allocations Team Leader. The Allocations Team Leader will advise them of the decision on the appeal, within ten working days.
- When there has been a change in the circumstances of any applicant prior to tenancy agreements being signed, consider whether consent to exchange should be withdrawn.

Applicants must not move until they have signed their new tenancy agreement.

Aberdeen City Council's housing is not the only option which may be available to provide for your housing needs. If you would like to find out more, please click on the link to visit our online Options pages.

https://housing.aberdeencity.gov.uk/ords/ihslive_selfserv/f?p=13000:101:

5.15 Nominations

Aberdeen City Council has agreements with some of the housing associations in the city to allocate 50% of their vacant properties to applicants from the Council's Housing Register. These allocations are known as 'nominations'. These agreements are monitored and reviewed annually. Applicants wishing to be considered for nomination to these housing associations must indicate so by completing the appropriate section of the application form.

5.16 Offer Restrictions

Notwithstanding the order of priority, certain restrictions will apply when selecting applicants for a vacancy as follows: Properties on the ground floor that have five or less access steps will be offered to applicants who have a recommendation for ground floor accommodation as determined by the Housing Needs Assessment Team. Where a property has been adapted or can be adapted to suit applicants with special needs, wheelchair users, priority is given to applicants who have a need for this type of accommodation. Any prospective offer would be subject to assessment by an Occupational Therapist.

Applicants will only be considered for one offer at a time. Applicants whose applications are deferred or suspended will not be considered for an offer of accommodation until the deferment has expired.

Applicants should note that in some accommodation cats and dogs are banned, except for Assistance Dogs therefore applicants who have a cat or dog will not be considered for these pet ban properties. A leaflet is available providing details of properties where dogs and cats are not permitted, click [here](#) to see our Pet Policy.

5.17 Delegated Powers

Aberdeen City Council recognises that very occasionally an applicant may have exceptional housing circumstances which fall out with the points scheme. In these rare situations, applicants may be offered re-housing through powers delegated to senior officers within the Housing Service. The list of delegated powers can be found [here](#).

5.18 Applicants with Housing Related Debts

At the time of applying for an Aberdeen City Council home all applicants will be advised by the Housing Access and Support Team of any housing related debts that may affect their entitlement to housing and the action they should take to address the debts. Applicants will be suspended from obtaining an offer until the applicant provides evidence that the identified debts have been satisfactorily addressed.

Further checks on housing related debt will be carried out should an applicant subsequently qualify for an offer of housing. Applicants will be advised whether these checks affect their entitlement to housing. All applicants who have housing related debts are treated equally

See table below which shows our policy on debt for all applicants for housing.

	Current Tenant Arrears	Current Tenant Legal Charges	Current Tenant Recharges	Former Tenant Arrears	Former Tenant Legal Charges	Former Tenant Recharges
1. All applicants for housing will be subject to the same debt criteria.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.

At the time of offer, and for an offer to proceed, the current tenancy must be deemed to have been conducted in a satisfactory manner and must adhere to the debt policy highlighted above.

Private tenants

An offer of accommodation may be withheld if the applicant is a tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments. If the applicant is the tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments, their application will be deferred for a specified period.

5.19 Checks Made at Offer

Applications selected for an Aberdeen City Council tenancy will be checked for accuracy at the time of offer. If there has been a change to the information held that affects the application any offer of housing may be withheld. In addition, the applicant's current accommodation may be inspected where appropriate.

An offer may be withheld if the applicant(s):

- Use threatening or aggressive behaviour towards Aberdeen City Council staff.
- Have been the subject of verified complaints of antisocial behaviour.
- Evidence of substance abuse.
- Are subject to immigration control or no longer has the right to reside in the UK.

The applicant will be notified in writing of the reasons and any action they are required to take. On expiry of the deferment staff will carry out a follow-up visit to confirm the applicant's suitability for further offers of housing.

5.20 Deferment for Refusals of Offers of Accommodation

If an applicant refuses an offer of accommodation their housing application will be deferred for a period of 12 months. All refusal reasons count towards this deferment. Any exceptional circumstances which are presented at the time of refusal will be considered on a case-by-case basis.

5.21 Appeals Procedure

All applicants have the right to appeal a decision made in connection with their housing application. Appeals against the processing of an application or an offer of accommodation should be addressed to the Housing Access and Support Team within 14 days of the decision. The Housing Access and Support Team will aim to respond with 14 days of receipt.

Appeals against a homelessness decision or a homelessness offer should go to the Housing Access and Support Team.

5.22 Legal Framework

The allocation of social housing in Scotland is governed by the provisions within the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and again, by the Housing (Scotland) Act 2014. The legislation sets out the principles that should guide the practice of social landlords in relation to holding and managing a housing register, the extent to which circumstances and needs should be assessed and the applicant characteristics that should be prioritised in the assessment of housing need. The Housing (Scotland) Act 2014 changes certain aspects of the law on social housing allocations and tenancy management.

The Right to Buy was abolished for all social housing tenants in Scotland by the 2014 Act. The Act also made changes to allocation rules for social landlords, to increase flexibility and allow them to make best use of their stock. The Act also allows landlords to issue Short Scottish Secure Tenancies (Short SSTs) to address anti-social behaviour. The other legislative provisions surrounding the allocation of social housing in Scotland relate to meeting the needs of homeless households set out in the Housing (Scotland) Act 2001 and Homelessness etc. (Scotland) Act 2003.

Applicable legislation

There is a framework of rights-based legislation which also influences the allocation of housing which Councils must comply with. These are:

[Human Rights Act 1998.](#)

[UK GDPR and Data Protection Act 2018](#)

[Matrimonial Homes \(Family Protection \(Scotland\) Act 1981.](#)

[Children \(Scotland\) Act 1995.](#)

[Civil Partnership Act 2004](#)

[Immigration & Asylum Act 1999.](#)

[Protection from Harassment Act 1997.](#)

[Housing \(Scotland\) Act 2001](#)

Equalities

Equality Act 2010 and the Public Sector Equality Duty

Aberdeen City Council is subject to duties under the [Equality Act 2010](#). This duty requires us, as a public authority to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010.
- advance equality of opportunity between people who share a relevant characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

The Equality Act 2010 provides the legal framework to protect the rights of individuals from unfair treatment and promotes a fair and more equal society. It places a duty on the council to not discriminate against a person because of one or more of their protected characteristics. There are additional legislative requirements and policy changes since the Equality Act 2010, including The Fairer Scotland Duty, introduced in 2018 and others directly related to human rights which have been considered through the Integrated Impact Assessment this policy has undergone.

6. Risk

This policy is designed to mitigate the councils risks in letting its housing stock.
Strategic - Having a clearly defined policy together with detailed and robust procedures and processes will help staff to clearly understand their role and provide appropriate help and advice to applicants.

Compliance – The new policy clearly outlines the agreed principles through which all Aberdeen City Council houses will be allocated, so that it complies with government and the Regulator legislation and guidance.

Operational - This policy will ensure our staff provide a consistent and robust approach in allocating our council houses. It also provides those applying for housing with help and guidance including other housing options and providing choice to applicants.

Financial – The policy ensures as far as possible that a consistent and robust approach is taken to managing the allocation of our houses. Currently we have high levels of refusals which increases the number of void properties that we're not receiving an income on. This is due to applicants changing their preferences and household make up over time. The CBL bidding process is immediate and applicants have a choice over where they live, this should assist in reducing the refusals and subsequently our Void Rent Loss. Choice Based Letting puts the customer in control. They decide whether they wish to live in a particular property and bid accordingly.

Reputational - Clearly setting out the policy principles, procedures, and actions on how we allocate our council houses will help to eradicate the risk of reputational damage caused by high levels of refusals. This policy will help to mitigate this risk by providing staff and applicants with details on how the process works and affects their priority, together with a robust appeals process.

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. PREVENT training is mandatory for all staff, therefore allocations staff applying this policy will have been trained on the PREVENT Strategy and will report any concerns regarding suspicious activity on the part of tenants and other relevant parties for action to their line manager.

7. Environmental Considerations

It is not anticipated that this policy will have a positive or negative impact on the environment.

8. Policy Performance

There are numerous reports which focus on the performance of the various aspects of the allocation process, see below: -

The reports are produced by the Quality Assurance and Performance Management team and are distributed to appropriate officers either weekly or monthly. These detail current performance and year to date information so that officers can monitor and scrutinise current performance and trends against targets and take appropriate action, as required.

Reports will provide data on the properties advertised including the address, area, type, and size, also the number of bids and from which list they come. Also the number of offers generated and to which list they pertain and, number of refusals and acceptances will be monitored to assess the performance of the policy in achieving its objectives.

It is anticipated that the introduction of a CBL system will reduce refusals and help to reduce void rent loss, it is also anticipated that customer satisfaction levels relating to quality of the property will increase given the increased choice for the applicant. Applicants and members of the public can find information regarding this policy on our website, when reporting to council committees, the Scottish Government, or the Scottish Housing Regulator.

9. Design and Delivery

It is anticipated that the proposals in this report will have a positive impact on the number of homelessness. For those who cannot make bids for properties under a choice based letting system, we will use auto-bidding. Auto bidding is a feature of the system which make bids automatically where applicants are unable to bid on-line e.g. those who have no access to computers. This will ensure that people move quickly through the homeless journey. It may also contribute to improved mental health and wellbeing by enabling people to have an improved choice of property and location to meet their needs and improving customer service.

- 9.1 The policy will address the LOIP stretch outcome 11-Healthy life expectancy (time lived in good health) is five years longer by 2026 by the provision of settled accommodation which is fit for the household needs.
- 9.2 The council's statutory obligations will be met through the policy implementing requirements from the legislation detailed in section 5.

10. Housekeeping and Maintenance

- 10.1 This new policy is replacing the current policy and is monitored regularly with changes made where either there are changes in legislation or there are changes to the supply and demand for our homes. This policy and supporting documentation will be reviewed and updated annually or sooner if there is new legislation or guidance issued.

11. Communication and Distribution

This policy will be available on the Aberdeen City Council website to be accessed by householders/service users and shared with relevant staff. If applicants have no digital access, information can be obtained by contacting your local housing office. If applicants request it, the policy can be provided in other formats such as different languages or fonts.

12. Information Management

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

Self-Assessment

This is a tool the council has developed so that applicants can enter details of their household including income to determine which housing options are available to them.

Choice Based Lettings (CBL)

CBL is a method of letting our council houses, it advertises empty homes and applicants can note an interest "Bid" for properties they are interested in and wish to be considered for.

Delegated Powers

These are decision-making powers delegated by Full Council to a Chief Officer to determine any increased priority to applicants whose housing circumstances are outwith the scope of this policy.

