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To: Councillor Radley, Convener; Councillor Yuill, Vice-Convener; and Councillors Ali, Allard, Brooks, Hazel Cameron, Delaney, Graham, Houghton, Hutchison, Massey, Alex Nicoll and Thomson.

Town House,
ABERDEEN 02 June 2022

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **THURSDAY, 9 JUNE 2022 at 2.00 pm**. This is a hybrid meeting and Members may also attend remotely.

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 AND TRANSPARENCY STATEMENTS

3. Members are requested to intimate any declarations of interest or connections

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 19 January 2022 - for approval (Pages 5 - 8)

COMMITTEE BUSINESS PLANNER

6. Committee Business Planner (Pages 9 - 14)

NOTICES OF MOTION

7. Notice of Motion by Councillor Greig to seek a decision on revoking the Aberdeen City Council (Queens Lane South, Aberdeen) (Prohibition of Waiting) Order 2021 - OPE/22/075 (Pages 15 - 22)

That Council instructs 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.

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/22/081 (Pages 23 - 68)

GENERAL BUSINESS

- 10.1. Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 Public Advert) - OPE/22/073 (Pages 69 - 84)
- 10.2. Tree and Woodland Strategic Implementation Plan - OPE/22/086 (Pages 85 - 116)

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

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

Website Address: aberdeencity.gov.uk

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

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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 19 January 2022. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Bell, Convener; Councillors Macdonald and John, Vice-Conveners; and Councillors Al-Samarai, Delaney, Lesley Dunbar, Graham, Hutchison (as substitute for Councillor Cormie), MacKenzie, McLellan, Radley, Councillor Stewart, the Depute Provost; and Townson.

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 18 NOVEMBER 2021

1. The Committee had before it the minute of the previous meeting of 18 November 2021, for approval.

The Committee resolved:-

to approve the minute as a correct record subject to the inclusion of Councillor Henrickson as a substitute for Councillor Al-Samarai, which was omitted from the minute.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

to note the information contained within the business planner.

PERFORMANCE REPORT - CUS/22/003

3. 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.

OPERATIONAL DELIVERY COMMITTEE

19 January 2022

The Committee resolved:-

- (i) in regards to complaint statistics for building services, to request that the Chief Officer – Operations and Protective Services, provide details to members by way of email, the percentage of complaints that were made before COVID restrictions were imposed and what percentage of complaints were after COVID restrictions;
- (ii) to request that the Chief Officer – Operations and Protective Services, provide information to members by way of email, with details on the national average in relation to vehicles passing their MOT first time; and
- (iii) to otherwise note the information contained in the Performance Report.

VARIOUS SMALL-SCALE TRAFFIC MANAGEMENT AND DEVELOPMENT ASSOCIATED PROPOSALS - OPE/21/322

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

The report recommended:-

that the Committee –

- (a) acknowledge the objections received as a result of the public advertisement of proposed traffic regulation orders;
- (b) 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
- (c) in relation to "The Aberdeen City Council (Donmouth Area, Aberdeen) (20mph Speed Limit) Order 202(X)” overrule the objection received and approve this order to be made as originally envisaged.

The Committee resolved:-

to approve the recommendations.

MANAGED STUDENT ACCOMMODATION WASTE POLICY - OPE/21/262

5. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which sought approval for the managed student accommodation waste policy, which was 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 report recommended:-

that the Committee approve the proposed managed student accommodation waste policy attached at appendix 1.

OPERATIONAL DELIVERY COMMITTEE

19 January 2022

The Committee resolved:-

to approve the recommendation.

VOID HOUSING PROPERTY PERFORMANCE - CUS/22/002

6. With reference to article 15 of the minute of 16 September 2021, whereby it was agreed that an update report would be provided in relation to Void Housing, the Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided an update on the progress of managing Void Housing properties.

The report recommended:-

that the Committee notes the current position regarding Void Housing property performance.

The Committee resolved:-

- (i) to request that officers provide details by way of email to members, regarding buy back property figures;
- (ii) to note the current position regarding Void Housing property performance; and
- (iii) to agree to hold a cross party meeting to establish the feasibility and potential remit of a Voids Working Group.

CHOICE BASED LETTINGS - AMENDMENT TO THE HOUSING ALLOCATIONS POLICY - CUS/22/004

7. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which sought approval for the proposed revised Allocation Policy, which took into account the adoption of a Choice Based Letting (CBL) approach to the letting of council housing, which would replace the current system.

The report recommended:-

that the Committee –

- (a) approve the Choice Based Letting amendment to the Allocations Policy as detailed in Appendix 1; and
- (b) instruct the Chief Officer – Early Intervention and Community Empowerment to implement the amendment to the Allocations Policy.

The Committee resolved:-

to approve the recommendations.

CHILD POVERTY ACTION REPORT 2020/21 - CUS/22/006

OPERATIONAL DELIVERY COMMITTEE

19 January 2022

8. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided Committee with the Child Poverty Action report for 2020/21 as required by the Child Poverty (Scotland) Act 2017.

The report recommended:-

that the Committee –

- (a) approves the joint Aberdeen City Council and NHS Grampian Child Poverty Action Report 2020/21 for submission to the Scottish Government; and
- (b) notes that these reports have been created without access to national child poverty data, which was not yet available for the 2020/21 year; and that a service update would be issued once this data was available.

The Committee resolved:-

- (i) to recognise the significant progress made by our own teams and our partner organisations in delivering much improved outcomes for local children and families affected by poverty during such challenging times;
- (ii) to note with concern that 23% of households are presently believed to be experiencing fuel poverty in Aberdeen;
- (iii) to instruct the Chief Executive to write to the UK and Scottish Governments highlighting the good work undertaken by Aberdeen City Council to reduce child poverty and the damage which would be caused to children and families already experiencing hardship if they are driven deeper into fuel poverty;
- (iv) to include within the letter to the UK Government a call to increase the value of the financial assistance offered by the Warm Homes Discount Scheme and to widen its eligibility criteria to include more families living on low incomes, in order to prevent them from falling into fuel poverty; and
- (v) to otherwise approve the recommendations contained in the report.

- **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	09 June 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	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	Dylan Jamieson	Operations and Protective Services	Operations	1.1.1		
6	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.	ON AGENDA	Steven Shaw	Operations and Protective Services	Operations	1.1.1 and 1.1.5		
7	Road Winter Service Plan Review	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.	A Service Update will now be issued.	Doug Ritchie	Operations and Protective Services	Operations	1.1.1, 1.1.3 and 1.1.5	R	
8	Notice of Motion by Councillor Greig	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.	ON AGENDA	Laura Snee	Operations and Protective Services	Operations	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									
9	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		Doug Ritchie	Operations and Protective Services	Operations	1.1.1	D	Contractor working on the Haudagain Improvement for Transport Scotland failed to complete the scheme before 31/3/2022. Although the scheme opened 16/5/22, this means that the earliest the old Trunk Road will be detrunked is 31/3/2023. Officers expect that this report will not come back to cttee until January 2023 at the earliest
10	Notice of Motion from Councillor Stewart - the Depute Provost	At the meeting in November 2021, the Committee agreed to "That this Committee instructs the Chief Officer – Operations and Protective Services to submit a report to the next appropriate committee and refer it to the budget process concerning the alternative options of 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. It was also agreed to include other local schools in the study.		Katie Watson	Operations and Protective Services	Operations	1.1.1	D	Delayed in order to allow more work to be done on an alternative crossing proposal. Will now be presented to August 2022 committee.
11	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	D	Will now be reported to Aug 2022 committee.

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2									
12	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	Operations	1.1.1	D	Proposed Aug etc. The Corporate Parenting annual report is being presented to the PPC on 23 Feb 22, so members will have been provided with a current appreciation of progress Corporate parenting activity. Given the June reporting timeline means there will be very limited update. The need to gather evidence from across the partnership on progress on "Keeping the Promise" does not align to the reporting requirements. Aligning reporting on our Corporate Parenting activity with that of our Child Protection Activity will support. Need for reports to be considered across the multi-agency governance arrangements of partners.
13	Proposed Removal of Pedestrian Crossings and Traffic Signal Controlled Junctions			Donald Kinnear	Operations and Protective Services	Operations	1.1.1	D	This report has been postponed to the 31st August committee, due to the surveys being delayed due to the pandemic and traffic and pedestrian volumes have still not returned to pre-covid levels.
14	31 August 2022								
15	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		
16	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		
17	Notice of Motion by Councillor Stewart, Depute Provost	That the Committee instructs the Chief Officer - Operations and Protective Services to submit a report to the next appropriate meeting of the Operational Delivery Committee (or equivalent) outlining the options for installing a pedestrian crossing on Springfield Road in the area/vicinity of the petrol station and of Craigebuckler Avenue. This notice of motion is made on pedestrian safety grounds, addressing the needs of local people, young and those less mobile and for families, living within the area, wanting to walk to the local neighbourhood shops, schools, Johnstone Gardens and the wider Hazlehead / Craigebuckler area. Residents believe a traffic island is insufficient to operate as a pedestrian crossing and are unable to stand on it safely with prams and wheelchairs		Naomi McRuvie	Operations and Protective Services	Operations	1.1.1		

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2									
18	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		
19	Child Poverty Action Plan	To be submitted annually to the Scottish Government.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
20	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		
21	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		
22	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		
23	01 November 2022								
24	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		
25	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		

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2									
26	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		
27	Future reports								
28	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		
29	Participatory Budgeting in Aberdeen	At the budget meeting on 7 March 2022, it was agreed to note the Council's approach towards meeting the target of 1% of revenue funding being available for Participatory Budgeting, paragraph 3.83 of the report, and instruct the Chief Officer - Early Intervention and Community Empowerment to report to a future meeting of the Operational Delivery Committee on the impact of Participatory Budgeting in Aberdeen;		Derek McGowan	Early Intervention and Community Empowerment	Customer			
30	Fly Tipping, Littering and Dog Fouling	At the budget meeting on 7 March 2022, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment to explore cost neutral options to supplement the enforcement of fly tipping, littering and dog fouling and implement a 12 month test of change and report back to the Operational Delivery Committee with a full evaluation of the test of change;		Derek McGowan	Early Intervention and Community Empowerment	Customer			
31	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		

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2									
32	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.	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	The instruction from ctte was report back after 1 year of facility opening. Due to the COVID and slow return to those traveling by bus and other public transport, required surveys have not been able to be concluded. Work currently ongoing with staff at TECA to monitor parking and travelling behaviours during the 2022 summer/autumn events. These additional surveys will be required between now and Dec 22, during which some larger events will take place. Report unlikely to return to committee until March 2023. Temporary TRO's will be extended to maintain current restrictions, and additional restrictions will be introduced for any event that may require them in the interim.

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	9 June 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Notice of Motion by Councillor Greig to seek a decision on revoking the Aberdeen City Council (Queens Lane South, Aberdeen) (Prohibition of Waiting) Order 2021
REPORT NUMBER	OPE/22/075
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Laura Snee
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To respond to the Notice of Motion by Councillor Greig to seek a decision on revoking the Aberdeen City Council (Queens Lane South, Aberdeen) (Prohibition of Waiting) Order 2021.

2. RECOMMENDATION(S)

The Committee :-

- 2.1 agree to retain the current lengths of waiting restrictions.

3. CURRENT SITUATION

- 3.1 The Aberdeen City Council (Rubislaw Area, Aberdeen) (Zone X) (On-street parking places and waiting restrictions) Order 2010 introduced timed waiting restrictions at Queens Lane South between St Swithin Street to the west and Forest Avenue to the east, 9.00am and 5.00pm on any day except Saturdays and Sundays to assist access and egress to residential properties.
- 3.2 Following a Councillor request in September 2019 to consider the introduction of at any time waiting restrictions at Queens Lane South between St Swithin Street and Forest Avenue, an assessment of this section of the lane was carried out by Roads Officers.
- 3.3 The lane is constructed with narrow footways, both with made and unmade surfaces, either side of carriageway. The lane is traffic calmed using single speed cushions placed centrally in the 4 m wide carriageway. During site visits, it had been noted that many of the vehicles parked on the street do so by fully occupying the footway area and part occupying the carriageway. This mostly

occurs in front of private garages at the rear of the properties. Residents also have the option to park on street on Gladstone Place which is in controlled parking zone 'T'. There are a limited number of properties with frontage access onto this section of Queen's Lane South.