Appendix 1

Housing Office Contact Information
Marischal College Customer Service Centre
Marischal College Ground Floor Broad Street Aberdeen
AB10 1AB

Mastrick Customer Access Point
Spey Road Aberdeen AB16 6SH

Woodside Fountain Centre
Marquis Road Aberdeen AB24 2QY

Tillydrone Community Campus
52 Hayton Road
Aberdeen
AB24 2UY

Online applications

<https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house>

Mutual Exchange

If you are interested in taking part in a mutual exchange, please visit

www.houseexchange.org.uk or

<https://www.aberdeencity.gov.uk/services/housing/information-council-tenants/exchanging-your-council-home>

Homeless Service

Housing Access and Support Early Intervention and Community Empowerment
Marischal College Broad Street Aberdeen AB10 1AB

Telephone

For help completing a housing advice self-assessment contact the Housing
Advice service on Tel: 03000 200 292

This document is available in various formats and languages

If you want this document translated into another language or format (including Braille, large print, audio disk or BSL DVD) please contact us via email or telephone number listed below.

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Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

If you are deaf or have a hearing impairment, you can still communicate with the Council via Text Relay by dialling 18001 + telephone number:

T: 03000 200 292



www.aberdeencity.gov.uk

Allocation Policy Strategic Place Planning

Aberdeen City Council

Business Hub 3, Ground Floor South

Marischal College, Broad Street, Aberdeen AB10 1AB

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 th January 2022
REPORT TITLE	Child Poverty Action Report 2020/21
REPORT NUMBER	CUS/22/006
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Derek McGowan
TERMS OF REFERENCE	Terms of Reference: 1.1.1 and 1.1.3

1. PURPOSE OF REPORT

- 1.1 To provide the Committee with the Child Poverty Action report for 2020/21, as required by the Child Poverty (Scotland) Act 2017.

2. RECOMMENDATION(S)

That the Committee: -

- 2.1 approve the joint Aberdeen City Council and NHS Grampian Child Poverty Action Report 2020/21 for submission to the Scottish Government; and
- 2.2 note that these reports have been created without access to national child poverty data, which is not yet available for the 2020/21 year; and that a service update will be issued once this data is available.

3. BACKGROUND

- 3.1 The Child Poverty (Scotland) Act 2017 (the Act) fully entered into force on the 1st July 2019. The Act sets out steps required to be taken by the Scottish Government, Local Authorities and Health Boards to tackle child poverty. The Act identifies four definitions for poverty, identifies targets to be achieved by 2030, and creates a requirement for Local Authorities and Local Health Boards to annually agree a Child Poverty Action Report. This Report is then published and submitted to Scottish Ministers.
- 3.2 Poverty is defined in the Act under four different headings:
- Relative poverty
 - Absolute poverty

- Combined low income and material deprivation
- Persistent poverty

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

4 CHILD POVERTY TARGETS

4.1 Section 1 of the Act sets out targets that the Scottish Ministers must meet by 2030. These are that, of children living in households in Scotland:

- (a) less than 10% fall within relative poverty
- (b) less than 5% fall within absolute poverty
- (c) less than 5% fall within section 5 combined low income and material deprivation
- (d) less than 5% fall within section 6 persistent poverty

4.2 Section 2 of the Act sets out Interim targets, that must be met by the Scottish Ministers in the financial year beginning with 1 April 2023. These are, that, of children living in households in Scotland—

- (a) less than 18% fall within relative poverty
- (b) less than 14% fall within absolute poverty
- (c) less than 8% fall within combined low income and material deprivation
- (d) less than 8% fall within persistent poverty

These measures cannot yet be defined at a Local Authority level.

5 LOCAL CHILD POVERTY ACTION REPORTS

5.1 The Child Poverty (Scotland) Act 2017 (the Act) requires each Local Authority and NHS Board to publish a Child Poverty Action Report (CPAR) and undertake annual monitoring and reporting to demonstrate progress against statutory targets.

5.2 A local child poverty action report must describe any measures taken in the area of the local authority during the reporting year by the local authority and each relevant Health Board for the purpose of contributing to the meeting of the child poverty targets, and measures that are proposed to be taken to meet these targets.

5.3 Additionally, a local child poverty action report must describe any income maximisation measures taken in the area of the local authority during the reporting year to provide pregnant women and families with children with—

- a) information, advice, and assistance about eligibility for financial support, and
- b) assistance to apply for financial support; and any measures taken during the reporting year, or which are proposed to be taken, in the area of the local authority in relation to children living in households whose income is

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

c) The report must in particular also describe any measures taken during the reporting year, or which are proposed to be taken, in the area of the local authority in relation to children living in households whose income is adversely affected, or whose expenditure is increased, because a member of the household has one or more protected characteristics.

5.4 The Act states that progress against these targets will be scrutinised nationally by the Poverty and Inequality Commission. However, at a local level it is the responsibility of the Local Authority and Health Board to publish, as soon as practical after the end of each financial year, a report on progress locally.

6 CHILD POVERTY ACTION IN ABERDEEN

6.1 The Population Needs Assessment used as the basis for the refresh of the Local Outcome Improvement Plan in 2021 identified that the rate of child poverty in Aberdeen was estimated to be 21.8%, or around 5500 children. Poverty is defined as 'below 60% median income after housing costs'.

6.2 This report sets out the measures that have been taken by the Council, NHS and other partners to tackle and mitigate the effects of child poverty during 2020/21. The reporting period therefore includes the initial responses to Covid and all subsequent actions during the year. It is unfortunate that national data is not yet available, as we are unable to reference the impact of the work undertaken against the rate previously reported to Committee. Once this data is available a service update will be provided to Members to provide further context to the details contained in this report.

6.3 The report outlines significant efforts to tackle child poverty through 2020/21, demonstrating both the extent to which the Council, NHS and partners understood the impact the pandemic would have on children and young people, and the actions taken to support their physical and mental health and wellbeing.

EDUCATION PROVISION

6.4 An extensive home online learning provision for all school age children was quickly launched, building on our partnership with Microsoft and using Google Classroom. Electronic devices were issued to ensure that learning could continue at home.

6.5 A wellbeing questionnaire was issued to children and young people in educational settings, with 5374 responses ranging from nursery to S6, 3507 parents and carers, and 1439 staff responded. This was used to understand and inform how education provision had worked during lockdown, and what support should be considered to ensure a safe and successful transition back to in school provision.

6.6 Key data from this survey included that 92% of learners felt safe online; that 87% knew who to contact if they felt worried or upset, and that 77% felt confident in their learning online. 61% of learners responded that they enjoyed learning online.

- 6.7 Parents and carers reported similar positivity, but highlighted concerns that learners' emotional wellbeing was not being supported fully online. This enabled staff to focus on mental health and wellbeing.
- 6.8 Trend data shows that school exclusions reduced during the year, and that attainment levels improved, demonstrating the efficacy of the online learning environment and subsequent detailed planning to permit transition back to class based learning.
- 6.9 1354 key worker / vulnerable child registered to receive childcare, with 829 supported in school and 1111 supported through an outreach model.
- 6.10 SISTEMA Scotland continued to deliver the Big Noise Torry programme, moving quickly to a digital offer that enable participants and their families to remain engaged in learning. Over the course of the pandemic, this included support visits to families involved with the collaboration of Integrated Childrens' Services and Education staff, and Big Noise Torry staff were able to take participants out for walks to maintain relationships.
- 6.11 The major step to extend in-school Big Noise provision from P1-P3 only to all school P1-P7 provision during the pandemic increased the opportunities available for children in Torry to engage with music and participate in fun, creative and inspiring opportunities. Around 3500 online sessions were delivered over the year, and participant testimony illustrates how important the programme was for children and families involved throughout.

EMPLOYEE SUPPORT

- 6.12 The Council's Maternity Guidance on rest breaks for pregnant and breastfeeding employees, and on the arrangements and facilities in relation to employees breastfeeding or expressing milk on return to work, were updated to include provision for granting reasonable paid time off to breastfeed a baby or to express milk.
- 6.13 It is acknowledged that Black and Minority Ethnic (BAME) communities have been amongst the hardest hit by the pandemic, and an event was held to promote early years and childcare careers to ethnic minority groups in the City, which included details about early years as a career and routes into early years. This has been followed by further support to BAME communities to assist with finding employment.

INCOME AND ECONOMIC SUPPORT

- 6.14 Aberdeen Socio-Economic Rescue Plan 2020/21. The Plan was an immediate and dynamic response to the impact of Covid19, aligned to the LOIP strategic themes of Economy, People and Place. Locality Socio-Economic recovery Plans were also created to ensure a clear line of sight between the economic needs of the City and the priority locality areas. Scrutiny and oversight of the implementation of the Plans is done through the Community Planning Aberdeen (CPA) Board.

- 6.15 Ongoing support and commitment to Living Wage employment across the City throughout the year, including through the ABZ works programme.
- 6.16 5336 Business Grants awarded and distributed, with a total value of almost £39m. These were vital in supporting local businesses to continue operating and support staff across the city.

COMMUNITY SUPPORT

- 6.17 The provision of over £5m in funding to community organisations with a focus on providing support to children and young people. This included £2.383m through revenue grant funding to community groups and associations, £1.606m through the Fairer Aberdeen Fund; £621k to Leased Centres across Aberdeen; and £391k through the Common Good Fund. The Council also distributed £996k in Food Funding and £592k Hardship funding.
- 6.18 Through the Fairer Aberdeen Fund disbursement, notable outcomes include over 10,000 children and young people supported; 1.8 million meals distributed; 4705 children and young people supported, and 26 young people moved into employment, education or training.
- 6.19 The development of multi-agency 'Fit Like' hubs in priority locality areas allowed families with specific support needs to maintain access to professional support where statutory social work eligibility criteria are not met and where there are mental health and wellbeing concerns. In the first year of their inception (Oct 2020 – Oct 2021) Fit Like? Aberdeen has received more than 500 referrals, including self-referrals. 69% of these referrals came from an education professional and 17% from a health professional.
- 6.20 Almost £650k was distributed through the Scottish Welfare Fund to households in need.
- 6.21 8385 children were enrolled for Free School meals by the end of 2020/21, with increased uptake. To support families, Education Operational Delivery Committee agreed to fund free school meals for families in certain circumstances when transferring to Universal Credit.
- 6.22 The Summer of Play provided a range of activities for children and young people. £418k was invested in a participatory approach to providing activities for children and young people, with over 15000 bookings made. The average enjoyment rating for these activities was 9.5/10.
- 6.23 The Lord Provost's Charitable Trust collected £300k in public donations which was disbursed to local charities supporting our most vulnerable families and individuals.
- 6.24 Community Planning Aberdeen Integrated Children's Services Board and Anti-Poverty Outcome Improvement Group both adopt a multi-agency approach to tackling child poverty, with key aims identified and reviewed regularly.