- 3.4 The Scottish Government is progressing legislation to prevent footway parking and permitting parking at this location contradicts this proposal therefore the recommendation was made to introduce at any time waiting restrictions in place of the single yellow lines.
- 3.5 Officers presented the proposal of at any time waiting restrictions at Queen's Lane South to local members initially in March 2020 however this was not progressed due to the lockdown. It was presented for a second time on 4 to 11 September 2020 without objection. The Stage 2 Statutory Consultation for Stakeholders was undertaken between 11 and 30 September with no objections. The Stage 3 public consultation was from 26 October to 27 November 2020. Public advertisement was in the press and street notices were placed on lighting columns on Queen's Lane South together with the consultation posted on the Aberdeen City Council's Consultation Hub. No objections to the proposal were received during that time and the Traffic Regulation Order for at any time waiting restrictions was made 15 January 2021.
- 3.6 The lines were installed on the ground by Roads Operations Team in June 2021. The work was undertaken during late evening hours to assist in addressing with the backlog of work accrued during the Covid pandemic.
- 3.7 Further to the waiting restrictions being installed, three residents contacted Councillor Greig requesting the revocation of the new Traffic Regulation Order.
- 3.8 One constituent has provided feedback on an informal consultation with neighbours via Councillor Greig against the waiting restrictions installed on Queens Lane South (see appendix 1) though some residents declined to comment. This feedback broadly supports the revocation of the at any time waiting restrictions and the return to the previous arrangement.
- 3.9 Since the installation of the waiting restrictions on this eastern section of Queen's Lane South, four resident's requests have been forwarded by Councillors Greig and Stewart, for similar restrictions to be installed on the western section of Queen's Lane South.
- 3.10 In consideration of the above, Roads Officers have the view that road safety, particularly pedestrian provisions, are best protected by the continued use of the at any time waiting restrictions. Residents have alternative options for parking in private garages and driveways or within the controlled parking zone. Officers recommend that no action is taken at this time.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk		No significant risks identified	L	Yes
Compliance		No significant risks identified	L	Yes
Operational		No significant risks identified	L	Yes
Financial		No significant risks identified	L	Yes
Reputational	Criticism of the Council for not making the change requested.	This report has addressed the concerns raised.	L	Yes
Environment / Climate		No significant risks identified	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report

<p>Aberdeen City Council Policy Statement <i>Programmes in the Policy Statement include assessing the digital needs of the region; increasing the city centre footfall through the delivery of the City Centre Masterplan / Union Terrace Gardens; supporting the Aberdeen Harbour expansion; reviewing the Council industrial estate to ensure it supports the Regional Economic Strategy; maximising community benefit from major developments, UNICEF Child Friendly accreditation; unleashing the non-oil and gas economic potential of the city; completion of the school estate review; build up existing strength in hydrogen technology etc</i></p>	<p><i>The proposals in this report have no impact on the Council Delivery Plan</i></p>
<p><u>Aberdeen City Local Outcome Improvement Plan</u></p>	
	<p>The proposals in this report have no impact on the Local Outcome Improvement Plan</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
<p>Integrated Impact Assessment</p>	<p>Full impact assessment not required.</p>
<p>Data Protection Impact Assessment</p>	<p>Not required.</p>
<p>Other</p>	<p>There are no additional impact assessments completed for this report.</p>

10. BACKGROUND PAPERS

10.1 [Council – Monday 13 December 2021 \(item 5\)](#)

11. APPENDICES

11.1 Appendix 1 - Constituent survey results and ACC response

12. REPORT AUTHOR CONTACT DETAILS

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APPENDIX 1 – Constituent survey results and ACC response

A constituent provided feedback about the at-any-time waiting restrictions in Queens Lane South. They said, 37 houses on the north side of Gladstone Place are affected. The following includes feedback gathered by the constituent and relayed to Councillor Greig from all except for 8 of these households.

- Most people affected would like it reversed.
- Some people not affected because they don't have gate or garage accessing the back lane, or they have a car port or pull in so can park a car there.
- two households have no car, but they would happily support the others in the street who are want it reversed.
- Only one person said they would leave as is because they are not affected.
- Some people thought it was a good idea initially, but it is actually not working as the lines are being ignored anyway and not solving the problem; so now think there must be a better way.
- Many thought previous lines were fine as they were, as they gave flexibility. They just needed the occasional policing. I realise resources are low, but an occasional nudge by wardens may have been enough.
- It has been noted by many that even when there were more wardens, they never came around at the problem times. That might have helped more than lines.
- One person said they wrote a letter about problems but made different suggestion.
- Some people said it would make more sense to officially notify Albyn School and St Joseph's school regarding the problems being caused by the school parents at drop off and pick up and convey their responsibility to the local community.
- This has been a 'day time' problem, but the double yellow lines are penalising the residents who cannot now park in front of their own garages, even overnight (e.g. if they have visitors and need an extra space).
- Several mentioned there is also now no access for washing our cars in the lane (one guy said I could be in the middle of that and nip in for a cup of tea and come out to a ticket).
- Quite a few mentioned that when they had workmen with supplies and equipment, needing access from back lane, what would they now do?
- Another said they had planned getting an electric car and parking it at night outside their gate to plug it in. Now, not sure what to do.
- No one said they asked for yellow lines.
- No one saw any notices, including the people who live on the lane.
- Most people got a surprise when the lines appeared.
- Many felt it wrong that we were not notified. When previous lines were due to be painted we were advised.
- They felt this new strategy had been slipped under the radar and found it strange that they were painted in the middle of the night 1am/1.15am!!!
- Some mentioned the houses which have made their front gardens into driveways, have single white lines across the roadside access point. This

gives them ability to park one car on the drive and another across their own driveway. They could not see why this single white line could not apply to the access to garages on the back lane.

- Quite a few said the erosion of parking facilities for our properties and general convenience of living here, could adversely affect house prices on the street and ultimately the sale of them.

Roads Officers responded to the feedback, as set out below, via Councillor Greig 15 October 2021 FS-Case-362415830.

- City Wardens have been made aware of the parking issues surrounding Albyn School at drop-off and pick-up times and we are continuing to provide regular patrols of the area as before.
- Please see below an explanation of the proposals and response to the points raised. Reasons The section of Queen's Lane South between Forest Avenue and St Swithin Street has a 4m wide adopted carriageway. To either side are unadopted, private footways approximately 1.0m width.
- In order for vehicles to pass one another, particularly to pass anything larger than a car, a vehicle must travel over the footways. During site visits, it has been noted that any vehicles parked on the street do so by fully occupying the footway area.
- The Scottish Government is progressing legislation to prevent footway parking and permitting parking at this location contradicts this proposal.
- At any time waiting restrictions do permit the loading and unloading at the kerbside therefore delivery or working requirements can be catered for from the rear path however the vehicle can only remain for the duration of the process, it cannot be parked.
- The Queen's Lane South prohibition of waiting at any time proposal was open for consultation from 26 October to 23 November 2020. It was advertised by way of street notices, press advertisement (Evening Express 26 Oct 2020) and posted on the internet through the Aberdeen City Council Consultation Hub. There were no objections received as a result of the consultation, with the order being made on 15 Jan 2021. Implementation is now undertaken by squads working in a shift pattern, this means that some measures are installed overnight. Given that road lining is relatively quiet and impacts on the flow of traffic, overnight operations are an effective way of completing tasks with minimum impact on drivers. Due to resources, it is not possible to individually notify residents when lining works are proposed.
- H markings are advisory lines with no enforcement mechanism. It is a service we offer to residents whereby they can purchase the lining, (Free to blue badge holders) to highlight driveways and guide drivers to leave a reasonable clearance. Residents can park on these lines, unless they are included within a controlled parking zone, however they risk the lines falling into disrepute as other drivers may also take to parking over them.

- We do not propose to reduce the measures at this time. It is practise to monitor the measures for 6 months prior to reconsideration of the measures.

COMMITTEE	Operational Delivery Committee
DATE	9 June 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/22/081
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. CURRENT SITUATION

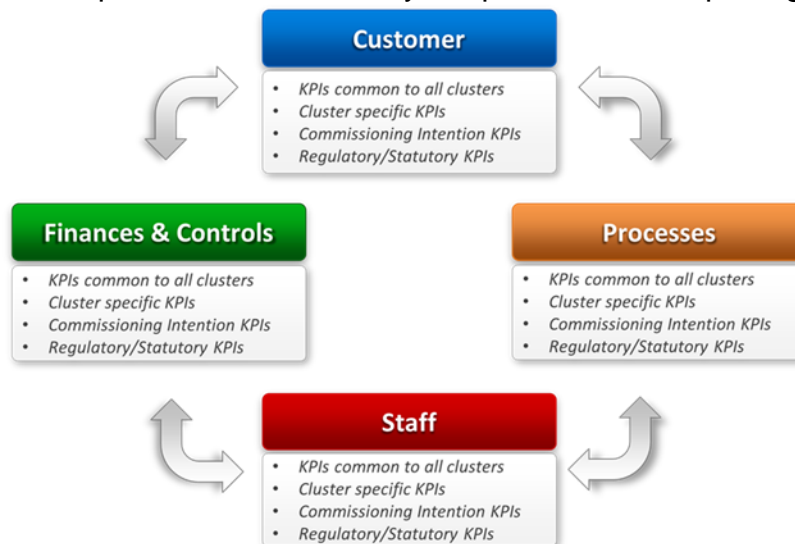
Report Purpose

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.

Report Structure and Content

3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the City's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the 2021/22 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. These will be updated for future cycles to include any new or amended Standards for 2022/23.
- 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 March 2022 or Quarter 4 2021/22, as appropriate. Also included on this occasion are appropriate annual measures for 2021/22 where data is available, and 2020/21 results recently published as part of the Local Government Benchmarking Framework Report for that period.
- 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 of potential interest in terms of either performance implications, data trends or changes in these metrics. These are listed below:
- % of complaints resolved within timescale (stage 1 and 2)
 - Net Cost of street cleaning per 1,000 of population

- Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old
- The percentage of Looked After Children who are looked after in a Kinship Care Arrangement – Rebalancing the Care Profile
- Percentage of Initial child protection conferences held within 21 days
- Percentage of all streetlight repairs completed within 7 days
- Percentage of A class roads that should be considered for maintenance treatment

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

Children's Rights

3.10 This report contains no recommendations or content that require for the direct accounting of impact on children's rights.

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. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising out of this report

7. RISK

The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic	None	NA	NA	NA
Compliance	No significant legal risks.	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.	L	Yes
Operational	No significant operational risks.	Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer	L	Yes
Financial	No significant financial risks.	Overview data on specific limited aspects of the cluster's financial performance is provided within this report	L	Yes
Reputational	No significant reputational risks.	Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability.	L	Yes
Environment / Climate	None	NA	NA	NA

8. 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

9. 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

10. BACKGROUND PAPERS

Council Delivery Plan 21/22 – COM/21/054
 Council Delivery Plan 2022/23 – CUS/22/059
[Local Outcome Improvement Plan 2016-2026](#) (July 2021 Refresh)

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS







Louise Fox
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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.25%		99.27%		99.21%		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%		74.79%		75.36%		80%

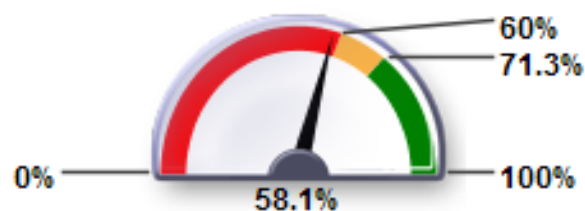
Performance Indicator	Q2 2020/21		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	88		129		124		
% of complaints resolved within timescale stage 1 and 2) - Building Services	46.6%		57.4%		58.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	28.4%		26.4%		37.1%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	2		1		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.

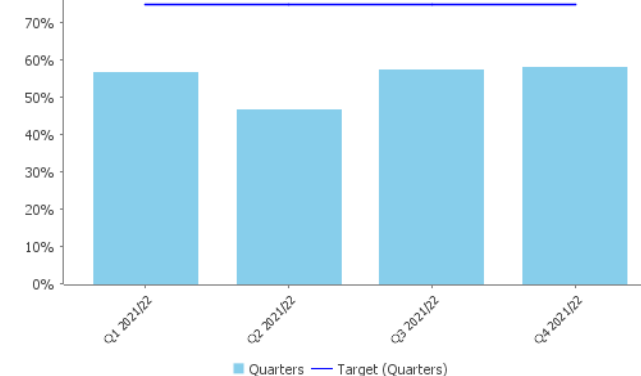
% of complaints resolved within timescale (stage 1 and 2)

Example – Building Services

Q4 2021/22 result



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



Why is this important?

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

Benchmark Information:

No benchmarking from other Local Authorities is available.

Target:

The target for 2021/22 has been set as 75% of all complaints responded to within timescale (5 working days for stage 1 complaints and 20 working days for stage 2 complaints). There is no target set for the identification of lessons learnt or the percentage of upheld / not upheld complaints.

This is what the data is saying:

The data notes that in Q4, 58.1% of complaints relating to Building Services were responded to within the agreed timescale, representing 72 of the 124 received. The number of complaints received during the quarter remained more or less constant with Q3 when 129 were received and 74 were responded to on time. Performance in the Early Intervention and Community Empowerment (EICE) cluster rose slightly in Q4, with 32 of 47 or 68.1%, responded to on time, an improvement on Q3 when 48 of 73 or 65.8% met timescale. Improvement can also be seen in some other services, for instance the Roads service whose Q4 performance has risen from 64.6% in Q3 to 75%

It is notable that some services receive virtually no complaints or a low number comparable to the nature of the service they provide such as Children's Social Work who received only 7 complaints during Q4 and responded to 5 of these on time

Appendix A

When looking at the Operations and Protective Services function as a whole, 65.34% of complaints were responded to on time during Q4, in comparison to 62.4% during Q3, showing a slight improvement over the function as a whole.

When considering the Customer function, the vast majority of complaints are seen in the EICE function as discussed above, and Customer Experience, where performance this quarter sits comfortably in target range at 87.5%, as is generally the case.

This is the trend:

It is difficult to establish a definite trend since performance and volume of complaints varies so widely across functions and services. In general terms, since the start of the financial year, the number of complaints received per quarter for Operational Delivery teams increased from Q1 through Q3 significantly, from 252 to 432 by the end of quarter 3. However, the distribution of increase was not comparable, with Customer seeing a 23% increase and Operations and Protective Services an increase of 138%. There is no doubt that this volume of complaints will have impacted negatively on the ability of the relevant staff to respond to them within the timescales required.

The number of complaints received saw a large and welcome decrease during Q4, falling to 310 (95 – Customer, 207 – Ops). When combining the 2, performance for those responded to on time was 69.54%.

When services and teams are viewed individually, trends are variable. Sustained improvement can be seen in some such as Children's Social Work and Roads while others are consistently high, for instance Customer Experience. Others, for example Building Services, remain persistently below target but are taking active steps to address this.

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:

Across Operations and Protective Services there has been an enhanced focus on addressing complaints during quarter 4 resulting in the increase in the percentage responded to on time that has been seen in the Roads service, but current resource issues mean that further improvements may not be achievable.

Building Services have focused efforts on closing both new complaints during Q3 and Q4 and also those remaining outstanding from previous periods. Due to clearing this backlog of complaints, this has prevented Building Services achieving the desired 75% but the percentage within timescale has been still seen improvement when compared with the level seen during Q2. There will be a continued focus on responding within timescale, improving the quality of responses as well as a training program to improve staff's ability to deal with complaints. Systems have also been developed to improve monitoring and support of individuals responsible for addressing complaints within timescale and there is an expected continued improvement in Q1 of 2022/23.