7 FINANCIAL IMPLICATIONS

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

8 LEGAL IMPLICATIONS

8.1 The preparation and publication of the CPAR fulfils Aberdeen City Council's duty under section 13 of the Act.

9 MANAGEMENT OF RISK

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

10 OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.
Prosperous People	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.
Prosperous Place	This report demonstrates the positive range of work being undertaken at service and partnership level to improve the quality of life for families and children in poverty.
Enabling Technology	Digital support provided in several areas including education provision and Connecting Scotland.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	This report demonstrates the priority being given to children in poverty. Children are our current and future customers and improvement made here will impact on their whole lives.
Organisational Design	<p>The TOM design allows for work on child poverty to be delivered in several Clusters, as well as through strategic work such as the LOIP, Local Development Plan and Local Housing Plan.</p> <p>The focus on Early Intervention in tackling poverty clearly manifests in work undertaken by Early Intervention and Community Empowerment; Customer Experience; Education; Integrated Children and Family Services; Capital; Corporate Landlord and Place Planning.</p>
Governance	This relates to the tracking of the outcomes, which will be undertaken through existing scrutiny of the LOIP, and through Council governance structures at annual intervals.
Workforce	Poverty is recognised as a key issue for the Council, with role and structure design taking account of relevant poverty areas.

Process Design	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Technology	As new methods of undertaking work are identified processes will be updated and normalised to ensure children and families in poverty benefit.
Partnerships and Alliances	As we are presenting the LOIP as the Child Poverty Action Plan, we are confident that partners across the City have been involved in the creation of this plan, and will be involved in delivering the outcomes identified.

11 IMPACT ASSESSMENTS

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

12 BACKGROUND PAPERS

None.

13. APPENDICES

Appendix A – Joint Child Poverty Action Report 2020/21

14. REPORT AUTHOR CONTACT DETAILS

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Title: Chief Officer – Early Intervention and Community Empowerment
Email Address: demcgowan@aberdeencity.gov.uk
Tel: 01224 522226

Aberdeen City

Local Child Poverty Action Report

2020 - 2021

Authors	Derek McGowan (Chief Officer – Early Intervention and Community Empowerment) Tracy Davis (Child Health Commissioner)
Ratified by NHS	
Ratified by LA	
Published	

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Foreword

We know that COVID-19 and the necessary measures to limit the spread of infection have had a substantial impact on the lives of our children, young people, and their families. This report details actions taken through the 2020/21 year when significant disruption to how we interact and socialise together, and on how our economic, education, and health services function was most immediately felt. The pandemic has exposed and amplified pre-existing levels of social and economic inequality and poverty and the measures introduced to suppress the virus have disproportionately affected low-income families with young children. Unfortunately, this report cannot provide current national data for child poverty in the City, and as such the true impact of the pandemic is not yet fully understood. It is likely however that the rate of child poverty in the City has increased since the start of the pandemic, and we know that partners have worked tirelessly to mitigate the causes and impacts of child poverty and continue to do so.

However, we also know that child poverty is not inevitable, and therefore, further to our commitment to implement #ThePromise, 'poverty and children' will be one of four key priorities in our forward-looking strategy. The critical challenge across our local systems is how we can work effectively together to highlight these impacts on children and young people, to promote recovery and to enable improved health and wellbeing outcomes.

Throughout the pandemic we have shown that we are much stronger when we work together. Through co-production with children and families we will continue to build upon the tremendous efforts that have already been made within our systems. We have a great opportunity to harness positive changes, and to be pro-active in seeking improved outcomes for children and young people. With Scotland striving to achieve incorporation of the United Nations Convention on the Rights of the Child (UNCRC) into domestic law, this provides us with a further framework and impetus for a rights-based approach to children's health and recovery. Enabling children, young people, and their families to engage and participate in their recovery and how their services are structured and delivered will be vitally important in realising children's rights.

Caroline Hiscox
Chief Executive
NHS Grampian
Council

Angela Scott
Chief Executive
Aberdeen City

Introduction

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

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

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

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

Context

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

The **United Nations Convention on the Rights of the Child**⁴(UNCRC) is the most widely ratified human rights treaty in the world, coming into force in the UK in 1992. The vision and ambition to help children and young people experience their rights has been set out within the ‘progressing the human rights of children in Scotland: 2018-2021 Action Plan’⁵. This includes raising awareness of children’s rights and involving them in policy decisions. We are committed to achieving UNICEF Child Friendly City Status, and a partnership approach has been implemented to ensure that children have the opportunity to be involved in implementing decisions that will affect them.

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

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

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

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

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

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

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

Child Poverty in Aberdeen City

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

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

The most recent Strategic Needs Assessment identifies that around 5500 children in Aberdeen are living in poverty. A standard definition of child poverty means growing up in families without the resources to 'obtain the type of diet, participate in the activities and have the living conditions and amenities' which are the norm in 21st century Scotland. The [Local Housing Strategy 2018-2023](#) identifies six strategic outcomes including adequacy and improvement of housing supply; the prevention of homelessness; improvement in private sector renting, and reducing fuel poverty. These are supporting outcomes which create the right conditions for tackling child poverty through a focus on mitigation for all families.

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

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

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

Values

NHS Grampian hosts a Child Poverty Working Group, chaired by the NHS Child Poverty Lead, with representation from the three Local Authorities. The objective of the working group is to determine and manage child poverty actions that specifically relate to health that are deliverable on a Pan-Grampian basis, and to determine ways in which to support partnership delivery of actions against the wider impacts of poverty. The Child Poverty Working Group reports into the Health Inequalities Action Group (HIAG) which has oversight of activity in relation to NHS Grampian as an anchor organisation. This ensures that we maintain senior leadership buy-in at an organisational level and that we maximise opportunities to promote child poverty objectives throughout the organisation. In Aberdeen City the Tackling Poverty Action Group is chaired by Aberdeen City Council's Poverty Lead, with engagement and participation from NHS Grampian and third sector partners. The joint Child Poverty Action Report has passed through single agency and multiagency governance routes for ratification prior to publication.

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

Getting it right for every child (GIRFEC)¹⁰ is the national approach to supporting children and young people. It is intended as a framework that will enable organisations who work on behalf of children and their families to provide a consistent, supportive approach for all. GIRFEC is based on children's rights and the principles reflected in the UNCRC¹¹. The aim is for children in Scotland to grow up feeling loved, respected and able to meet their full potential at home, at school and in the wider community. Every child and young person should be **Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included**. GIRFEC recognises that every child and young person is unique and that their wellbeing will be influenced by their own experiences and changing needs as they grow, therefore there are no set levels of wellbeing, but rather the provision of a

¹⁰ <https://www.gov.scot/policies/girfec/>

¹¹ <https://www.unicef.org/what-we-do/un-convention-child-rights/>

framework by which to identify and address needs early. It is an approach that requires a united and integrated multiagency system, and is the foundation on which we develop our action plan to tackle child poverty in Grampian.

In February 2020 the Independent Care Review¹² published a series of reports highlighted the strong link between poverty and looked after children, and the need for a systemic change in how we support families particularly by recognising and responding to the stresses of living in poverty. The **Promise**¹³ (and the **Pinky Promise**¹⁴ for younger readers) was informed by carefully listening to over 5,500 care experienced children and adults, families and the paid and unpaid workforce to properly understand what needs to change. The **Plan**¹⁵ outlines what we need to do to make sure that required change happens, and how Scotland can better invest in our children and families is reported in **The Money**¹⁶ and **Follow The Money**¹⁷. **The Rules**¹⁸ discuss the current legislative framework and how this must change to achieve the **Promise**. The Care Review identified foundations by which Scotland needs to focus its improvements to achieve better outcomes for children. One of these is 'family'. Families reported the difficulties and stress cause by worrying about not having enough money to live on, often having to make very difficult choices between basic needs. These are very important reports, and they should inform our local planning in response to addressing inequalities as a result of poverty.

COVID-19

As we plan and prepare our report and action plan, we continue to be experiencing the impact of the COVID-19 pandemic. Many families continue to live in very challenging circumstances which we know will have a far-reaching impact.

Both organisations continue to delivery both single service outcomes and work in partnership to ensure child poverty is mitigated wherever possible. There remains a focus on the impact of Covid in and on the community

¹² <https://www.carereview.scot/conclusions/independent-care-review-reports/>

¹³ https://www.carereview.scot/wp-content/uploads/2020/03/The-Promise_v7.pdf

¹⁴ <https://www.carereview.scot/wp-content/uploads/2020/02/Pinky-Promise.pdf>

¹⁵ https://www.carereview.scot/wp-content/uploads/2020/02/The-Plan_pages.pdf

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

¹⁷ <https://www.carereview.scot/wp-content/uploads/2020/02/Follow-the-money.pdf>

¹⁸ https://www.carereview.scot/wp-content/uploads/2020/02/The-Rules_pages.pdf

In August 2020, an NHS Grampian Public Health team hosted a virtual multiagency stakeholder workshop intended to help us learn lessons from the changes across the system that were occurring in response to the COVID-19 pandemic. In particular, the workshop aimed to identify what changes have occurred to services that support women, children, young people and families, and the impacts of these changes for these groups. The event was attended by young people and one of three key priorities identified by them was food insecurity. The full report ([Understanding the Impact of Covid-19 on Children, Young People and Families in Grampian.pdf](#)) summarises the key messages and recommendations for future focus.

Progress Overview: 2020/21

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

The three main drivers of Child Poverty:¹⁹

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

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

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

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

¹⁹ <https://www.gov.scot/publications/child-chance-tackling-child-poverty-delivery-plan-2018-22/>

NHS REPORTING

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
<p>Reinforce and promote the importance of attending for antenatal care, with the aim to increase the number of vulnerable mothers eligible and in receipt of the Best Start Grant</p> <p>Income maximisation teams to continue supporting people to claim for their eligible benefits.</p>	Increased uptake of social security	<p>NHS Grampian</p> <p>ACC Department of Work and Pensions</p> <p>Social Security Scotland</p>	March 2022	March 2021	
Progress					
<p>Best Start Grant and Foods Data</p> <p>At the beginning of the pandemic the number of face-to-face appointments were reduced in the antenatal and postnatal period, and these consultations were undertaken instead by 'Near Me' or telephone. Face-to-face appointments resumed as quickly as was possible within the guidelines as the limitations of delivering safe physical and mental health care to mothers and their babies virtually was recognised and well understood. An increasing number of pregnant women were not accessing maternity care due to a COVID-9 related fear of coming into the hospital or seeing their GP.</p> <p>In March 2020, The Grampian wide Breastfeeding Peer Support Service paused all face-to-face contact from within the postnatal wards and neonatal unit, community group support and 1:1 support. The service went online using 'Near Me' and with promotion through social media. This isolated many families as well as peer support volunteers who had limited access to internet or were not confident in using technology.</p>					

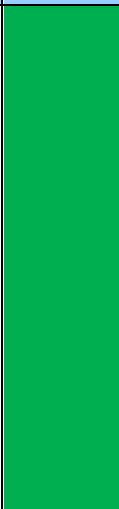
Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Promote the Neonatal Expenses Fund with the aim of identifying vulnerable parents who are eligible, so that they may can be supported so spend as much time as possible with their babies while they are receiving care in the neonatal unit.	Reducing the cost of living	NHS Grampian Friends of the Neonatal Unit	March 2022	March 2021	
Progress					
All parents who have a baby admitted to the neonatal unit are provided with the information that they require with regard to the Neonatal Expenses Fund. Through liaison within the clinical management structure, an application form has been included within the universal information pack provided to all families on admission. The aspiration for the future is to develop a mechanism for data collection, enabling an oversight of uptake of the fund and to use this information to further target promotion so that all vulnerable, eligible families can benefit.					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Provide more support to children and families in the earliest years through delivery of the Universal Health Visiting Pathway (UHVP) and Family Nurse Partnership Programme.	Increased uptake of social security Reducing the cost of living	NHS Grampian	March 2022	March 2021	
Progress					
<p>All Health Visitors and Family Nurses are talking to families about financial inclusion and income maximisation through routine enquiry within the UHVP.</p> <p>Based on national guidance initially, from April 2020, the 11 – 14 day post-natal and the 6 – 8 week baby contacts were undertaken face-to-face within the Universal Health Visitor Pathway. The guidance has varied during the course of the pandemic dependant on Covid-19 levels. The impact of these changes has resulted in reduced opportunity for discussion and for complete assessment within the family home environment. Between March 2020 and April 2021 Health Visitors and Family Nurses did not routinely perform face-to-face contacts for children between 13 months and starting school, in compliance with the national COVID-19 guidelines. Primary 1 assessments were paused during August 2020 and August 2021.</p> <p>We are fortunate to have passionate colleagues at Robert Gordon University who have led research projects in relation to poverty in Grampian. One of these projects, looking at the experiences of women, and of professionals, in the implementation of the early years Financial Inclusion Pathway has been accepted for presentation at the Global Public Health Nursing Conference to be hosted (virtually) in Japan in January 2022. The Parenting on a Low Income gives some insight into the challenges and compromises that parents face when experiencing poverty. Both have been submitted for consideration to the Scottish Public Health Faculty Conference, and we hope to be able to share this important research at that forum too.</p> <p>As part of the expansion of Early Learning and Childcare, the Links Nursery and Hub opened on the 16th August 2021. The renovated building is in heart of one of our priority areas is now an important part of our continuum for up to 90 children and their families who would benefit from a multi-agency response. The service aims to:</p> <ul style="list-style-type: none"> • Provide high quality provision, learning and experiences for all the children and families attending our setting. • Improve children's outcomes and help close the poverty- related attainment gap. • Increase family resilience through improved health and wellbeing of children and parents 					

- Support parents into work and study or training.

Currently 21 Eligible 2s and 25 3–5-year-olds access the ELC provision. Approximately 44.2% of children who attend the Early Learning and Childcare provision have English as an additional language (EAL).

The Links Nursery and Hub has a Health Visitor on site and one Band 3 Nursery Nurse and benefits from close working relationships with the Family Learning Team. As the provision develops, there is the possibility of introducing additional multi-agency representation based on site, i.e. SALT and Children’s Social Work. This model provides an opportunity to test the benefits of the co-location and will be used to inform our approach to delivering services as a partnership.

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
<p>Develop an intelligence led and evidenced based approach for the Pupil Equity Fund (PEF), so that the allocation of funding directly to schools will help to close the attainment gap</p> <p>Use of Scottish Attainment Challenge (SAC) Funding totalling £ 635,732.56 to benefit those pupils in each of the 7 identified Challenge Schools</p> <p>Minimise the costs of the school day and maximise the uptake of free school meals and school clothing grants by eligible families.</p> <p>All schools to consider poverty proofing within their own unique context.</p>	<p>Reducing the cost of living</p> <p>Income from Employment</p>	<p>Partnership Child Poverty Action Groups</p> <p>Social Security Scotland</p> <p>Education and Children's Services</p> <p>Local Authority Poverty Action Groups</p>	<p>March 2022</p>	<p>March 2021</p>	
Progress					
<p>Scottish Attainment Challenge (PEF) Funding totalling £ 2,845,080 has been used to benefit those pupils in receipt of free school meals.</p> <p>7 SAC schools – 4 primary and 3 secondaries utilise further funding to minimise the impact of poverty on children and families and mitigate against its most adverse effects in respect of pupil attendance, engagement, attainment, opportunities and achievement. Many interventions target families as well as children and young people.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Continue to grow and sustain 'Making every Opportunity Count' (MeOC) at a Community Planning Partnership level	<p>Reducing the cost of living</p> <p>Increased uptake of social security</p>	All services within the Community Planning Partnership	March 2022	March 2021	
Progress					
<p>The aspiration is that MeOC be the framework by which conversations could be had about all aspects of Financial Inclusion. It was agreed that the ethos and principles of MeOC would provide the structure for the development of the Child Poverty Action Report, incorporating all that is being delivered.</p> <p>Opportunities to introduce the MeOC model have been identified, however there is still work to be done to roll it out more widely and embed it as a sustainable framework.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Via Healthier, Wealthier Children: (Developing financial inclusion referral pathways in Scotland's funding plan) develop and implement a Midwifery and Early Years Practitioners pathway, policy and procedure to financial support services across Grampian.	Reducing the cost of living. Increased uptake of social security.	NHS Grampian Local Authority Poverty Action Groups Social Security Scotland	March 2022	March 2021	
Progress					
<p>Prior to the pandemic we had commissioned an income maximisation pilot with the intention of a link worker having a presence within RACH, the maternity hospital and neonatal unit to provide support with benefits, debt management or crisis support to families with children. The pilot was launched earlier this year, and due to ongoing infection control measures continues to be delivered virtually. It had been hoped that the necessity for virtual delivery would be advantageous in enabling equity of the offer across Grampian, however uptake has been slow so far. We believe this is due to the importance of relationship building for a model such as this to be a success, and this has been challenging when delivered remotely. Income Maximisation Pilot August and September gives an overview of the support provided so far.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Investment in Scottish Housing Quality Standard , including replacement window and insulation work to address fuel poverty in homes.	Reducing the cost of living	Aberdeen City Council	March 2022	March 2021	
Progress					
<p>23% of households are believed to be in fuel poverty in Aberdeen.</p> <p>In 2020/21 –</p> <ul style="list-style-type: none"> • 88.26% of homes met the Scottish Housing Quality Standards • 61 new window installations were undertaken • 25 new heating systems were installed <p>Energy Efficient Standard for Scottish Housing (EESH) – 92.5% of properties within scope of EESH (20,285 are within scope)</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Attainment and Transitions to Adulthood Improvement Group established to increase the number of young people living in priority areas who progress to a positive and sustained destinations Increase in the number of apprenticeships offered in priority areas	Income from Employment	Aberdeen City Council Skills Development Scotland	March 2022	March 2021	
Progress					
Reported below.					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
10,000 free meals will be provided to children through the award winning Food and Fun initiative	Reducing the cost of living	Aberdeen City Council CFINE ACVO Community Groups	March 2022	March 2021	
Progress					
<p>Due to the lockdowns experienced this year, the Food and Fun programme did not run as normal, Instead food vouchers were distributed through Fit Like hubs, and directly to parents. Vouchers were also distributed to account for free school meal provision. In total the value of this was £1,706,690.</p> <p>During Summer 2021 the Summer of Play provided 7551 bookable opportunities for children and young people, with over 15000 bookings made. This partnership programme had a value of £418k, and had an average enjoyment rating of 9.5/10.</p> <p>https://news.aberdeencity.gov.uk/thousands-of-reasons-to-celebrate-summer-of-play/</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Continue to expand the provision of free sanitary products	Reducing the cost of living	Aberdeen City Council NHS Grampian CFINE	March 2022	March 2021	
Progress					
<p>The number of sites where free sanitary products can be accessed continues to grow and is currently at 54.</p> <p>During lockdown periods we have adapted approaches to continue maximising access to free products. This has included providing vouchers to families and direct delivery to homes.</p>					

Action Description	Poverty Driver Impacted	Responsible Services	Due Date	Review Date	RAG Status
Development of UNICEF Child Friendly Cities accreditation programme	Reducing the cost of living	Aberdeen City Council NHS Grampian Police Scotland UNICEF	March 2022	March 2021	
Progress					
<p>Action currently being refined with responsibilities shared across the partnerships. The foundation of this programme is based on engagement, participation and co-production with children and families in order for us to deliver action that will have the greatest impact. We continue to develop opportunities to hear from, and understand, the experiences of children and families.</p> <p>A number of key milestones have been reached and several key pieces of work have been undertaken and delivered against our action plan.</p> <p>Cooperation and Leadership:</p> <ul style="list-style-type: none"> • Review and update of Integrated Impact Assessment (IIA) and associated guidance documents will ensure that children's rights are fully considered in decisions that affect the lives of children and young people as part of committee processes. • Data and Insights considering how children's rights will inform re-design work over 2021/2022 • Young people involved in the development of ABZ works website <p>Communication:</p> <ul style="list-style-type: none"> • Development of new approach to raising public awareness of CFC journey and children's rights was launched on World Children's Day (20th November 2021). This takes the form of a series of multiagency focussed short videos which will highlight and showcase work being undertaken and successfully delivered. Stats from Police Scotland of related World Children's day related posts suggest and organic reach of 64,000 views/hits. 					

- Communication Training with UNICEF UK for internal comms staff (ACC, NHS, Police Scotland)/Public Communications Group scheduled for early 2022 with a view to a further training for external comms staff and other partner organisations.

Culture:

- Education service developing an audit tool to support schools to fully take account of all 54 articles
- NHSG Board member identified as champion / ambassador for children’s rights
- Ongoing work by Police Scotland to improve relationships between the police and children and young people.
- NHSG engaging directly with children and young people to develop ‘key messages for the workforce aligned to staff wellbeing transformation programme

Child Friendly Services

- Multi-agency Fit Like Hubs established in light of data
- Young Leaders of learning support self-evaluation of schools. New programme launched and training for children taking place in January 2022.
- Young people being asked to help design school buildings of the future
- NHS have identified priority areas of activity for next quarter – engagement with children and young people re school nursing and neurodevelopmental pathways
- Continuing to embed children’s right into the framework for the developing Integrated Family Portfolio (NHS operational model)
- Ensuring remobilization and renewal plans reflect children’s rights (NHS)

Participating

- A youth participation network has been formed which will ensure that children and young people are able to directly influence decision-making. Initial meetings have taken place to ensure sustainable mechanisms for youth engagement are created and supported. This will be central to the programme’s youth governance structure.
- A youth engagement toolkit has been jointly developed by Aberdeen City Council and Aberdeen Foyer. This will support consistency of approach to meaningful youth engagement through robust guidance. The toolkit is currently being tested and finalised before public launch (early 2022).
- Preliminary design work undertaken to create a public facing area within the CPA website to raise awareness of the CFC programme and communicate progress.
- Multi-agency project to develop a youth hub at Tesco (Woodend) which has subsequently been shortlisted for the Chief Constable’s Excellence Awards

Place

- Development of focussed and interactive engagement sessions with several primary schools to provide opportunities for children to consider and influence proposed new Union Street Central pedestrianised area, the transformation of the Beachfront and the creation of a new Beach Urban Park. Wider engagement also promoted with young people and youth groups. Results of this engagement will influence aspects of the detailed design work for both the City Centre Masterplan and Beach transformation as well as provide a new model for broader engagement on civic projects.
- Proposed Local Development Plan submitted to Scottish Ministers for examination in Public (22 July) – Child Friendly version of the plan to follow once examination completed.
- Discussion with Architecture and Design Scotland (A&DS) regarding children and young people’s version of the Place Standard Tool. Draft version expected to be available in August for piloting. Discussions ongoing about ACC participating in this.