Chief Officers are also reviewing complaints performance monthly at the Performance Board.

The Chief Officer, EICE has reinstated daily check-ins with service managers to ensure complaints and enquiries are acknowledged and handled appropriately.












Responsible officer:

All







Last Updated:










Q2 2021/22

2. Processes – Building Services

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	3.71		3.86		3.89		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	6.89		7.01		7.46		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	91.33%		91.07%		91.16%		90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	98.5%		98.2%		98%		100%

3. Staff – Building Services

Performance Indicator	Q2 2021/22		Q3 2021//22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		2		4		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	2.7		2.8		2.9		10
Establishment actual FTE	419.91		419.08		416.59		
Staff Costs - % Spend to Date (FYB)	83.5%		92.3%		101.4%		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

Environmental Services

1. Customer – Environmental Services




Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Environment	28		15		11		
% of complaints resolved within timescale (stage 1 and 2) - Environment	71.4%		60%		81.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	32.1%		26.7%		18.2%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	1		0		0		

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	93		156		118		

2. Processes - Environmental Services







Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	94.9%		94.9%		94.9%		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%










Appendix A

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Water safety equipment inspected within timescale	100%		100%		100%		100%







* LEAMS figure is an overall outcome for the period December 2021-March 2022.

3. Staff - Environmental Services

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		1		1		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	6		0		3		

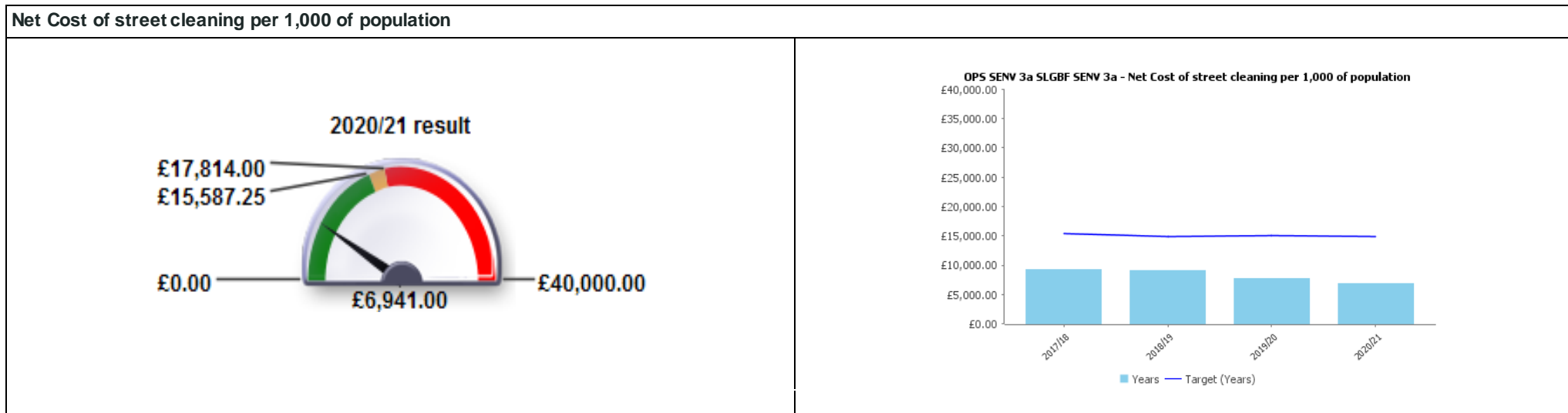
Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/2022 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	10.4		10.6		10.7		10
Establishment actual FTE	326.28		326.72		324.29		
Staff Costs - % Spend to Date (FYB)	86.3%		90%		97.1%		100%

4. Finance & Controls - Environmental Services

Performance Indicator	2018/19		2019/20		2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Cost of Parks and open spaces per 1,000 of population	£11,764		£12,918		£12,796		£19,112
*Net Cost of street cleaning per 1,000 of population	£9,075		£7,784		£6,941		£14,845

*Target and status based on Scottish national average

N.B. Cost related data is published by the Local Government Benchmarking Framework group prior to completion of the validation auditing of Local Finance Return submissions and release of Scottish Local Government Finance Statistics for 2020/21 and is subject to the document revision policies of the data owners, the Scottish Government's Local Government and Communities Directorate (refers to all annual cost based measures in this Appendix).



Why is this important?

The Local Government Benchmarking Framework (LGBF) forms part of the suite of Statutory Performance Indicators used by the Council to consider how it is performing in its duty to deliver Value for Money. This report reflects the data provided by all 32 local authorities in Scotland. The data allows for the service to benchmark with other local authorities.

Benchmark Information:

The target for this measure is the annual LGBF Scottish national figure of £14,845. As can be seen, Aberdeen City Council's performance for 2020/21 of £6,941 benchmarks positively against this. In the same way, when benchmarked against other large urban centres the ACC spend is significantly lower (Dundee – £14,770, Edinburgh - £18,637, Glasgow - £28,842).

Target:

As stated above, the target for this measure is set at the Scottish national figure as reflected in the Scottish Local Government Benchmarking Framework, £14,845 for 2020/21.

Appendix A

This is what the data is saying:

Environmental Services has continued to provide a street sweeping service at a good standard at a cost that is comparable to most other similar local authorities. Net costs have reduced. While the national trend is also for reducing costs, ACC council expenditure remains comfortably below the national average. The council compares favourably with their family group and local group.

This is the trend:

The Aberdeen City Council trend for the net cost of street cleaning per 1,000 population has shown a year on year decrease since 2017/18, when the figure was £9,257, showing a fall of £2,361 over the four-year period. This is out with the national trend which has shown a decrease of only £607 for the same period. The outcome for our large urban comparators has been mixed over the same time period; Dundee has seen a fall of approx. £1,300, Edinburgh an increase of £2,300 and Glasgow a much larger decrease of £7,654. However, based on their much higher starting point the decrease represents 21% while that for Aberdeen City over the four-year period is 25%.

This is the impact:

It is clear that costs have been reduced but managers and front-line staff are continuing to provide a good standard of street cleansing services. Street cleaning performance levels remain steady. However, there is a real risk that service quality will diminish as a result of the ongoing pressures on budgets, changes to cleansing frequencies and a need for investment.

These are the next steps we are taking for improvement:

Aberdeen City will continue to review performance and benchmark data against other comparable local authorities. The service is actively reviewing street cleaning routes, programmes of work and equipment used and will continue to learn from other local authorities seen as best practise while engaging with APSE, Zero Waste Scotland and Keep Scotland Beautiful, in order to look at how to challenge costs and improve service delivery.

Responsible officer:













Steven Shaw




Last Updated:


2020/21

Facilities Management










1. Customer – Facilities Management


Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	2		1		1		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	100%		100%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0		

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	402,093		657,968		1,003,545		1,000,000







Performance Indicator	Current Status	2021/22 Target
All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		100%
<p>The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations were updated in 2020, with changes coming into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school catering service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.</p>		







2. Processes – Facilities Management

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	96.9%		100%		100%		80%
% Response cleaning alerts responded to within priority timescales	100%		93.3%		93.3%		80%
% Void cleaning alerts responded to within priority timescales	100%		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	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	0		1		1		
Accidents - Non-Reportable - Employees (No Quarter)	5		6		6		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	9.8		10.3		10.8		10
Establishment actual FTE	494.75		495.58		496.98		

Appendix A

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE (Cleaning)	223.36		222.19		222.64		
Establishment actual FTE (Janitorial)	59.6		60.23		61.7		
Establishment actual FTE (Catering)	158.67		160.35		160.88		
Establishment actual FTE (Office & Building Management)	16.89		16.89		15.89		
Establishment actual FTE (Public Transport Unit)	31.94		31.64		31.64		
Staff Costs - % Spend to Date (FYB)	85.4%		94.1%		100.3%		100%

4. Finance & Controls - Facilities Management

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		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	Q2 2021/22		Q3 2021/22		Q4 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 Q2		100%		No complaints Q4		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			0				

2. Processes – Fleet and Transport

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% HGVs achieving first time MOT pass	96.9%		90.9%		96.6%		100%
% Light Vehicles achieving first time MOT pass	91.9%		97.3%		90.1%		100%
% of Council fleet - alternative powered vehicles	8.7%		9.6%		10.8%		
% of Council fleet lower emission vehicles (YTD)	87.7%		88.5%		88.8%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	0		1		0		

Appendix A

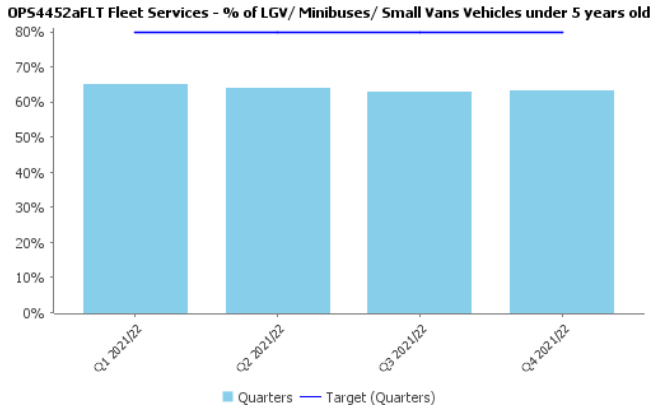
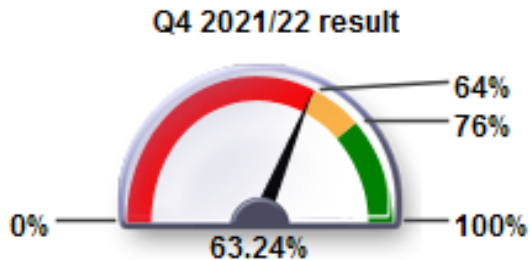
Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	5.7		5.6		5.5		10
Establishment actual FTE	39.78		39.82		40.24		
Staff Costs - % Spend to Date (FYB)	82.8%		91.1%		99.3%		100%

4. Finance & Controls – Fleet Transport

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q2 2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	11		14		19		30
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	1		2		3		4
Fleet Management - First Use Check Exceptions (Roads) – Year to date	7		13		14		4
Fleet Management- First Use Check Exceptions (Waste) – Year to date	7		10		11		35
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	1		1		1		8
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	0		0		0		4
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	2		2		2		30

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	64.03%		62.59%		63.24%		80%
Fleet Services - % of large HGV vehicles under 7 years old	76.98%		85.44%		85.44%		80%

Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old



Why is this important?

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

Benchmark Information:

The data information comes from the current Fleet Asset Management system. The percentage of vehicles in the current year measuring against previous years is expected to show an increase in the percentage annually of these vehicles that are under 5 years old, as the fleet is replaced. National benchmarks are not currently available.

Target:

The target for 2021/22 has been set at 80%.

This is what the data is saying:

As at the end of Q4, the percentage of LGV vehicles under 5 years old sat at 63.24% which is below the current target and represents 258 of the 408 vehicles of this type within the Aberdeen City fleet.

This is the trend:

The percentage of vehicles under 5 years old has increased by just under 1% from Q3 to Q4 as a consequence of the number of new replacement vehicles being lower than those now falling into the older than 5 years old classification. The ability to replace the aging fleet is currently restricted by manufacturer availability and increased delivery timelines, where orders can be placed.

This is the impact:

The fleet will continue to age and thus the percentage under 5 years old increase until such time as vehicles become available to be ordered and be delivered which is unfortunately out with the control of the Council.

These are the next steps we are taking for improvement:

The Fleet team will continue to engage with the market place to manage vehicle replacement as expeditiously as is possible in the current circumstances.

Responsible officer:

John Weir

Last Updated:

Q4 2021/22

Integrated Children's Services (excluding Education)

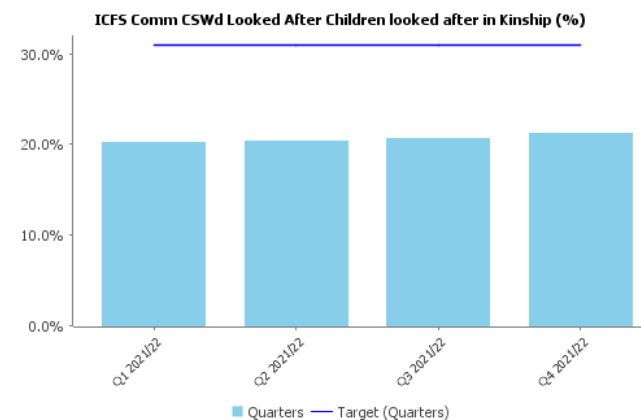
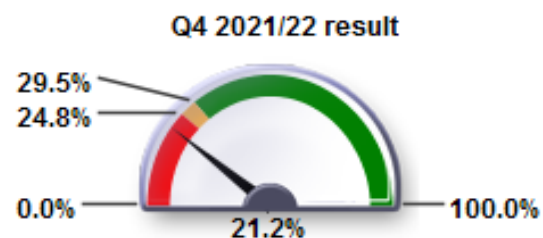
1. Customer – Integrated Children’s Services (ex-Education)

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - CSW	13		10		7		
% complaints resolved within timescale (stage 1 and 2) - CSW	61.5%		70%		71.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	30.8%		0%		14.3%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		1		0		

Appendix A

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 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 (%)	4.6%	✔	5.0%	✔	5.0%	✔	5%
LAC looked after in a residential placement out with Aberdeen City (%)	6.1%	✘	6.1%	✘	6.6%	✘	5%
Looked After Children looked after at home (%)	19.2%	✘	19.6%	✘	18.7%	✘	25%
Looked After Children looked after in Kinship (%)	20.3%	✘	20.6%	✘	21.2%	✘	31%
Looked After Children looked after in Foster Care (%)	46.7%	✘	45.5%	✘	44.8%	✘	33%

The percentage of Looked After Children who are looked after in a Kinship Care Arrangement



Why is this important?

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

Appendix A

Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. A report will be presented to ODC in August on the annual report.

Target:

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

This is what the data is saying:

The data for children living within a kinship arrangement needs to be looked at alongside the data for all other placement types i) looked after at home, ii) looked after in foster care and iii) looked after in residential care.

Over recent years the social work service and its partners has worked hard to support children and young people remain within their family and to minimise the need for compulsory measures - 574 Q1 2020/21 to 517 Q4 2021/22. This is a welcome trend as the service seeks to adapt its support offer to enable more children to remain in the care of their family where it is safe to do so - **whenever children are safe in their families and feel loved, they must stay**. We will however always ensure that where a child cannot be kept safe within their family an appropriate care setting is identified to meet their needs. This improving position reflects the aspiration and recommendations of the [Independent Care Review - The Promise](#).

The data presented to Committee today highlights small but steady progress in bringing Aberdeen City's balance of care profile closer to the national position. The number of children in foster care has reduced by 1.9% while the number of looked after children living with their family has increased by 0.4%. As noted, these are small changes and there remains more needing to be done to achieve a position aligned to the national position.

It is recognised that many of the children living in foster care are settled and secure and to intentionally disrupt these placements would not be in their interests. Achieving parity with the national position is therefore going to take a number of years. As noted, the focus of children's social work is to support more children to remain in their family. To this end we have moved internal resource to enhance our support offer to kinship carers ensuring they are equipped to meet the needs of the child in their care and connected to appropriate community supports and services.

We continue to prioritise the building of in-house fostering capacity. Where a child requires a foster placement we want to ensure that they, wherever possible a local resource is identified for them. Such supports them to remain connected to family, friends and their local community.

Changing our balance of our care requires a partnership response which is reflected in our Local Outcome Improvement Plan (SO 6.2).

This is the trend:

Small but steady reductions in the percentage of young people placed in foster care, a largely similar position (minor positive change) for children looked after within their family

This is the impact:

The Promise reinforced the key importance of providing families with the right support at the right time for as long as is needed. Collectively the partnership is transforming its services to respond to this ensuring where children feel loved and are safe within their families they remain. The multi-agency partnership is working to enhance the capacity of local services to support children remain within their family supporting a continuing reduction in the numbers of looked after children and rebalancing our care profile.

These are the next steps we are taking for improvement:

Building on approach developed over recent years:

- Development of a Family Support Model across the tiers of intervention to provide whole family support
- Realignment of CSW resources to bolster support to children kinship placements.
- Development of Family Wellbeing Hubs to provide early and preventative multi-agency support to children, young people and families.
- Equipping kinship and foster carers to be trauma informed thus supporting an increasing number of children to remain within the city.
- Recruitment activity to increase the number of in-house foster carers.
- Continuing to support the development of a trauma informed workforce across Children's Services.

Responsible officer:

Graeme Simpson

Last Updated:

Q4 2021/22

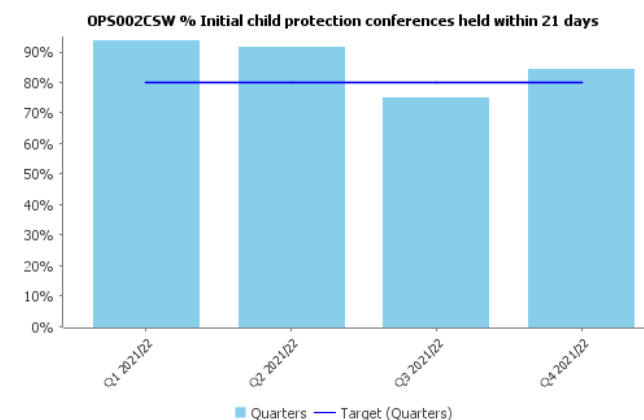
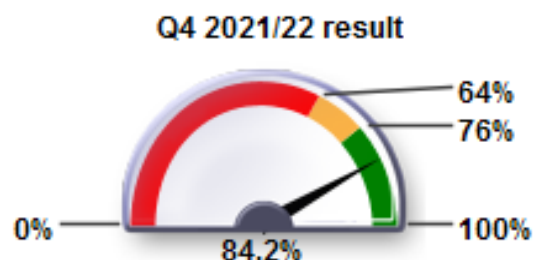
2. Processes - Integrated Children's Services (ex-Education)

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Child Protection joint interviews completed within 5 days	88.6%		70.8%		78.9%		90%
% Initial child protection conferences held within 21 days	91.7%		75%		84.2%		80%
% Child Protection Case Conference decisions issued to families within 24 hours	100%		100%		100%		90%
% Child Protection Plans issued within 5 days	79.1%		72.9%		82.7%		80%
% Care experienced children and young people with 3 or more consecutive placements away from home in 12 months	5.4%		3.5%		3.7%		10%

Appendix A

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% 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	33.3%	✘	60%	✘	100%	✔	75%

% Initial child protection conferences held within 21 days



Why is this important?

The purpose of the Child Protection Case Conference (now known as a Child Protection Planning Meeting) is to carry out a multi-agency assessment of risk, and to agree a plan to minimise risk of harm to the child. The CPCC must decide whether the child is at risk of significant harm and requires a co-ordinated, multi-disciplinary Child Protection Plan. For these reasons, it must be held in a timely manner.

Benchmark Information:

In Q4 2020/21, the percentage of Initial Child Protection Case Conferences held within 21 days was 60%. In this quarter, this has risen to 84.2% held within the timescale.

Target:

The 21/22 target for this measure has been set at 80%.

This is what the data is saying:

Q4 covers the period January 22 to March 22. For this quarter, performance for this service standard has exceeded the target. 16 of the 19 (84%) Initial Child Protection Planning Meetings (CPPM) held in this period were conducted within timescale. In the same quarter for the year 2020/21, 12 out of 20 (60%), were held in timescale, demonstrating significant improvement over the year. CPPMs held out with timescale are usually to enable parental attendance, or professional information to be available and therefore to ensure the CPPM best meets a child's needs. It should be noted that from January 2022, the figure reported aligns to the new timeframe of 28 days now required by the National Guidance for Child Protection in Scotland 2021.

This is the trend:

Performance for 2021/22 has improved in comparison to the previous year, and the continued improved performance has been seen in general across the year (Q1 94%, Q2 92%, Q3 75%, Q4 84%). Whilst we can always expect some variation in this performance, this trend indicates an ongoing improvement trend. January is always a busy month for CPPMs due to the Christmas break and to meet the requirement for CPPMs to be quorate, so some rescheduling of CPPMs can be expected.

This is the impact:

When significant risk is identified it is important that agencies get together with the family as soon as possible at the CPPM. This data indicates a concerted effort across all agencies to meet with the family and to plan for the child as expeditiously as possible. All children have a "safe care" plan in place to manage the risks identified during an investigation and prior to the CPPM, so even where a CPPM is held out with timescale, appropriate and immediate child protection measures have been put in place for the child. Where risk has been assessed as particularly high, application to the Courts for an emergency order remains a course to safeguard the child(ren).

Some of the delays relate to availability of parents who are central to the decision-making process. We know from experience that proceeding without parents undermines the effectiveness of the meeting and the consequential multi-agency plan. It is important for parents (and the child, where old enough) to have clarity on the planning to ensure the child's safety whilst they remain at home in parental care.

Other delays may be to ensure necessary information or particular professionals can be available for the meeting. The impact, although the meeting may be held out with recommended timescales, is a more positive outcome where full participation from the child, parents and the team around the child is ensured.

These are the next steps we are taking for improvement:

Staffing issues, reported in 2020/21, in the Child Protection Admin Team have now been resolved, and this will help contribute to a continued high level of performance. In 2022/23, the service will be implementing the changes to CPPMs from the National Guidance for Child Protection in Scotland 2021.

Responsible officer:

Graeme Simpson

Last Updated:

Q4 2021/22

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

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 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)	3		0		0		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	4.4		4.4		4.4		5
Establishment actual FTE	349.51		345.49		344.03		
Staff Costs - % Spend to Date (FYB)	83.3%		91.7%		100.1%		100%













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





Protective Services

1. Customer – Protective Services

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	5		0		0		
% of complaints resolved within timescale - Protective Services	60%		No complaints Q3/Q4				75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	20%						
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0						

2. Processes - Protective Services







Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	91.1%		100%		97.7%		100%
High Priority Pest Control % responded to within 2 days	100%		98.3%		98.5%		100%
High Priority Public Health % responded to within 2 days	100%		100%		100%		100%
Dog Fouling - % responded to within 2 days	86.5%		90.9%		98.3%		100%










Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	88.3%		92.1%		Data not available		80%
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	No activity Q2/Q3				2.2%		20%
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	No activity Q2/Q3				6.3%		20%

*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.




**Up until March 2020, Trading Standards provided quarterly reports on the advisory and enforcement work carried out in respect of the regulation of the retail sale of tobacco and electronic cigarettes to persons under the age of 18. The associated performance indicators are set by the Scottish Government and reported to them on an annual basis. However, during the Covid restrictions it was not possible to carry out this work. Now that these restrictions have been lifted it has been possible to carry out small scale business advice activity during Q4 as reported above. During the coming year, the intention is to continue with this work whilst resurrecting test purchasing – along with other statutory regulatory functions, with the aim of meeting the business advice and test purchasing PI targets for both products.







3. Staff - Protective Services

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.3		1.3		1.3		10
Establishment actual FTE	63.27		62.79		63.5		
Staff Costs - % Spend to Date (FYB)	83.3%		91.6%		99.7%		100%

4. Finance & Controls - Protective Services

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	98.8%		98.4%		93.3%		95%

Performance Indicator	2018/19		2019/20		2020/21		2021/21 Target
	Value	Status	Value	Status	Value	Status	
*Cost of trading standards, money, and citizen's advice per 1,000 of population	£5,229		£5,103		£4,959		£5,857
*Cost of environmental health per 1,000 of population	£15,231		£16,307		£15,040		£12,606

*Target and status based on Scottish national average

Road and Infrastructure Services

1. Customer - Roads

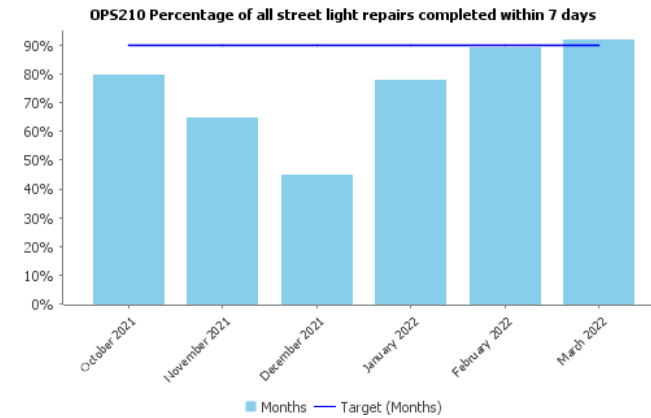
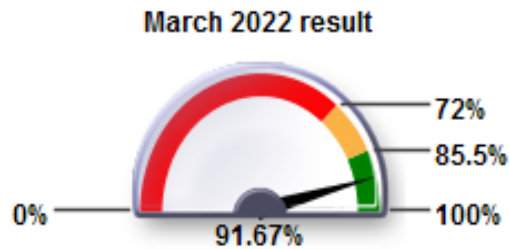
Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Roads	36		48		28		
% of complaints resolved within timescale - Roads	50%		64.6%		75%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	48.6%		56.3%		64.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0		0		1		

2. Processes - Roads

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	77.81%		89.12%		91.67%		90%
Number of Street Light Repairs completed within 7 days	305		262		176		
Potholes Category 1 and 2 - % defects repaired within timescale	92.6%		100%		92.34%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	540		412		735		

Performance Indicator	2019/20		2020/21		2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all traffic light repairs completed within 48 hours	94.63%		96.89%		96.56%		95%

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 91.25% for the same period in March of 2021 shows a slight increase improvement in the current year and another consecutive rise from January 2022. Benchmarking data for 2020/21 obtained from APSE shows that that family group average for this PI in that period was 79.67% with a Scotland wide average of 80.89%. Aberdeen City's performance for the same period was 77.37%.

Target:

The target for this indicator for 2021/22 has been maintained at 90%.

This is what the data is saying:

The sustained improvement in performance since December of 2021, validates the positive approach taken by the team in identifying, addressing, and resolving outstanding concerns. Issues identified by the Operations team included barriers to communication, a lack of focussed task ownership and inconsistent monitoring of the system dashboard, all of which had contributed to some below target results historically. The relatively simple steps which have been taken to improve in-situ processes including constant monitoring of the updated dashboard, as signing specific roles to dedicated team members and improvements to communications between engineers, combined with a continued effort by our response team and inhouse electricians has resulted in a lasting improvement in performance outcomes.

Appendix A

This is the trend:

The overall trend continues to move in a positive direction and as projected continues to remain stable above the target figure of 90%.

This is the impact:

The result of these increases in productivity is a noticeable improvement in both service delivery and customer satisfaction as confirmed by the continued reduction in reported faults and complaints. Increased availability of resource has greatly assisted the team in allocating the correct personnel for any given project and has allowed works to be undertaken that would have otherwise been delayed. Quantifying the impact such measures are having in financial terms is always difficult, however any increase in efficiency and productivity will contribute to a possible reduction in costs.

These are the next steps we are taking for improvement:

We continue to monitor, evaluate and re-assess our monthly performance via the improved dashboard to allowing for the early identification of further opportunities for improvement.