With the new model of distributed leadership, there is an increased sense of shared ownership and collective responsibility which will enable us to continue making good progress with our CFC journey.

ACC REPORTING

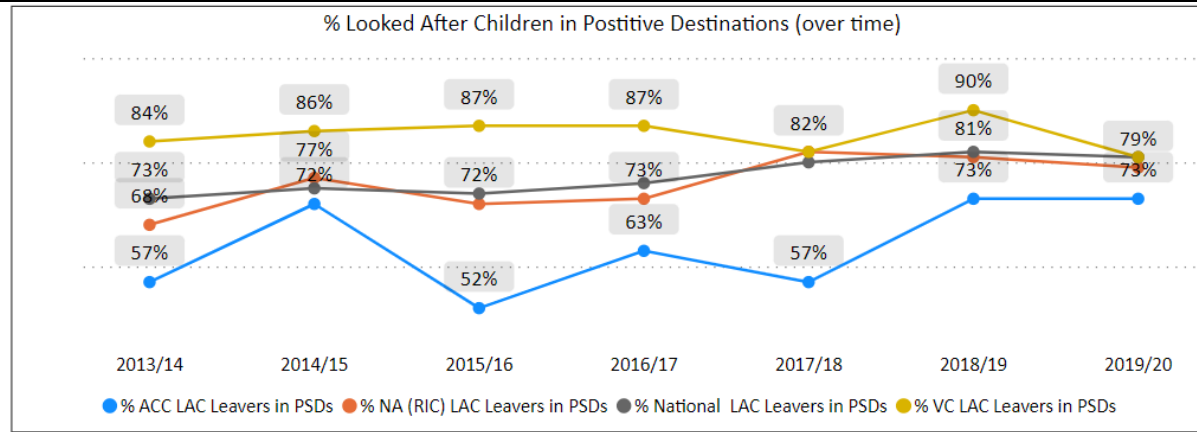
Activity undertaken	Partners involved in activity	Assessment criteria
Economy		
Support to those on, or transferring to, Universal Credit, and those on benefits.	<p>Aberdeen City Council</p> <p>NHS Grampian</p> <p>Department of work and Pensions</p> <p>Community Food Initiatives North East (CFINE)</p> <p>Social Security Scotland</p>	<p>At the end of 2020/2021 there were 13,583 household on Universal Credit in Aberdeen City. Of these, 3350 were single with children, and 1470 were a couple with children.</p> <p>Financial Inclusion Team assisted 304 new households with children and 64 households with children that were opened before 1 April 2020 to access unclaimed benefits.</p> <p>This enabled a cumulative gain of £574,299.28 for these households in 2020/202</p> <p>The provision of financial inclusion resource to all schools to make support available to all families.</p>
Investment in Scottish Housing Quality Standard, including replacement window and insulation work to address fuel poverty in homes	Aberdeen City Council	<p>23% of households are believed to be in fuel poverty in Aberdeen.</p> <p>In 2020/21 –</p> <ul style="list-style-type: none"> • 88.26% of homes met the Scottish Housing Quality Standards • 61 new window installations were undertaken • 25 new heating systems were installed <p>Energy Efficient Standard for Scottish Housing (EESH) – 92.5% of properties within scope of EESH (20,285 are within scope)</p>

Provision of Heat with Rent for Council Housing	Aberdeen City Council Aberdeen Heat and Power Ltd	Number of 2 bedroom or larger family homes benefitting from Heat with Rent – 1875
Use of Scottish Attainment Challenge (PEF) Funding totalling £ 2,845,080 to benefit those pupils in receipt of free school meals	Aberdeen City Council Third Sector partners School Communities	<p>All schools analyse the poverty related attainment gap in their own context, and the impact of poverty on pupil attainment, to plan appropriate targeted interventions to address this. All SAC plans are quality assured by the central education quality team and by the Education Scotland Attainment Advisor.</p> <p>The majority of city schools have implemented a range of interventions using PEF funding, some of these are targeted at specific pupils, others support a wider group. Many pupils, particularly in schools with high allocations of PEF funding, are accessing more than one intervention and it is therefore difficult to accurately identify which specific intervention has led to assessed improvements. In some cases, it is likely there has been a cumulative beneficial effect of several targeted interventions. Although this makes accurate evaluation and reporting more difficult, ultimately, of course, the result is positive for children and young people.</p> <p>Almost all schools report encouraging early evidence of improvements around mental health and wellbeing, resilience, emotional wellbeing and pupil engagement. As well as reference to specific data such as pupil attendance, schools report positive changes in areas such as improved pupil confidence in their own abilities and increased engagement in learning.</p> <p>The majority of schools are beginning to note improvements in attainment in literacy and numeracy for pupils targeted for specific interventions. In some schools this has led to a reduction in the poverty related attainment gap, as the rate of improvement for targeted pupils has outstripped others. This is particularly noticeable in the primary schools which also benefit from Scottish Attainment Challenge funding.</p> <p>Across the city there is evidence of the wider impacts associated with the additional funding. There has been an increase in collaborative working, both within and across schools and teachers planning and working together has contributed to the development of a more positive and collegiate ethos underpinned by the sharing of practice across individual schools and across Associated School Groups. In some cases, for example, this has included pooling of resources and collaborative</p>

		<p>working to source professional learning opportunities for staff on specific priorities e.g. The Visible Learning Approach.</p> <p>The majority of city schools have considered sustainability as part of their planning work, and this has led to a focus on building staff skills and capacity, sharing and embedding of practice, and improving use of data in planning and evaluation. However, it is recognised that the availability of additional resource has been key to achieving positive impacts, particularly for the most disadvantaged pupils.</p> <p>Many schools have a high concentration of children living in lower SIMD quintiles and eligible for free school meals. All schools, however, have children living in families facing financial adversity. The education service has used education recovery funding to help allocate some financial inclusion resource to all city schools to provide support to all families to maximise the uptake of benefits they are entitled. Lifting families out of poverty by maximising the family income will most directly and positively impact on children and young people.</p> <p>The amount of information available to schools to inform the equity agenda is vast, this plethora of information presents a risk that school leaders will be unable to develop a clear strategy for implementation. In order to address this the Closing the Gap Improvement Group collaborated to develop an <u>Equity Framework</u> to help capture lessons learned and guide considerations and practice at school level. Schools report that having the digital resource supports local planning. The resource was published in August 2021 and will be kept under review.</p> <p>The framework identifies three key themes which have made the greatest difference locally with each explored in greater depth within the framework. The framework also provides a structure to share best practice across schools.</p>
Use of Scottish Attainment Challenge (SAC) Funding totalling £ 635,732.56 to benefit those pupils in each of the 7	Aberdeen City Council Third Sector partners	<p>7 SAC schools – 4 primary and 3 secondary utilising funding to minimise the impact of poverty on children and families and mitigate against its most adverse effects in respect of pupil attendance, engagement, attainment, opportunities and achievement.</p> <p>5 key areas are now known to significantly improve educational outcomes for children living in poverty, these are:</p> <ul style="list-style-type: none"> • Improving the quality of leadership; • Improving the standard of Learning, Teaching and Assessment; • Improving the suitability of the curriculum;

<p>identified Challenge Schools</p>		<ul style="list-style-type: none"> • Improving wellbeing; and • Addressing poverty (in financial terms and the poverty of aspiration) <p>All five areas continue to be focussed on by the education service with improvement being realised in each.</p> <p>Poverty manifests itself quite differently across school communities and there are a range of considerations for staff as they work to understand how best to address barriers to improving outcomes at community level.</p> <p>PEF Funding is used to support children and young people (and their families if appropriate) affected by poverty to achieve their full potential. Although Pupil Equity Funding is allocated on the basis of free school meal eligibility, head teachers can use their professional judgement to bring additional children into the targeted interventions and approaches if they and their families are facing situational hardship and poverty. It is likely that many more children in our schools may now be affected by poverty as a result of the COVID-19 pandemic and schools keep plans under routine review.</p> <p>The Aberdeen City Council PEF Guidance provides a framework for schools to plan their approach. Schools are guided to understand how poverty impacts on their school community in order to set a longer-term school vision to guide the targeted use of resource.</p> <p>The improved visibility of data through the school profiles is greatly aiding evaluation and planning. Schools and officers are now able to interrogate data over time. The profiles also allow interrogation of data by groups, such as those who are Looked After, by gender and those with additional support needs. The next version of the school profiles will allow interrogation by SIMD quintile. This accessibility of data is potentially transformational, and work is ongoing to link live data to these profiles so that change can be seen in real time on one dashboard. This will enable schools to move away from the use of multiple spreadsheets and see a visual representation of the impact of interventions in real time.</p> <p>Experience over the last few years shows that no one individual intervention is likely to directly lead to improvement in one of the key measures, rather a range of well-pitched interventions tailored to the bespoke needs of a school community are likely to have the most impact. In general terms, interventions delivered by in house teams such as Family Learning and Youth Work often offer greatest impact for the lowest cost, and this has informed our use of education recovery funding</p>
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	<p>which now sees Youth Work, Family Learning and Financial Inclusion officers available to across all city schools.</p> <p>As a result of the considerable differences from school to school, school senior leaders are guided to understand local circumstance by using a range of quantitative and qualitative data. This analysis informs the targeting of resource at a local level, includes consideration of how Support for Learning may operate and informs consideration of any additional interventions that may be required.</p> <p>Live data evidences a significant rise in levels of attendance.</p> <p>There has been a steady decline in the number of exclusion incidents across all schools. Reductions are due to the change in policy, the range of interventions put in place at school level, the significant focus on supporting wellbeing and, in some cases, changes in school leadership.</p> <p>All the primary schools were able to demonstrate improvements in some attainment measures up to the first period of school closure. The last 2 years have significantly impacted on attainment trends. Work continues to address this at city-wide and local school level.</p> <p>Secondary attainment has increased across all schools. The different assessment methodologies utilised over the last two years however, impact on the data quality. Staying on rates have increased.</p> <p>Destinations data for this last session has still to be validated. The latest provisional data available to us suggested significant improvement in this area. There is also a positive trend for those who are care experienced in validated data sets.</p>
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A guidance leaflet was developed for school leaders to inform thinking on how to reduce the cost of the school day and all costs were removed from August 2021. Almost all schools have worked in partnership with parents to introduce uniform recycling schemes

Uptake in the provision of free school meals has been increasing after a focussed drive. Increased uptake ensures that eligible children and young people receive a nutritious meal at lunchtime and that the school benefits from an allocation of Pupil Equity Funding (PEF) which currently amounts to £1200 per pupil.