Responsible officer:

Steven McGuire/George Collie

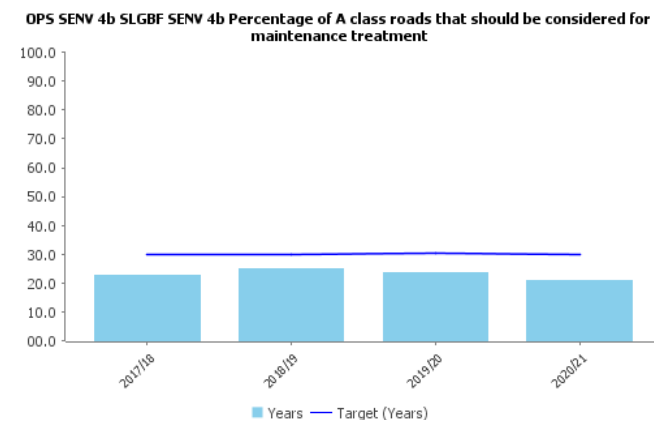
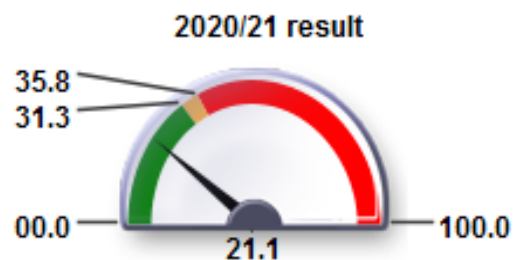
Last Updated:

March 2022

Performance Indicator	2018/19		2019/20		2020/21		2020/21
	Value	Status	Value	Status	Value	Status	
Percentage of A class roads that should be considered for maintenance treatment	24.8%		23.4%		21.1%		29.8%
Percentage of B class roads that should be considered for maintenance treatment	20.9%		23.27%		23.8%		34%
Percentage of C class roads that should be considered for maintenance treatment	26.37%		22.97%		22.9%		33.6%
Percentage of unclassified roads that should be considered for maintenance treatment	31.8%		31.92%		30.6%		38.3%

*Target and status based on Scottish national average

Percentage of A class roads that should be considered for maintenance treatment



Why is this important?

This is the metric used by the Scottish Government to compare local authority road performance.

Benchmark Information:

When benchmarked nationally against the Scottish average figure (29.8%), as reported in the Scottish Local Government Benchmarking Framework, Aberdeen City performance of 21.1% for 2020/21 is significantly lower. This suggests that A class roads in Aberdeen are in better condition than the national average.

Target:

The target being used for this PI is the Scottish average figure for this measure. For 2020/21, the most recent data available, this was 29.8%, a slight decrease from the previous year.

This is what the data is saying:

The data trend shows that the percentage of class A roads in Aberdeen requiring maintenance remains relatively stable.

This is the trend:

The data shown in this PI comes from the Scottish Roads Maintenance Condition Survey (SRMCS). Small fluctuations from year to year could be explained by the SRMCS methodology. The trend observed suggests that the expenditure on A road surfacing in recent years has been around the level required to maintain a steady state A road network, however it is important to note that this data gives only a very high-level overview of A class road condition and is insufficient for any meaningful network analysis. It is also important to consider that when the A92 and A96 sections were de-trunked following the opening of the AWPR (April 2019), ACC became responsible for around 44km of A road which had previously been the responsibility of Transport Scotland.

This is the impact:

The data suggests that the A road network within the Aberdeen City Council area is remaining in relatively stable condition.

These are the next steps we are taking for improvement:

Aberdeen City Council is constantly working to improve roads asset management within the authority, however ultimately the performance in this PI will be heavily dependent on the capital surfacing resource available to the roads service.

Responsible officer:

Last Updated:

Paul Davies

2020/21

3. Staff - Roads

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	0		2		0		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	1		4		1		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	6.7		7.1		7.5		10
Establishment actual FTE	156.35		157.93		161.34		
Staff Costs - % Spend to Date (FYB)	75.1%		82.8%		89.7%		100%

4. Finance & Controls - Roads

Waste Services

1. Customer - Waste

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Waste	46		56		38		
% of complaints resolved within timescale - Waste	82.6%		71.4%		76.3%%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	67.4%		41.1%		71.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	5		8		0		







2. Processes – Waste










Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
*% Waste diverted from Landfill	85.3%		91.1%		90.2%		85%
*Percentage of Household Waste Recycled/Composted	46%		45%		44.2%		50%

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







Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Overflowing Communal Bin Enquiries responded to within 2 working days	95.2%		90%		96.7%		100%

3. Staff – Waste

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	6		3		0		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	10.5		10.4		10.3		10
Establishment actual FTE	191.21		189.88		186.82		
Staff Costs - % Spend to Date (FYB)	84.5%		93.4%		89.7%		100%

4. Finance & Controls – Waste













Performance Indicator	2018/19		2019/20		2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Net cost per waste collection per premise	£56.53		£48.87		£48.38		£72.35
*Net cost per waste disposal per premise	£130.86		£144.91		£125.96		£104.50

*Target and status based on Scottish national average













Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	94		107		48		
% of complaints resolved within timescale – Customer Experience	91.5%		86.9%		87.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	43.6%		30.2%		37.5%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	4		10		2		

2. Processes – Customer Experience

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		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)	9.03		8.85		8.03		12
Correct amount of Housing Benefit paid to customer (monthly)	97.55%		97.44%		97.53%		95%
% Customer Contact Centre calls answered within 60 seconds	74.97%		74.83%		75.2%		70%
Percentage of invoices sampled and paid within 30 days	68.1%		84.29%		90.16%		90%

Appendix A

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
% Crisis Grant applications processed within 2 working days	93.16%		92.43%		Data unavailable		90%
% Community Care Grant applications processed within 15 working days	83.22%		50.5%				50%




Performance Indicator	2019		2020		2021		2020/21 Target
	Value	Status	Value	Value	Status	Value	
No. of Births, Marriages and Deaths registered	5,464		4,842		5,150		
% Accuracy Rate - Registration of Births, Marriages and Deaths	98.6%		98.8%		99.1%		98%




3. Staff – Customer Experience

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	1		0		0		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	2.4		2.5		2.8		5
Establishment actual FTE	318.86		325.31		328.67		
Staff Costs - % Spend to Date (FYB)	81.2%		89.4%		96.4%		100%

4. Finance & Controls – Customer Experience




Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£118.1m		£120.9m		£122.6m		£123.7m

Performance Indicator	2018/19		2019/20		2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Cost of collecting council tax per dwelling	£7.20		£7.28		£7.19		£6.64

*Target and status based on Scottish national average

Data and Insights

1. Customer – Data and Insights

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints Q2/Q3/Q4						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							

2. Processes – Data and Insights

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 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%		93.6%		95%

3. Staff – Data and Insights

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.2		0.3		0.2		5
Establishment actual FTE	29.09		29.44		29.84		
Staff Costs - % Spend to Date (FYB)	71.6%		78.9%		85.1%		100%

4. Finance & Controls – Data and Insights

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	5		2		0		
% of complaints resolved within timescale – Digital and Technology	100%		100%		No complaints Q4		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0%		0%				
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	1		0				

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	228		85		147		150 sec.
Abandonment Rate % (IT Helpdesk)	32.67%		18.29%		24.68%		30%

2. Processes – Digital and Technology

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		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	81.9%		80.7%		85%		65%
% Priority 1 and 2 incidents closed in timescale	85.7%		100%		100%		99.5%
% Priority 3 – 5 incidents closed in timescale	78.7%		76.8%		81%		95%

3. Staff – Digital and Technology

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 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	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	0.6		0.5		0.4		5
Establishment actual FTE	92.19		90.48		90.48		
Staff Costs - % Spend to Date (FYB)	83.5%		91.9%		98.6%		100%

4. Finance & Controls – Digital and Technology

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	67		73		47		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	82.1%		65.8%		68.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	32.8%		38.9%		36.2%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	3		3		3		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	70.6%		70.3%		71.4%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	78%		78.4%		78.9%		85%
Financial Inclusion - No of open cases per month	127		161		210		
Financial Inclusion - No of enquiries per month	151		212		163		
Number of visits to libraries - person	15,824		17,016		21,883		
Number of visits to libraries - virtual	111,519		99,725		110,971		
*% Libraries open during agreed opening hours	99.7%		99.6%		100%		98%

*Reinstatement of services has continued to progress throughout the quarter with libraries, with the exception of Northfield, now all open including a few evening and Saturday openings. Our Bookbug sessions continue to be reinstated across the City on a more regular basis while reinstatement of other programmes including school visits is progressing with small class visits accommodated. We received Government funding to offer deliveries to schools in priority neighbourhoods unable to visit in person due to Covid restrictions and these started in February 2022.










2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		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	94%		94%		94%		100%
YTD Average length of journey in days for applicants assessed as unintentionally homeless	107		105		104.5		100
YTD Percentage of anti-social behaviour cases reported which were resolved	92.8%		92.6%		99.3%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	98.5%		98.6%		97.5%		100%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	235		258		264		










Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
The YTD number of Legal repossessions following decree (Arrears) - Citywide	40		40		46		
Applications processed 28 days YTD %	100%		100%		99.96%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	90.5%		91.2%		91.1%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	83.3%		81.8%		81.6%		93.5%
The YTD Average time taken to re-let all properties (Citywide - days)	101.1		103.7		106.7		100.9
Voids Available for Offer Month Number - Citywide	1,022		1,075		1,108		
Welfare Rights - % of Successful Appeals	100%		100%		60%		
HMO License Applications Pending	136		156		141		
HMO Licenses in force	1,084		1,052		1,066		
% Library item requests satisfied within 21 days	75.7%		77.8%		79%		85%

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q2 2021/22		Q3 2021/22		Q4 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)	0		4		1		

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	7.3		7.3		7.4		8
Establishment actual FTE	367.52		375.29		357.34		
Staff Costs - % Spend to Date (FYB)	60.2%		65.4%		64.6%		100%

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Jan 2022		Feb 2022		Mar 2022		2021/22 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£377,926		£734,824		£432,668		
Gross rent Arrears as a percentage of Rent due	13.63%		14.34%		14.02%		11.5%
Rent loss due to voids - Citywide - YTD average	3.44%		3.57%		3.66%		2.08%

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q2 2021/22		Q3 2021/22		Q4 2021/22		2021/22 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	56		57		57		
% Non-complex Subject Access Requests responded to within 1 month	75%		80.7%		80.7%		80%
No. of Complex Subject Access Requests received	3		2		1		
% Complex Subject Access Requests responded to within 3 months	100%		100%		100%		70%
No. of Environmental Information Regulation requests received	107		80		71		
% of Environmental Info Requests replied to within 20 working days - Corporate	92.5%		90%		87.3%		85%
No. of Freedom of Information requests received	226		263		221		
% of Freedom of Information requests replied to within 20 working days - Corporate	88.5%		84.8%		87.8%		85%
No. of Access to School Records requests received	3		0		1		
% Access to School Records requests responded to within 15 school days	100%		No requests Q3		100%		100%
No. of Data Protection Right requests received	6		3		2		
% Data Protection Right requests responded to within 1 month	50%		100%		100%		100%

Traffic Light Icons Used

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

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	9 June 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Various Small-Scale Traffic Management and Development Associated Proposals (Stage 3 – Public Advert)
REPORT NUMBER	OPE/22/073
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Dylan Jamieson
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

This report considers objections and comments received as part of the statutory consultation process 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 (ASHLEY ZONE) (ZONE T) (CONTROLLED PARKING AND WAITING RESTRICTIONS) ORDER 2011 (AMENDMENT) ORDER 202[X]” overrule the objection received and approve this order be made as originally advertised; and
- 2.3 In relation to “THE ABERDEEN CITY COUNCIL (DISABLED PERSONS’ PARKING PLACES IN ABERDEEN CITY) (REGULATORY PARKING PLACES) (REF. A) ORDER 202X” overrule the objections received and approve this order be made as originally advertised.

3. CURRENT SITUATION

- 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 two schemes in question are included within the first and third appendices to this report. Redacted copies of the letters of objection received are within second and fourth appendices and the press notice (extract) for the proposals is included within Appendix 5.

3.2 THE ABERDEEN CITY COUNCIL (ASHLEY ZONE) (ZONE T) (CONTROLLED PARKING AND WAITING RESTRICTIONS) ORDER 2011 (AMENDMENT) ORDER 202[X]

3.2.1 Proposal

The proposed Traffic Regulation Order is to extend sections of prohibition of waiting at any time restrictions on Devonshire Road. This would involve the removal of 5m of 'pay and display' parking and 5m of non-restricted parking. This would extend the existing 5m of junction protection to 10m each side.

Concerns from a resident were raised with the Traffic Management and Road Safety team by a locally elected member. The concerns were regarding vehicles parking in proximity to the junction of Devonshire Road and St Swithin Street. This location is within Controlled Parking Zone T and therefore there are already existing restrictions on the ground. However, prohibition of waiting at any time restrictions (AATs) at this junction are only 5 metres and not the standard 10 metres as specified in the highway code. Vehicles which park in such a location cause difficulty for all road users by limiting visibility and obstruct safe pedestrian/vehicular movements at the junction. This is a busy area with a school in close proximity.

3.2.2 Objections

One statutory objection was received from a property owner on St Swithin Street. The objector provided an email 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 press notice in Appendix 5. 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 **“Regarding the proposed change to the lines on the north side of Devonshire road, your change would put double yellow lines across the goods entrance to [REDACTED] obstructing the loading/goods hatch of a property which I own”**

There is an exemption provided by the Traffic Regulation Order that allows a vehicle to wait on 'at any time' restrictions while loading / unloading actively takes place. Currently there are no restrictions across the goods entrance, the introduction of 'at any time' restrictions will therefore make it an offence to park in front of the entrance, thereby ensuring this length of Devonshire Road is available for vehicular loading / unloading purposes at all times.

3.2.4 **“I feel that a single white line would be more appropriate as it's already being used across property entrances in this area. “**

Single white line 'Keep Clear H-markings' are non-enforceable and would essentially create a free parking space in an area of pay and display/permit parking.

3.3 **“THE ABERDEEN CITY COUNCIL (DISABLED PERSONS’ PARKING PLACES IN ABERDEEN CITY) (REGULATORY PARKING PLACES) (REF. A) ORDER 202X”**

3.3.1 **Proposal**

The proposed Traffic Regulation Order contains the latest batch of new disabled bays that are to be implemented in the city. The disabled bay which has been objected to is on Talisman Road. The space has been approved based on the applicant being in possession of a valid blue badge and providing evidence a car for their carriage is kept at the property.