There is evidence that some young children have delayed language acquisition and a subsequent need to ensure that we have a means of upskilling our workforce to address this. Our work with the PEEP (Parents as Early Educators) programme and recognises the importance of supporting parents in their vital role as early educators of their children. Post COVID-19 we will continue to work with our NHS colleagues to develop a shared, evidence-based approach to supporting the development of young children’s speech, language and communication skills.

Developing the Young Workforce

Aberdeen City Council Skills

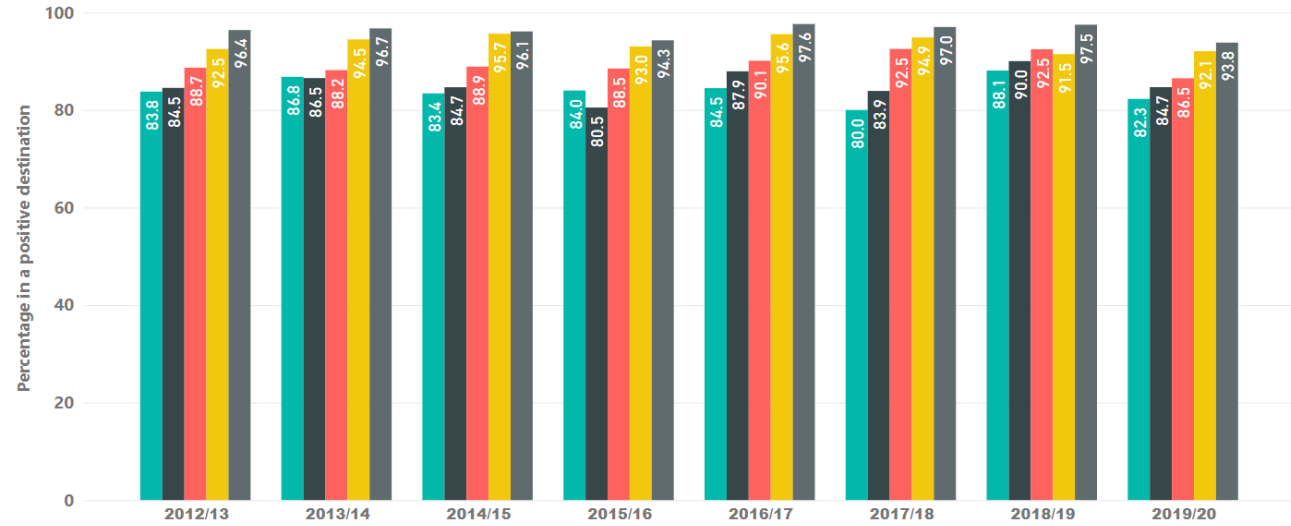
In 2019/20 89.5% of school-leavers went on to a sustained positive destination which was a reduction from the previous year. As a result of this the Attainment and Transitions Group worked to develop a Lift Off event to reset the narrative and build more hope and optimism about the opportunities available to young people across the city. With the support of DYW Board, Skills Development Scotland and a

	Development Scotland	<p>variety of keynote speakers including Carl Walz, former NASA astronaut, 50 employers and providers provided an extensive menu of recorded presentations for young people to engage with over two virtual induction days.</p> <p>The on-line event promoted post-school pathways for new S5 and S6 pupils from across Aberdeen and highlighted the unique skills young people have acquired over the 18 months and led young people to consider their CV more fully. The event was used not only to promote career pathways, but also to identify additional support services available to young people as they move on from school and to build on employer engagement and relationships.</p> <p>The event was attended by 50% of all of Aberdeen's S5 and S6 pupils with positive feedback around impact gleaned with a strong desire for a similar event in 2022. A recent Skills Development Scotland inspection by Education Scotland identified the event as a key point in our recovery from the pandemic.</p> <p>The COVID-19 pandemic continues to have a significant impact on the local economy with the loss of employment opportunities. The opportunities available to young people in some sectors continues to change and this uncertainty presents a number of challenges for young people, their families and for staff working to support young people into a positive destination. Head teachers and central staff were keen to develop a 'single point of truth' to enable young people to make choices with more confidence.</p> <p>Head teachers and central Officers from across education and City Growth have collaborated with a range of partners to develop a one-stop-shop website, known as ABZ Works. The website provides local accessible information and was launched officially in August 2021 after soft market testing with young people in June 2021 and direct development with some of our Care Experienced young people.</p> <p>In response to Skills Development Scotland's Regional Skills Assessment data for Aberdeen, as well as local drivers, the following sectors were identified for the first phase of the website; Care and Early Learning and Childcare, Life Sciences, Tourism, Hospitality, Energy, Construction and Digital.</p> <p>Aberdeen City Council has worked in partnership with North East Scotland College (NESCol), Skills Development Scotland (SDS), Bon Accord Care, The Developing the Young Workforce Board, universities and other training providers to show pathways into these sectors through apprenticeships, college and university courses and other work-based qualifications. These career pathways, represented through animations and graphics have been developed with our website users clearly in</p>
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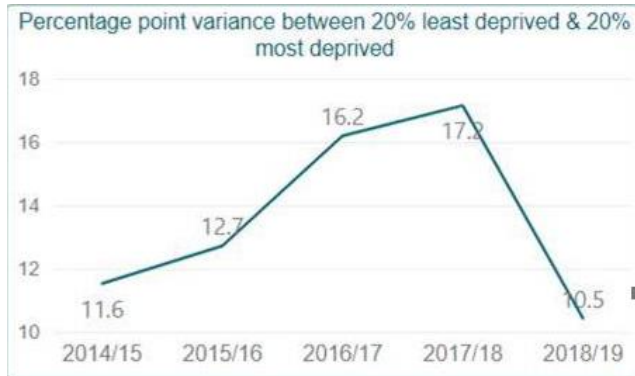
		<p>mind. As a dynamic platform, the website will be continually refreshed allowing Officers to add and change content. Resource has been allocated to help maintain the site in the longer term.</p> <p>One of the other key functions of the website is to communicate the additional skills that will be required to succeed in any future jobs including meta-skills or future skills to ensure that young people can thrive within a shifting labour market. Skills like emotional intelligence, the ability to collaborate within a team and critical thinking are even more desirable now and it is important that our learners recognise the importance of these skills. The website and our collaborative social media efforts reflect our focus on producing content that resonates with our key users. Young people have been able to co-produce content and provide direct feedback on the navigation, content, visual identity and design elements of the website.</p> <p>Pathway planning approaches were overhauled in light of the destinations data from 19/20 with new arrangements put in place to follow up on destinations. Although the data is not yet published for 20/21, there are indications of significant improvement.</p> <p>The most current data for positive destinations is for the year 2019/20. The tables below contain the relevant data and reflect the impact of the COVID-19 pandemic on opportunities for young people.</p> <div style="text-align: center;">  <p>Variance Tables Sustained Leaver Desi</p> </div> <div style="text-align: center;">  <p>Variance Tables Initial Leaver Destinat</p> </div> <div style="text-align: center;">  <p>Positive Initail and Sustained Destination</p> </div>
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Percentage of school leavers in positive destinations (follow-up) by SIMD quintile, Aberdeen City


SIMD Quintile ● 0-20% (Most Deprived) ● 20-40% ● 40-60% ● 60-80% ● 80-100% (Least Deprived)

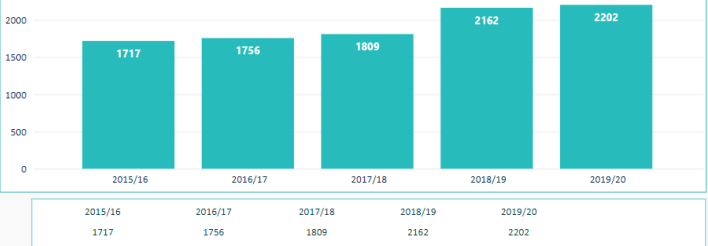
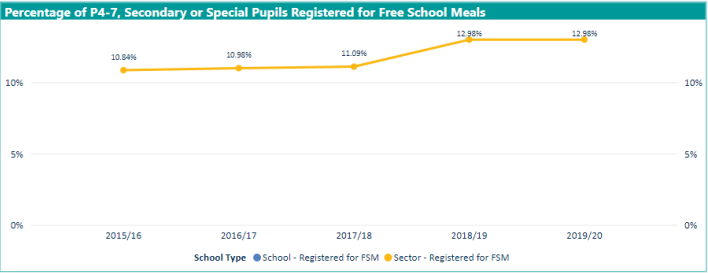


Source: Scottish Government, Follow-up Leaver Destinations. Updated June 2021. (Note: caution is advised in interpretation of 2019/20 figures due to impact of COVID-19).




		<p>Increase in the number of apprenticeships offered in Aberdeen City</p> <table border="1"> <caption>Number of foundation apprenticeships, Aberdeen City</caption> <thead> <tr> <th>Year</th> <th>Opportunities realised</th> <th>In training</th> </tr> </thead> <tbody> <tr> <td>2017-19</td> <td>31</td> <td></td> </tr> <tr> <td>2018-20</td> <td>24</td> <td>17</td> </tr> <tr> <td>2019-21</td> <td>95</td> <td>93</td> </tr> <tr> <td>2020-22</td> <td>127</td> <td>112</td> </tr> </tbody> </table> <p>Source: Skills Developments Scotland, Foundation Apprenticeships Progress Report. Updated November 2021.</p>	Year	Opportunities realised	In training	2017-19	31		2018-20	24	17	2019-21	95	93	2020-22	127	112
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<p>Children and Young People</p>																	
<p>Provision of £1.6million Fairer Aberdeen Fund through Participatory Budgeting approach to support local organisations</p>	<p>Aberdeen City Council Aberdeen Council for Voluntary Organisations (ACVO) Community groups</p>	<p>Annual returns on activities as required under grant agreements from the following projects: Cummings Park Community Flat Printfield Community Project STAR Community Flat Tillydrone Community Flat CFINE Tackling Food Poverty Middlefield Community Project Under 11s Middlefield Youth Flat Fersands Youth Work</p>															

to deliver support to communities		<p>Fersands Family Centre Twos Group and Family Support Worker St Machar Parent Support Project Home Start CAB Money Advice Outreach CFINE SAFE Pathways St Machar Credit Union</p> <p> Appendix-1-Fairer-A berdeen-Annual-Rep</p>
Free meals provided to children through the award winning Food and Fun initiative	Aberdeen City Council CFINE ACVO Community Groups	<p>Due to the lockdowns experienced this year, the Food and Fun programme did not run as normal, Instead food vouchers were distributed through Fit Like hubs, and directly to parents. Vouchers were also distributed to account for free school meal provision. In total the value of this was £1,706,690.</p> <p>During Summer 2021 the Summer of Play provided 7551 bookable opportunities for children and young people, with over 15000 bookings made. This partnership programme had a value of £418k, and had an average enjoyment rating of 9.5/10.</p> <p>https://news.aberdeencity.gov.uk/thousands-of-reasons-to-celebrate-summer-of-play/</p>