3.3.2 **Objections**

Three statutory objections were received from residents on Talisman Road. The objectors have provided emails covering the reasons for their objection. The full content of the objections can be read in Appendix 4. The plan for the original proposal is available 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 **“Firstly, there are TWO other spaces 10 yards further down the same road! One of which for definite is no longer used as tenant has moved away. The other is used by some when there is nowhere else to park!”**

There may be a few established disabled bays on Talisman Road that are no longer actively used by a nearby resident. In this regard, the possibility of some of these bays being defunct will not affect the installation of a new bay, as that is a matter of providing a bay as practicable and in close proximity to the applicant as possible.

Since the objection has been placed, a review has been undertaken and one of the existing bays has been confirmed as being defunct and thereby removed.

3.3.4 **“Secondly, parking on this street is a nightmare normally. Every night there are cars parked on both sides of the road and pavement due to lack of parking! And yet you want to make this worse?! Fire Engines would not be able to get down this street most days due to the lack of parking!”**

The new disabled bay will make no difference to the current parking situation as we are not removing or adding any parking.

3.3.5 **“Thirdly, this is outside my property and I have not given nor will I give consent for this to happen! I wish to as much as possible park MY vehicle outside MY house!”**

With respect to a public road, Aberdeen City Council has a statutory duty to provide disabled parking bays for people who qualify under the Disabled Persons' Parking Places (Scotland) Act 2009. Thus, where a person that resides at a property holds a valid disabled persons' "Blue Badge", and a car is kept at the property, they will qualify for the installation of a 'Blue Badge' disabled parking bay in close proximity to their property. The parking bay concerned is installed in accordance with the Statutory Instrument "The Traffic Signs Regulations and General Directions 2016" and must be a minimum of 6.6 metres in length for a bay placed parallel to the kerbside.

- 3.3.6 **"Fourthly, the space that is being taken up by the markings suggests a huge space! One that could be taken up by one and a half cars! So not only are you taking away a space to make room for a disabled bay you are taking away a SECOND space that another car could use due to the size of the bay! Two cars less can park on the street!"**

The parking bay concerned is installed in accordance with the Statutory Instrument "The Traffic Signs Regulations and General Directions 2016" and must be a minimum of 6.6 metres in length for a bay placed parallel to the kerbside.

4. FINANCIAL IMPLICATIONS

- 4.1 Proposals will be funded through the Cycling, Walking and Safer Routes budget, Disabled Parking Revenue Budget, or by developers where related to new schemes.

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. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Road safety levels and traffic management could be compromised if measures are not progressed, leading to continued public concern.	Officers propose measures that are deemed reasonable and appropriate to address the Road Safety and Traffic Management issues to reduce incidents of public objections	M	Yes
Compliance	Removal of the disabled bay may breach the Council's statutory obligations.	Officers propose that the disabled bay be implemented as planned to prevent any breach of statutory obligation	L	Yes
Operational	Junction protection which is below the highway code standard may pose a health and safety risk to pedestrians crossing and visibility for motorists.	Officers propose that junction protection at Devonshire Road be extended to mitigate these risks.	M	Yes
Financial	No significant risks identified			
Reputational	Proposals can be contentious and attract negative feedback.	Concerned parties would be provided thorough rationale as to the requirement for the proposal.	M	Yes
Environment / Climate	No significant risks identified			

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
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.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Impact Assessment form completed for disabled bays
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

10.1 N/A

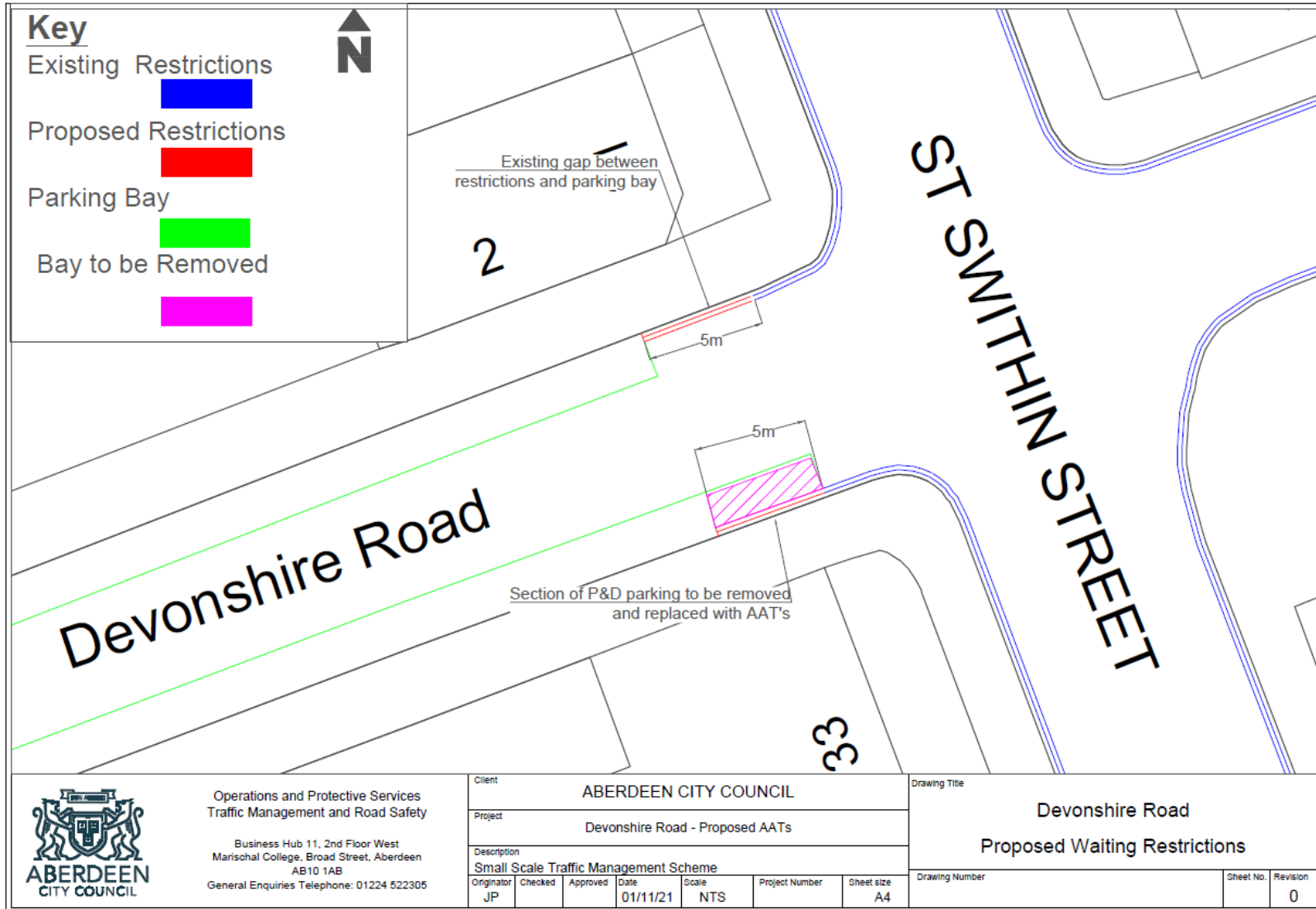
11. APPENDICES

- 11.1 Appendix 1 – Devonshire Road Plan
Appendix 2 – Devonshire Road Objections
Appendix 3 – Talisman Road Plan
Appendix 4 – Talisman Road Objections
Appendix 5 – Press Notice

12. REPORT AUTHOR CONTACT DETAILS

Name	Dylan Jamieson
Title	Technical Officer
Email Address	dynamieson@aberdeencity.gov.uk
Tel	01224 522175

APPENDIX 1 – DEVONSHIRE ROAD PLAN



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							Devonshire Road - Proposed AATs	
Description							Small Scale Traffic Management Scheme	
Originator	Checked	Approved	Date	Scale	Project Number	Sheet size		
JP			01/11/21	NTS		A4		

Drawing Title			Devonshire Road		
			Proposed Waiting Restrictions		
Drawing Number		Sheet No.	Revision		
					0

APPENDIX 2 – DEVONSHIRE ROAD OBJECTIONS

From: [REDACTED]
To: [REDACTED] [TrafficManagement](#)
Subject: Objection town planning - Re. Zone T order no.202(x) - amendments to Devonshire Rd
Date: 05 April 2022 13:20:56

Dear planning department

Re. Zone T order no.202(x) - amendments to Devonshire Rd

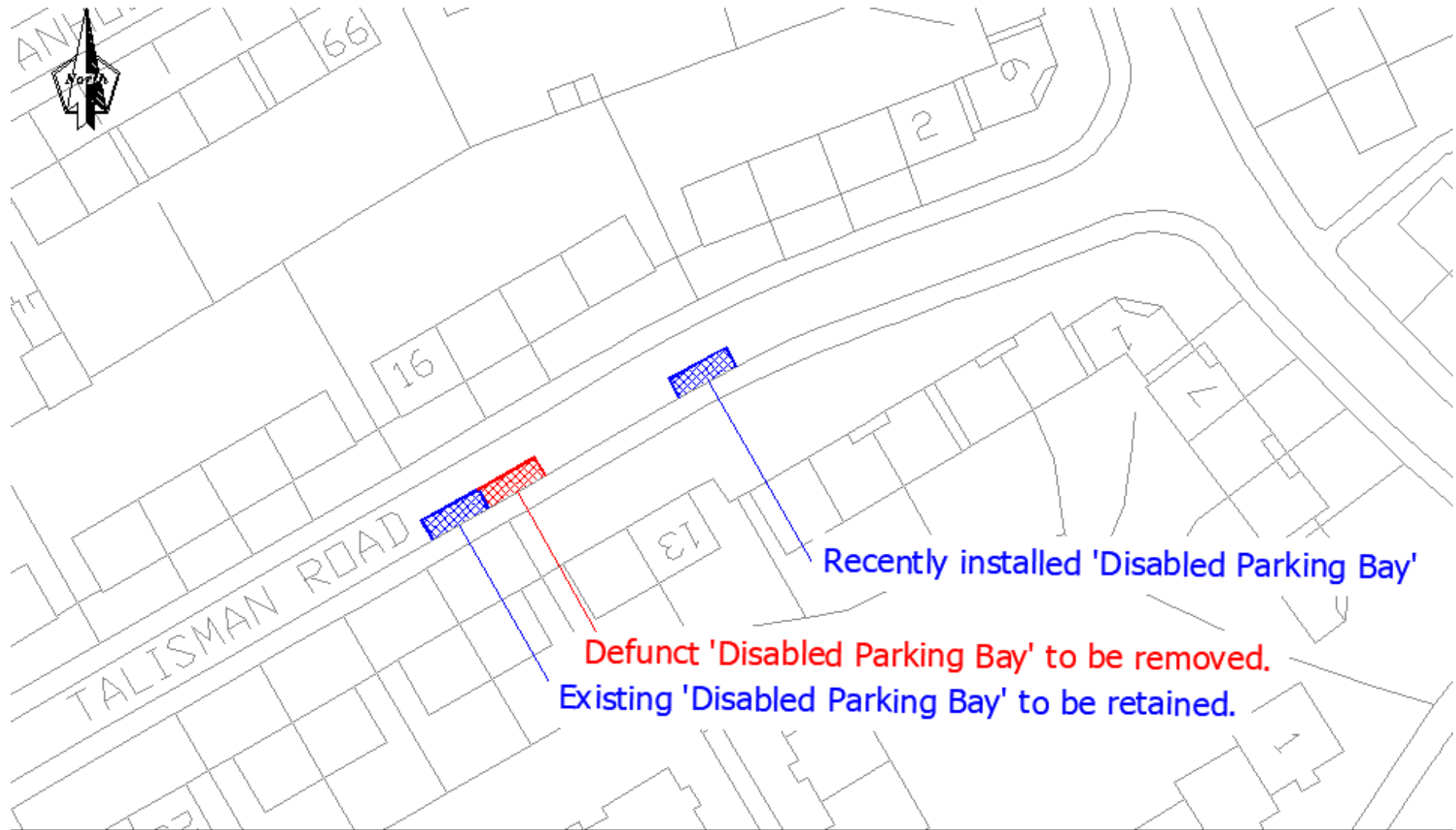
Regarding the proposed change to the lines on the north side of Devonshire road, your change would put double yellow lines across the goods entrance to [REDACTED] obstructing the loading/goods hatch of a property which I own.

I am uncertain of the legal implications and would need to be fully informed of these, as any correction of would be likely be expensive. I feel that a single white line would be more appropriate as it's already being used across property entrances in this area. This would likely reduce any potential legal problems with the regular operations of this building.

I look forward to hearing back from you regarding the potential legal ramifications of the proposed change and my alternative suggestion at the earliest convenience.

[REDACTED]

APPENDIX 3 – TALISMAN ROAD PLAN



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APPENDIX 4 – TALISMAN ROAD OBJECTIONS

From: [REDACTED]
Sent: 04 April 2022 16:49
To: [REDACTED]
Subject: Re: Talisman Road - New Disabled Bay

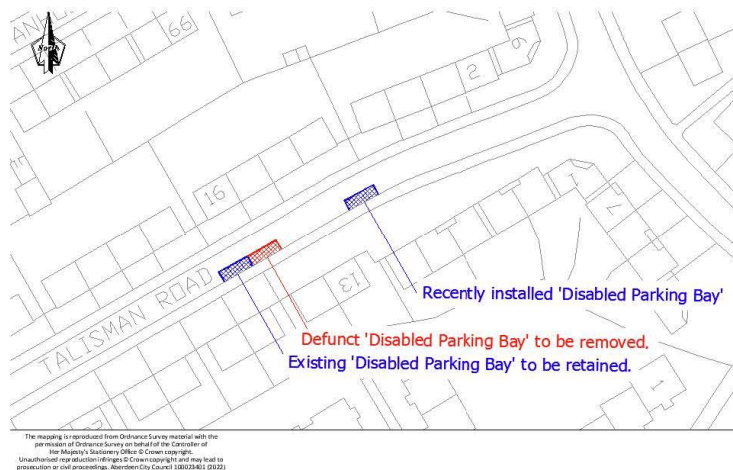
Thank you for keeping me updated. Removing the parking restriction will not make a difference as the parking area available will still only accommodate three large parking spaces between the existing one at [REDACTED] and the new one at [REDACTED] so the street will still have less parking spaces. The problem is the large area they take up, no matter what size the car is. I would still like to leave my objection in place.

On 04 April 2022 at 10:46 [REDACTED] wrote:

Dear [REDACTED]

I refer to your message earlier this year where you expressed concern over a new disabled parking bay being established on Talisman Road.

Following a review, I can confirm one of the historical bays will be removed during the course of April; as highlighted in the plan below: -



In terms of the new bay that was installed, it is currently advisory with a proposed Traffic Regulation Order currently being promoted that would make it enforceable. Accordingly, should you still have concerns over the new bay, it is possible to submit an objection. In this regard, should you wish to take up this opportunity, please reply by e-mail, **by no later than 28 April 2022**, stating your grounds for objection

For background, the Council provides residential on-street disabled parking bays in accordance with the [“Disabled Persons’ Parking Places \(Scotland\) Act 2009”](#) (hereinafter referred to as “the Act”); this being a duty in terms of the Council acting as the Local Roads Authority.

In accordance with the Act, a disabled person can apply to have a residential disabled parking bay established in close proximity to their property; the qualifying criteria being: -

- they have a valid disabled persons’ badge (the “Blue Badge”); and
- they have a vehicle, suitable for their carriage, kept at their address.

In terms of the installation of the bay, the Council has followed due process where the bay is first established as an advisory facility, with a Traffic Regulation Order to follow. For reference, Section 9(1) of the Act specifies the onus on the Council to establish the parking bay as an advisory facility in the first instance: -

“If a local authority is required by section 5(3)(b) to start the statutory procedure for the making of a disabled street parking order in respect of a parking place, it must as soon as reasonably practicable designate the parking place as an advisory disabled street parking place.”

Therefore, given this is a duty under the Act, the Council do not consult neighbouring residents when establishing initial advisory disabled parking bays on the ground. The situation with regard to the Traffic Regulation Order process, however, is one where a resident has the opportunity to object to the order being made. Thereafter, following the end of the consultation, a report will be prepared that considers the objection(s) received and a relevant Council committee will come to a decision as to whether the proposed order should be made as originally envisaged, or modified, or rejected.

Kind regards

[Redacted signature]

[Redacted signature]

Traffic Management

Operations and Protective Services

From: [REDACTED]
To: [TrafficManagement](#)
Subject: Disabled Parking Space Objection Order [REDACTED]
Date: 01 April 2022 23:03:11

Dear Sir/Madam

Firstly I would like to thank you for not informing me that the order is now out for the space we have been complaining about for the past few months as you said you would.

With regards to disabled parking space painted around my car while I was on Holiday in [REDACTED] on Talisman Road Garthdee, I would like the **name of the person** that authorized this to be done knowing that was a car legally parked therefore potentially causing damage to the vehicle.

Number [REDACTED] already had a space for a disabled [REDACTED] who moved away months ago leaving the space empty but you decided to put another one there anyway when its not 10yards from the one you painted?

The parking along this road is bad enough without putting an oversized space on it [REDACTED]
[REDACTED]
[REDACTED]

I have mental Heath issues and I need to park near my house also so no this is not acceptable to me in anyway shape or form.

I will also point out we have photographic evidence showing the space being painted around the car, this car also as NOT moved since it was painted around and should any attempt be made to extort money in the way of tickets either now or going forward legal action will be started immediately.

Please respond to this to acknowledge the official object please!
Others that live on the street also have objections and I'm sure they will be in shortly.

[REDACTED]

From: [REDACTED]
To: [TrafficManagement](#)
Subject: Order 202X
Date: 31 March 2022 18:40:59

As the order is now out and Aberdeen City Council appears to have forgotten to tell myself and my neighbours who have already complained . . I am now registering my complaint during the official consultation period! I object to the establishment of ANOTHER disabled space on Talisman Road in Garthdee.

Firstly, there are TWO other spaces 10 yards further down the same road! One of which for definite is no longer used as tenant has moved away. The other is used by some when there is nowhere else to park!

Secondly, parking on this street is a nightmare normally. Every night there are cars parked on both sides of the road and pavement due to lack of parking! And yet you want to make this worse?! Fire Engines would not be able to get down this street most days due to the lack of parking!

Thirdly, this is outside my property and I have not given nor will I give consent for this to happen! I wish to as much as possible park MY vehicle outside MY house! [REDACTED]

Fourthly, the space that is being taken up by the markings suggests a huge space! One that could be taken up by one and a half cars! So not only are you taking away a space to make room for a disabled bay you are taking away a SECOND space that another car could use due to the size of the bay! Two cars less can park on the street!

Fifthly, this could lower my property value and resale value due to lack of available parking on the street! Not only that but it has safety and theft of my vehicle implications due to my vehicle potentially being parked in another street! I would seek financial compensation should this happen on either count!

And finally, nobody else has moved into the street which means there is no need for ANOTHER space 10 yards further from the other two! [REDACTED]

Oh and a reminder that Aberdeen City Council illegally painted this disabled space around our car while we were out of the country!!

Remove this space and use the one that is already there first!

Please respond to this to acknowledge the official object please! My neighbours will also be in touch.

[REDACTED]

[REDACTED]

APPENDIX 5 – PRESS NOTICE (EXTRACT)

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT, 1984

THE ABERDEEN CITY COUNCIL (ASHLEY ZONE) (ZONE T) (CONTROLLED PARKING AND WAITING RESTRICTIONS) ORDER 2011 (AMENDMENT) ORDER 202[X]

Aberdeen City Council proposes to make "The Aberdeen City Council (Ashley Zone) (Zone T) (Controlled Parking and Waiting Restrictions) Order 2011 (Amendment) Order 202[X]" in terms of its powers under the Road Traffic Regulation Act 1984. The effect of the order will be to make minor adjustments to on street parking arrangements, including the removal of 5 metres of on street parking on Devonshire Road.

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

THE ABERDEEN CITY COUNCIL (DISABLED PERSONS' PARKING PLACES IN ABERDEEN CITY) (REGULATORY PARKING PLACES) (REF.A) ORDER 202X

Aberdeen City Council proposes to make the above-named order in terms of its powers under the Road Traffic Regulation Act 1984 and its duties under the Disabled Persons' Parking Places (Scotland) Act 2009. The effect of the order is to establish regulatory on-street parking places in the streets listed in the first schedule. In each case, a single on-street parking place – reserved for the exclusive use of any Blue Badge holder – will be established on the street in question. There will also be a regulatory disabled parking space established in the off-street car parking areas listed in the second schedule. Where there is a number in brackets this corresponds to how many spaces will be established.

First Schedule

(On-Street disabled persons' parking places)

Skelly Rock, Burnbank Place, Corthan Place, Kaimhill Road, Hillside Crescent, Sunnyside Road, Lee Crescent North, Alexander Terrace, Gairsay Drive, Rowan Road, Gardner Drive, Willowpark Crescent, Dill Road, Abbotswell Crescent, Burnbrae Crescent, Talisman Road, Loudon Place (2), Mount Street, Park Place, Marchburn Avenue, Raeden Crescent, Primrosehill Drive, Hallfield Crescent, Springhill Terrace, Clifton Road, Howes Drive

Second Schedule

(Disabled persons' parking places in off-street car parks)

Fountain Grange/ Western Road

Off-street car park serving properties 36-47 Fountain Grange.

Full details of the above proposals are to be found in the draft orders, which, together with maps showing the intended measures and accompanying statements 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/tm-2022-q1> The consultation will run between 31st March and 28th April 2022. 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 31st March and 28th April 2022 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**

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	9 June 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Tree & Woodland Strategic Implementation Plan
REPORT NUMBER	OPE/22/086
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Steven Shaw
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 This report seeks approval of the final draft Tree & Woodland Strategic Implementation Plan, following a very positive public consultation on the draft Tree & Woodland Strategic Implementation Plan.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Approves the final draft Tree & Woodland Strategic Implementation Plan (Appendix A).
- 2.2 Notes that the Tree & Woodland Strategic Implementation Plan supports the Partnership’s Policy document, and its ambition to promote and improve woodland in our city and in particular launch a “A Million Trees for Aberdeen” programme to plant, with partners, a further one million trees in Aberdeen by 2032 at minimal cost to the Council.

3. CURRENT SITUATION

- 3.1 Aberdeen City Council in preparing this Tree & Woodland Strategic Implementation Plan, sets out the vision, priorities and an action plan stewardship and expansion of Aberdeen City’s urban, street trees, rural trees, and woodlands. It provides a long-term framework for ensuring that their

qualities are measurable, recognised, properly valued, protected, and permanently enshrined in the environmental fabric of the city.

3.2 The Tree and Woodland Strategic Implementation Plan will help support the Partnership's ambition through their policy document to build a greener and sustainable city. The Plan will link to many strands of the policy but in particular will champion the following:

- Working with communities, review the management of council-managed open spaces to create more sustainable and safer green areas and open spaces.
- Protect and enhance Aberdeen's Green Belt, green spaces and open spaces so they can be enjoyed for purposes of leisure, sport and environmental wellbeing, and investigate the creation of new pocket parks.
- Promote and improve woodland in our city and in particular launch a "A Million Trees for Aberdeen" programme to plant, with partners, a further one million trees in Aberdeen by 2032 at minimal cost to the Council.
- Invest in Aberdeen's green future by maintaining and planting street trees and ensuring the right trees are planted in the right places.
- Develop a Community Environmental Improvement Fund, for communities to access, to implement their own small-scale local environmental improvements.

3.3 The Tree and Woodland Strategic Implementation Plan has been named The Granite City Forest, and comprises the trees and woodland within the Aberdeen City administrative boundary; an ambitious vision has been adopted to deliver additional benefits to the forest in a strategic manner as follows:

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

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

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

3.5 To ensure that the Tree & Woodland Strategic Implementation Plan is relevant and appropriate it has been updated according to comments received from the public and statutory consultees.

3.6 The public consultation gave support for the Tree & Woodland Strategic Implementation Plan and some very positive comments were received. A summary of the comments is included in Appendix B.

- 3.7 Delivery of the Tree & Woodland Strategic Implementation Plan will help to address the climate change and biodiversity loss crises through sustainable management and enhancement of the natural environment.
- 3.8 The plan focuses strongly on implementation and helping to deliver against the City Council's other environmental strategies notably Goal 7 of Aberdeen Adapts and the ACC Open Space Strategy amongst others.
- 3.9 A draft Strategic Environmental Assessment was provided during the consultation period for context. The Tree & Woodland Strategic Implementation Plan focuses strongly on implementation and in particular Goal 7 of Aberdeen Adapts which has already completed the Strategic Environmental Assessment.
- 3.10 The production of such plans by local authorities has been encouraged by the Scottish Government via Forestry Commission Scotland (FCS) and supported by the FCS guidance document The Right Tree in the Right Place which has been used to help prepare the plan.
- 3.11 Under National Planning Framework (NPF) 3 the Scottish Government aims to increase the rate of woodland creation to deliver 100,000 hectares of new woodland over the next 10 years. NPF3 emphasises the importance of woodland as part of our cultural identity, as an essential contributor to well-being and as an economic opportunity alongside the role of woodlands in terms of climate change adaptation, biodiversity enhancement and natural flood management, all of which are identified in Aberdeen's Tree & Woodland Strategic Implementation Plan.
- 3.12 The draft Tree & Woodland Strategic Implementation Plan sets out a vision, high-level themes and policy objectives for Aberdeen's tree and woodland resources and an overall framework for their management and future creation. It is a local expression, with a strongly urban emphasis, of the wider national objectives identified under the Scottish Government's "Scotland's Woodland Strategy 2019-29", covering issues and opportunities relating to climate change, biodiversity enhancement, health and well-being, timber production and business development, community engagement and other aspects of the environment. It includes issues relating to planning and development, as well as Council and privately-owned and managed woodlands.
- 3.13 The Tree & Woodland Strategic Implementation Plan Spatial Guidance Map is an important element of the plan as it identifies the general level of opportunity and preferred areas for new woodland creation within Aberdeen City. Importantly the map will assist Scottish Forestry in scoring applications for new woodland creation under the Scottish Government's Forestry Grant Scheme application process and may result in a financial uplift to grant payments within such preferred areas.
- 3.14 The most exciting aspect about the Tree & Woodland Strategic Implementation Plan is that it is about positive action with multiple benefits for all residents and visitors of Aberdeen. In particular it has the potential to have a positive impact on the future of our children and young people.

4. FINANCIAL IMPLICATIONS

- 4.1 Funding required to meet the plan's ambitions will be identified through commissioning intentions and the budget process. Funding opportunities will be explored through continued positive and constructive collaboration with partners and appropriate grant funders.
- 4.2 Financial support for the preparation of the Tree & Woodland Strategic Implementation Plan has been provided by Forestry Commission Scotland.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 Delivery of the Tree & Woodland Strategic Implementation Plan will help to address the climate change and biodiversity loss crises through sustainable management of the natural environment.
- 6.2 In the specific context of its contribution to combatting climate change, the Granite City Forest has a vital role to play in contributing to the City's wider climate change resilience agenda. Every year its trees and woodlands intercept millions of litres of water, remove thousands of tonnes of airborne pollutants and remove or store thousands of tonnes of carbon from the atmosphere.
- 6.2 The Tree & Woodland Strategic Implementation Plan focuses strongly on implementation and helping to deliver against the City Council's other environmental strategies notably Goal 7 of Aberdeen Adapts and the ACC Open Space Strategy amongst others.
- 6.3 Aberdeen Adapts, the City's climate change adaption strategy to enable Aberdeen to become more resilient to the impacts of climate change such as extreme weather. Goal 7 (Healthy Trees and Woodlands) is particularly relevant and states that adaption will be undertaken by expanding tree coverage, planning green corridors, identifying, and prioritising a diverse selection of trees and by maintaining healthy street trees to reduce flood risk in urban areas.
- 6.4 Trees and woodlands help mitigate the impact of climate change by absorbing substantial amounts of carbon. It is estimated that in 2016, about 12 million tonnes of CO₂ was removed from the atmosphere by Scotland's trees and woodlands.