		<div data-bbox="696 193 1697 818"> <h3 style="text-align: center;">Free School Meals</h3> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Select School</p> <p>Aberdeen City Schools</p> </div> <div style="width: 65%;"> <p>Number of P4-7, Secondary or Special Pupils Registered for Free School Meals</p>  <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Year</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Number of Pupils</td> <td>1717</td> <td>1756</td> <td>1809</td> <td>2162</td> <td>2202</td> </tr> </tbody> </table> </div> </div> <div style="margin-top: 10px;"> <p>Percentage of P4-7, Secondary or Special Pupils Registered for Free School Meals</p>  <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Year</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Percentage</td> <td>10.84%</td> <td>10.98%</td> <td>11.09%</td> <td>12.98%</td> <td>12.98%</td> </tr> </tbody> </table> </div> </div> <div style="margin-top: 10px;"> <p>% Pupils Registered 2019/20</p> <p>12.98%</p> </div> <div style="margin-top: 10px;"> <p>% Pupils Registered 2018/19</p> <p>12.98%</p> </div> <div style="margin-top: 10px;"> <p>% Pupils Registered 2017/18</p> <p>11.09%</p> </div>	Year	2015/16	2016/17	2017/18	2018/19	2019/20	Number of Pupils	1717	1756	1809	2162	2202	Year	2015/16	2016/17	2017/18	2018/19	2019/20	Percentage	10.84%	10.98%	11.09%	12.98%	12.98%	<p>The new Scottish Milk and Healthy Snack Scheme provides funding for children attending eligible ELC settings, for 2 hours or more per day, to receive milk (or a specified alternative) and a healthy snack (a portion of fruit or vegetables) every day they attend. Aberdeen City Council is administering this scheme, on behalf of the Scottish Government. We are encouraging all ELC settings to register and provide the benefit to children in their care and allocate and monitor the funding locally. To date, 139 Early Learning and Childcare providers have registered to participate in the new Scheme and have received their first payments. 54 Local Authority ELC settings and 85 External ELC providers. There is a rolling registration so more providers can register throughout the year if they wish to participate in the Scheme.</p> <p>Continuing support for Big Noise Torry / SISTEMA programme</p> <p>Aberdeen City Council SISTEMA Scotland</p> <p>Over 600 children reached and supported digitally through the Pandemic, with digital sessions available to children and young people outwith the Torry area as per the agreed roll out programme. User testimonies evidence the success of this approach.</p>
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Provision of free sanitary products	Aberdeen City Council NHS Grampian CFINE	<p>The number of sites where free sanitary products can be accessed continues to grow and is currently at 54.</p> <p>During lockdown periods we have adapted approaches to continue maximising access to free products. This has included providing vouchers to families and direct delivery to homes.</p>
Expansion of Early Years	Aberdeen City Council	<p>Considerable work has been undertaken in preparation for the expansion of Early Learning and Childcare including the development of a new ELC admissions process and preparations for the universal roll out of PEEP in all ELC settings following the successful completion of the PEEP Learning Together Programme by staff in all ELC settings. The programme is evidence-based and helps parents and carers to support their young children's development by valuing and building on the play and learning opportunities in everyday life https://www.peeple.org.uk/ltp</p> <p>The Educational Psychology team have developed and offered Emotional Literacy for Support Assistants (ELSA). ELSA provides knowledge, practice and coaching on an incremental learning model for PSAs and mid-year evaluations are positive. In preparation for the expansion to 1140 hours of Early Learning and Childcare, the team have developed an invaluable Ready, Steady, Two resource to support staff to work with eligible 2s and those who have not met developmental milestones.</p> <p>From August 2021 all eligible families have been able to access 1140 hours of Early Learning and Childcare. As of June 2017 only 7% of 2 year olds, 82% of 3 year olds and 91% of 4 year olds accessed ELC provision in Aberdeen City. The expansion focussed in part on making provision more accessible and the accessibility of services and broader range of delivery models have helped realise a significant rise in uptake. At the current time, 9% of 2 year olds (33.03% of eligible 2 year olds) are attending, 90.7% of 3 year olds and over 98% of 4 year olds are accessing their offer of Early Learning and Childcare</p> <p>Most parents and carers who responded to a recent survey could identify clear improvements to their child's development as a result of the expansion.</p>

		<ul style="list-style-type: none"> • The majority of respondents, at almost 65%, identified an improvement in their child's social skills with over half of the respondents seeing an improvement in their child's communication skills. • Almost half of all respondents recognised an improvement to their child's emotional development, creativity, listening skills and numeracy. • Over a third of respondents highlighted improvements within literacy, fine motor skills, and physical development. • A third of respondents had also seen an improvement in their child's problem solving and attention span. <p>We asked parents and carers what impact the expansion of Early Learning and Childcare (from 600 hours to 1140 hours) has had on them and your family.</p> <ul style="list-style-type: none"> • 51.2% of respondents stated that they had more time for other responsibilities as a result of the expansion of Early Learning and Childcare. • 38.7% of respondents indicated that they had more money/disposable income as a positive impact on their family. • 28.5% are now considering a return to work or study. • 26.1% stated improved wellbeing /respite as a positive impact from the expansion of ELC, with 24.3% of respondents finding they now have more time to themselves. <p>Work has been undertaken to improve knowledge of the impact of poverty on families. The introduction of ELC Excellence and Equity practitioners has had a positive impact on supporting children and their families in our priority areas. In partnership with community groups The Excellence and Equity Practitioners have been involved in initiatives such as 'Healthy Family Fun Day' which showcases a variety of services across the community that are available to support and advise families. Through the delivery of PEEP groups, outdoor learning sessions and Book Bug sessions they have supported the positive engagement of families in their children's learning. Early engagement with families through links with toddler groups has supported the building of relationships and smooth transitions into the ELC setting.</p> <p>A full evaluation of the expansion is available here.</p>
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		https://committees.aberdeencity.gov.uk/documents/s124690/CUS.21.212%20Education%20Improvement%20Journey%20and%20NIF%20Cover%20Report.pdf
Aberdeen City Council National Improvement Framework Plan 2020/21 agreed.	Aberdeen City Council	<p>Scrutiny through Integrated Children's Services Board; Education Operations Committee and annual reporting to Council</p> <p> PDF</p> <p>ACC NIF Service Self-Evaluation Docur</p>
<p>Reducing the cost of the school day.</p> <p>Minimise the costs of the school day and maximise the uptake of free school meals and school clothing grants by eligible families.</p> <p>All schools to consider poverty proofing within their own unique context</p>	Aberdeen City Council	<p>Almost all schools have in place arrangements to ensure children and young people can access food at the beginning of the school day if they require it. Recognising that food poverty and the availability of affordable, healthy food at any time of the day continue to be of major concern for families, schools continue to work with other agencies and the third sector to improve access for all. Schools work with a range of suppliers to offer choice and reduce the costs of school uniform, also promoting cheaper, non-badged versions of uniform items which are widely available at much lower cost than badged items. Most schools offer one of a range of uniform "recycling" provisions where donated school uniform can be accessed for free or in exchange for outgrown items.</p> <p>A few schools use PEF funding to provide school uniform to all pupils and the clothing grant application process is signposted to all parents, with support to complete this if required. There are a few informal arrangements between schools where unwanted clothing is donated and available free to those who need it. A guidance leaflet and posters for primary and secondary schools have been developed to inform thinking on how to reduce the cost of the school day and all schools have reviewed their practice to ensure all learners can access the curriculum and extra-curricular activities. A few schools use PEF or other funding to support this.</p> <p>Schools continue to work with third sector and other agencies to signpost families to sources of financial support and advice.</p> <p>Provision of school clothing grants – 3702</p> <p>All costs of the school day were removed from August 2021.</p>

Library provision and access	Aberdeen City Council	<p>Number of young people (Under 16) joining the Library service 2020/21 - 242</p> <p>Number of Bookbug gifting bags, Baby, toddler and Primary 1 -</p> <ul style="list-style-type: none"> • Baby - 2206 • Toddler - 1587 • Primary 1 - 2128 • Explorer - 6 <p>Number of Early Years Bookbug outreach sessions - No in person outreach activity but 21 digital/online engagement activities reaching 1310 children</p> <p>Aberdeen Reading Challenge participation:</p> <ul style="list-style-type: none"> • 637 children and young people • 137 families <p>Number of children attending library service events 2020/21 – No in person visits but 36790 views of online sessions/events on Facebook/YouTube</p>
Adults		
Provision of £1.6million Fairer Aberdeen Fund through Participatory Budgeting approach to support local organisations deliver support to communities	<p>Aberdeen City Council</p> <p>Aberdeen Council for Voluntary Organisations (ACVO)</p> <p>Community groups</p>	<p>Annual returns on activities as required under grant agreements from the following projects:</p> <p>Cummings Park Community Flat</p> <p>Printfield Community Project</p> <p>STAR Community Flat</p> <p>Tillydrone Community Flat</p> <p>CFINE Tackling Food Poverty</p> <p>Middlefield Community Project Under 11s</p> <p>Middlefield Youth Flat</p> <p>Fersands Youth Work</p> <p>Fersands Family Centre Twos Group and Family Support Worker</p> <p>St Machar Parent Support Project</p> <p>Home Start</p> <p>CAB Money Advice Outreach</p> <p>CFINE SAFE</p>

		<p>Pathways St Machar Credit Union</p>  <p>Appendix-1-Fairer-A berdeen-Annual-Rep</p>
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		<p>Most parents and carers who responded to a recent survey could identify clear improvements to their child's development as a result of the expansion.</p> <ul style="list-style-type: none"> • The majority of respondents, at almost 65%, identified an improvement in their child's social skills with over half of the respondents seeing an improvement in their child's communication skills. • Almost half of all respondents recognised an improvement to their child's emotional development, creativity, listening skills and numeracy. • Over a third of respondents highlighted improvements within literacy, fine motor skills, and physical development. • A third of respondents had also seen an improvement in their child's problem solving and attention span. <p>We asked parents and carers what impact the expansion of Early Learning and Childcare (from 600 hours to 1140 hours) has had on them and your family.</p> <ul style="list-style-type: none"> • 51.2% of respondents stated that they had more time for other responsibilities as a result of the expansion of Early Learning and Childcare. • 38.7% of respondents indicated that they had more money/disposable income as a positive impact on their family. • 28.5% are now considering a return to work or study. • 26.1% stated improved wellbeing /respite as a positive impact from the expansion of ELC, with 24.3% of respondents finding they now have more time to themselves. <p>Work has been undertaken to improve knowledge of the impact of poverty on families. The introduction of ELC Excellence and Equity practitioners has had a positive impact on supporting children and their families in our priority areas. In partnership with community groups The Excellence and Equity Practitioners have been involved in initiatives such as 'Healthy Family Fun Day' which showcases a variety of services across the community that are available to support and advise families. Through the delivery of PEEP groups, outdoor learning sessions and Book Bug sessions they have supported the positive engagement of families in their children's learning. Early engagement with families through links with toddler groups has supported the building of</p>
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		<p>relationships and smooth transitions into the ELC setting. A full evaluation of the expansion is available here.</p> <p>https://committees.aberdeencity.gov.uk/documents/s124690/CUS.21.212%20Education%20Improvement%20Journey%20and%20NIF%20Cover%20Report.pdf</p>
Improved knowledge of Adverse Childhood Experiences	<p>Community Planning Partners</p> <p>Care Experienced Young People</p>	<p>The roll out of the MCR Pathways programme to offer support to Care Experienced young people across the city continues with evidence that almost all pupils engaged with the programme to date have been increasingly able to talk positively about their school experiences. The wider achievement programme with Sport Aberdeen has offered greater engagement with the creative arts. Both programmes have helped increase timely attendance, increased confidence and reduced exclusions.</p> <p>The Champions Board met regularly throughout 2020/21, allowing Care Experienced Young People the opportunity to raise issues directly with Community Planning partners, and shape how services are delivered. This online support included sessions on cooking led by Champions, providing a practical and fun way for all to remain engaged.</p>
Reducing the cost of the school day	Aberdeen City Council	<p>Provision of free school meals – 8385 children enrolled, with increasing take up. Education Operational Delivery Committee agreed to provide additional funding to ensure families transferring to Universal Credit in certain circumstances did not lose their eligibility.</p> <p>Provision of school clothing grants – 3702</p> <p>All costs of the school day were removed from August 2021</p>
Place		
Investment in affordable housing through Strategic Housing Infrastructure Plan (SHIP)	<p>Aberdeen City Council</p> <p>Registered Social Landlords</p> <p>Developers</p> <p>Scottish Government</p>	<p>The Aberdeen City Affordable Housing Programme, developed by the council details a range of affordable housing projects including RSL and Council Social Rent. It also includes RSL mid-market rent, and LAR Housing Trust mid-market rent as well as Low-Cost Home Ownership (LCHO) which are properties that housing developers will deliver directly.</p> <p>In 2020/21 there were (data to follow) affordable housing completions</p> <p>In total during 2020/21 Aberdeen City Council's total allocation for affordable housing was £(value to be confirmed).</p>

Community Learning and Development	Aberdeen City Council	<p>Youth Work</p> <p>78 activities run 150 participants 227 enrolments 76 new enrolments 4392 total learner hours</p> <p>Adult Learning</p> <p>80 activities run 80 participants 175 enrolments 16 new enrolments 1430 total learner hours</p> <p>Family Learning</p> <p>58 activities run 50 participants 55 enrolments 19 new enrolments 5155 total learner hours</p> <p>Healthy Minds</p> <p>98 activities run 67 participants 187 enrolments 10 new enrolments 1401 total learner hours</p> <p>Total learner hours: 12378</p>
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<p>Agreement of Local Housing Strategy 2018-23. Aim of ensuring people in Aberdeen live in good quality sustainable homes, which they can afford and that meet their needs.</p>	<p>Aberdeen City Council Community Planning Partners Private Rented Sector Local Housing Associations</p>	<ol style="list-style-type: none"> 1. There is an adequate supply of housing across all tenures and homes are the right size, type and location that people want to live in with access to suitable services and facilities. 2. Homelessness is prevented and alleviated. 3. People are supported to live, as far as is reasonably practicable, independently at home or in a homely setting in their community. 4. Consumer knowledge, management standards and property condition are improved in the private rented sector. 5. Fuel poverty is reduced which contributes to meeting climate change targets. 6. The quality of housing of all tenures is improved across the city.
<p>Development of UNICEF Child Friendly Cities accreditation programme</p>	<p>Aberdeen City Council Police Scotland UNICEF</p>	<p>Significant work has been undertaken to evaluate our current practices and approaches and to inform the creation of a joint action plan which will be supported and delivered by a range of our Community Planning Partners. Through discussion with a range of professionals and young people, we will be prioritising a number of key areas in accordance with the award framework. These are:</p> <ul style="list-style-type: none"> • Culture • Communication • Co-operation and Leadership • Place • Participating and, • Child-Friendly Services. <p>Please see further detail in the NHS section.</p>
<p>Community Benefit Clauses</p>	<p>Aberdeen City Council</p>	<p>Clauses within contracts and frameworks requiring tenderers to commit to undertaking some form of social benefit in addition to the core purpose of the contract.</p> <p>Training & recruitment; providing sub-contracting opportunities or otherwise improving the social, economic or environmental wellbeing of the local authority's area.</p> <p>For example, the provision of apprenticeship and placement schemes, Real Living Wage provision, employability engagement activities, promotion of adopting and fostering.</p>

Scottish Welfare Fund	Aberdeen City Council	<p>During the year 2020/21 the following numbers of grants were distributed:</p> <p><u>Crisis Grants</u></p> <table data-bbox="683 295 1097 470"> <tr> <td>Single parents</td> <td>3401</td> </tr> <tr> <td>Couples with children</td> <td>783</td> </tr> <tr> <td>Other with children</td> <td><u>248</u></td> </tr> <tr> <td>Total</td> <td>4432</td> </tr> </table> <p><u>Community Care Grants</u></p> <table data-bbox="683 534 1097 638"> <tr> <td>Single parents</td> <td>1052</td> </tr> <tr> <td>Couples with children</td> <td>192</td> </tr> <tr> <td>Other with children</td> <td>86</td> </tr> <tr> <td>Total</td> <td>1330</td> </tr> </table>	Single parents	3401	Couples with children	783	Other with children	<u>248</u>	Total	4432	Single parents	1052	Couples with children	192	Other with children	86	Total	1330
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Priority Families	<p>Aberdeen City Council</p> <p>Action for Children</p> <p>Police Scotland</p>	<p>The Priority Families Service supports families who are affected by multiple problems and at risk of poor life outcomes. A whole family approach is delivered through a dedicated Support Worker and a Police Officer with families receiving up to 12 months of intensive and persistent support in their own home, school and community to address the issues affecting them. The team also comprises an Employment Coach and an Activity Support Co-ordinator and is registered with the Care Commission.</p> <p>The most recent quantitative data for 2019/20 shows (comparing 6 months pre-intervention and 6 months post intervention) include:</p> <ul data-bbox="840 1053 2016 1292" style="list-style-type: none"> • 83% reduction in criminal charges • 77% reduction Police Vulnerable Person's reports • 83% of parents reported an improvement in routines, parental confidence, home conditions and adult health and wellbeing • 34% of parents gained qualifications through North East Scotland College, 4 are involved in volunteer opportunities and 3 have secured employment, all contributing positively to the economy of the city. 																

Priorities for 2020/21

During 2020/21 there has been a very strong focus on mitigating the impacts of Covid-19 across the City, with high profile examples being the creation and disbursement of the Lord Provost's Charitable Fund; the distribution of Crisis Grants, delivery of free food packages; maintaining school lessons through Google classroom, and the development of the 'Fit Like' Hubs.

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

New Actions for 2020/21					
Via Healthier, Wealthier Children Fund (HWCF): Capturing the lived experience of children in poverty	Reduce the cost of living. Engagement and participation Enabling Tackling stigma	NHS Grampian Aberdeen City Council CFINE Robert Gordon University	March 2022	March 2021	
Update to March 2021					
<p>In the generic feedback received against the first year LCPAR's, the need to capture the lived experience of people in poverty was highlighted as an opportunity whereby regions could strengthen their action plans by enabling those experiencing poverty in their communities to inform and influence planning activities. Further emphasis was put on this with the recommendations of the Independent Care Review (previously referenced) published in February 2020. The recommendations were based on the voices of care experienced children and young people; many of whom had experience of poverty.</p> <p>A proportion of the HWCF has been allocated to develop a creative approach to capturing the lived experience of children in poverty. A creative based approach to engage with children attending a holiday programme with CFINE was intended, but has had to be deferred due to Covid-19. While this activity will indirectly give children and young people some knowledge and skills that may reduce the cost of living in the home (cost effective cooking, recycling), it will have added benefits not directly linked to the drivers of poverty, such as helping to tackle the stigma of poverty.</p>					

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

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

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

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

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

Capturing the lived experience of low income families	<p>Increasing uptake of social security</p> <p>Reducing the cost of living</p> <p>Increasing income through employment</p>	<p>NHS Grampian</p> <p>Robert Gordon University</p> <p>CFINE</p> <p>Fersands Project</p>	March 2022	March 2021	
Update to March 2021					
<p>NHSG has commissioned a study to capture lived experience of low income families. The study will be undertaken by Robert Gordon University in partnership with CFINE, the Woodside Pantry and the Fersands project. It had been anticipated that participants would be recruited, and interviews conducted in March and April 2020, however this has been deferred due to Covid-19. It is hoped that the study will now be able to commence in late summer/ early autumn.</p> <p>Measures to determine 'in work' poverty are difficult to determine, but one of the indicators used is the number of working families claiming Working Tax Credits. In data published for 2017/18 showed that working families in Aberdeen City were least likely to be claiming Working Tax Credits, indicating that as a local authority area the comparative rates of in work poverty are less than other parts of Scotland.²⁰ However local data tells us that there are still families, where at least one adult is working, that are still experiencing poverty across Aberdeen. This is anticipated to be even more so, as we emerge from COVID-19.</p>					

²⁰ <https://www.scotpho.org.uk/life-circumstances/income-and-employment/data/working-age-poverty>

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

Promote and distribute information and resources designed to address aspects of poverty	<p>Increasing uptake of social security</p> <p>Reducing the cost of living</p> <p>Increasing income through employment</p>	<p>NHS Grampian</p> <p>Aberdeen City Council</p> <p>Third Sector Partners</p>	March 2022	March 2021	
Update to March 2021					
<p>Several new measures to support people experiencing poverty as a result of COVID-19 have been introduced, such as the furlough scheme, and financial grants for certain groups. Many third sector agencies are also offering support, such as One Parent Scotland Families, Scotland who are launching an energy fund²¹ on 12th June to support single parent families. We have a role in ensuring that those that can benefit from such opportunities are aware of them and can be supported to access them if required, and as such we will develop a forum/mechanism whereby people can access information easily, and in one place where possible.</p>					

²¹ <https://opfs.org.uk/get-involved/news-and-events/news/100k-funding-for-fuel-payments-secured-by-one-parent-families-scotland/>

Investment in affordable housing through Strategic Housing Infrastructure Plan (SHIP)	Reducing the cost of living	Aberdeen City Council Registered Social Landlords Developers Scottish Government	March 2022	March 2021	
Update to March 2021					
351 units completed, £29.4m budget to deliver these.					

Improve knowledge of Adverse Childhood Experiences with a view to better understanding the long term impacts of poverty and interconnected work-streams	Reducing the cost of living Income from employment	Community Planning Partners Care Experienced Young People	March 2022	March 2021	
Update to March 2021					
Actions to engage directly with care experienced young people are reflected in Corporate Parenting action plans. Learning and reflection as a result of the recent Care Inspectorate report ²² on the review of inspections for children and young people in need of care will be incorporated into our planning.					

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

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