7. RISK

The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) <i>*taking into account controls/control actions</i>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	The plan does not meet the legal requirements on the Planning Authority to form our Forest and Woodland Strategy.	The plan will link and align to a future ACC Forest and Woodland Strategy that meets all planning requirements.	H	Yes
Compliance	No significant risks.	Continue to monitor.	L	Yes
Operational	Suitable space for tree planting.	To work with internal and external partners to identify suitable spaces.	L	Yes
Financial	Lack of internal and external funding sources and the inability to fund the proposed programmes.	Build programme as part of commissioning intentions and budget process. Continued positive and constructive collaboration with partners and appropriate grant funders.	M	Yes
Reputational	Failure to fully support Aberdeen's tree planting programme identified through Climate Plan and LOIP.	The draft Tree & Woodland Strategic Implementation Plan goes out for consultation and then returns to committee for approval by early 2022. The plan's vision is taken forward and actioned.	M	Yes
Environment / Climate	Tree planting programmes identified	The draft Tree & Woodland Strategic Implementation Plan	M	Yes

	through Climate Plan not realised.	goes out for consultation and then returns to committee for approval by early 2022 and its vision is taken forward in action.		
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8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	Supports the delivery of Aberdeen City Council Policy through the Council's commissioning intentions, aligned to the LOIP key drivers, and stretch outcomes.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	Supports Outcome 3. 500 Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026.
Prosperous People Stretch Outcomes	Supports Outcome 8. Child friendly city where all decisions which impact on children and young people are informed by them by 2026.
Prosperous Place Stretch Outcomes	Supports Outcome 13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. Supports Stretch Outcome 15. Addressing the nature crisis by protecting/ managing 26% of Aberdeen's area for nature by 2026.
Regional and City Strategies	The proposals within this report support Council contribution to a wide number of regional and city strategies. Most specifically, Aberdeen Local Development Plan 2017 – outlining at the local level under its Policy NE5 (Trees and Woodlands). Aberdeen Adapts - the City's climate change adaption strategy to enable Aberdeen to become more resilient to the impacts of climate change such as extreme weather. Goal 7 (Healthy Trees and Woodlands).

<p>UK and Scottish Legislative and Policy Programmes</p>	<p>The report is relevant to the Scotland's Forestry Strategy 2019–2029 and the Climate Change Act 2008, The Plan is also relevant to a range of legislation, policy and programmes which is indicated in the drivers for the plan.</p>
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9. IMPACT ASSESSMENTS

Assessment	Outcome
<p>Integrated Impact Assessment</p>	<p>Not required.</p>
<p>Data Protection Impact Assessment</p>	<p>Not required.</p>
<p>Other</p>	<p>None</p>

10. BACKGROUND PAPERS

NA

11. APPENDICES

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

12. REPORT AUTHOR CONTACT DETAILS

Steven Shaw
 Environmental Manager
stevens@aberdeencity.gov.uk
 01224 38763

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THE GRANITE CITY FOREST

Tree and Woodland Strategic Implementation Plan

2022 - 25

Final Draft
May 2022

Aberdeen City Council
Environmental Services
Operations & Protective Services
Altens East Recycling & Resource Facility
Hareness Place
Altens Industrial Estate
Aberdeen AB12 3GX
www.aberdeencity.gov.uk | Twitter: @AberdeenCC | Facebook.com/AberdeenCC

FOREWORD

Aberdeen is a beautiful green city. It has many awarding winning parks and green spaces and has an incredible mixture of tree lined streets, tree planted green spaces and woodland.

Aberdeen has many residents, schools, community partnerships and businesses who care about their local green spaces and the trees within these spaces.

This Trees and Woodland Strategic Implementation Plan sets out the vision, strategic priorities and an action plan for the future stewardship and expansion of Aberdeen's trees and woodland. It provides a long-term framework to ensure that their qualities are recognised, properly valued, protected and permanently enshrined in the environmental fabric of the City.

The Tree and Woodland Strategic Implementation Plan focuses strongly on implementation and helping to deliver against the City Council's environmental strategies notably Goal 7 of Aberdeen Adapts.

The Tree and Woodland Strategic Implementation Plan has been named The Granite City Forest Granite City Forest comprises the trees and woodland within the Aberdeen City administrative boundary; an ambitious vision has been adopted to deliver additional benefits to the forest in a strategic manner as follows:

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

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

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

To ensure that the Tree and Woodland Strategic Implementation Plan is relevant and appropriate it has been updated according to comments received from the public and statutory consultees.

Delivery of the Tree and Woodland Strategic Implementation Plan will help to address the climate change and biodiversity loss crises through sustainable management and enhancement of the natural environment.

The most exciting aspect about this document is that it is about positive action with multiple benefits for the residents and visitors of Aberdeen.

Councillor Miranda Radley

Convener, Operational Delivery Committee

Councillor Ian Yuill

Vice Convener, Operational Delivery Committee -

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1 Introduction and Background

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

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

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

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

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

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

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

Nicola Sturgeon
 First Minister,
 Scottish Government
 June 2019

2 Legislative and Planning Context

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

At the national level, forestry in Scotland is governed and regulated under the Scottish Government's Forestry and Land Management (Scotland) Act 2018.

The Planning (Scotland) Act 2019 determines the future structure of the planning system in Scotland. Section 53 of the Act, inserted a new section (A159) into the Town and Country Planning (Scotland) Act 1997 which places a duty on all planning authorities to prepare a forestry and woodland strategy which sets out the planning authority's policies and proposals on the development of forestry and woodlands. Of particular importance is the expansion of woodlands providing multiple benefits to the physical, cultural economic, social and environmental characteristics of the area.

Right Tree in the Right Place: Planning for Forestry and Woodlands - additional guidance for local authorities on planning for forestry and woodlands and contains advice on preparing forestry and woodland strategies.

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

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

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

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

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

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

- Nature Conservation Strategy
- Aberdeen Open Space Strategy
- Aberdeen City Deer Management Plan
- Open Space Strategy
- Landscape Character Assessment and Landscape Strategy
- North East Scotland Biodiversity Action Plan
- Granite City Growing: Aberdeen Growing Food Together

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

3 About the Granite City Forest

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

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

Expansion of The Granite City Forest

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

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

*2014 Native Woodland Survey for Scotland

4

Vision and Strategic Priorities

Aberdeen Adapts Goal 7 – Healthy Trees and Woodlands

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

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

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

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

Delivery of the TWSIP will help to address the climate change and biodiversity loss crises through sustainable management of the natural environment.

Strategic Priorities

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

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

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

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

5 Achieving the Vision

Priority 1

Promoting the role of our trees and woodland in mitigating and adapting to climate change

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

Under the UK Climate Projections Scotland is predicted to experience wetter and milder winters, warmer and drier summers with longer growing seasons, more extreme weather events, and increased risk of flooding and soil degradation causing decline in quality of habitat and biodiversity.

Priority 1 will be achieved by:

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

Aberdeen Adapts Goal 7 – Action Areas

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

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

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

Priority 2

Expanding and enhancing the Granite City Forest

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

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

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

- fit well with existing land uses, including agriculture in the peri-urban and rural hinterlands;
- respect other objectives for the land (such as open and other green space) and landscape character,
- deliver the range of ecosystem services that future generations of the City will value;
- encourage a focus on broad-leaved woodland planting over an increase in commercial forestry to increase recreational opportunities.

Priority 2 will be achieved by:

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

Priority 3

Protecting our trees and woodlands including their biodiversity

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

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

Priority 3 will be achieved by:

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

Priority 4

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

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

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

Priority 4 will be achieved by:

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

6 Action Plan

Our Action Plan for implementing the TWSIP’s strategic priorities over the 5-year Period 2022-25 is set out in the Table below.

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

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

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

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

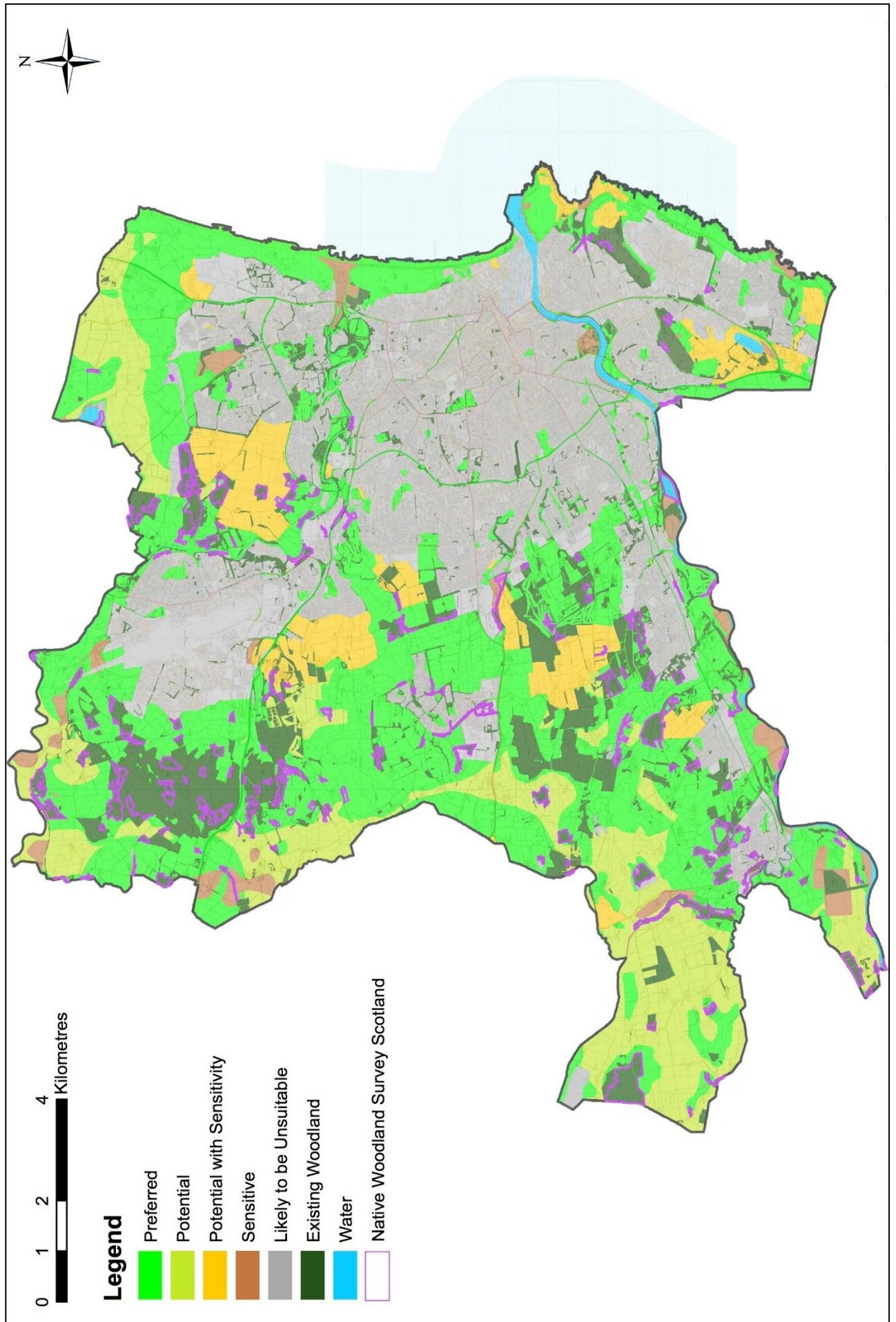
*ACC (ES) = Aberdeen City Council (Environmental Services); ACC (EP) = Aberdeen City Council (Environmental Planning); ACC (CS) = Aberdeen City Council (Countryside Services); SF = Scottish Forestry; UKWAS = UK Woodland Assurance Standard; DCP = Deeside Catchment Project; WT = Woodland Trust; OWLNEG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

7 Spatial Guidance for Woodland Expansion

GIS-based spatial guidance has been developed which is intended to enable woodland expansion in appropriate areas. Accordingly, the TWSIP has assigned and mapped (see map overleaf) land within the Aberdeen City local boundary to the following broad categories: **Preferred, Potential, Potential with Sensitivities, Sensitive** and **Unlikely to be Suitable**. These categories are in line with recommendations in the Scottish Government's *"The Right Tree in the Right Place"* which sets out the criteria that Forestry and Woodland Strategies should follow. The detailed definitions for the above categories are provided in Appendix I.

It should be noted that the categories are broad brush and that further investigations will be required to screen out areas that are clearly not suitable for planting and others, such as built-up areas, which might be suitable for street trees.

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



8 Monitoring and Review

An important aspect of the TWSIP moving forward will be monitoring progress of the implementation of its priorities and actions through public and private sector partners working collaboratively where appropriate, together with contributions from other relevant stakeholders. 2910152740014

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

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

APPENDIX I

Definitions of Spatial Mapping Criteria

Definitions of Spatial Mapping Criteria

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

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

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

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

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

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

APPENDIX II

Spatial Mapping Data Layers

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

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

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Comment

It's a fantastic idea to provide more trees especially since a lot of existing trees were devastated by the last storm.

I would be particularly keen to introduce more established trees to some of the playgrounds in Aberdeen schools as we often go and play in a small area in our setting that has greenery and trees. The children love it there and enjoy engaging in climbing trees, looking for mini beasts and having a picnic there.

The area we frequent is small and it would be lovely if we could expand it so that the whole school could develop outdoor learning.

I feel more could be done by rangers if they had funding. Running more groups for children on bushcraft, appropriate firefighting and area conservation etc would encourage the younger generation to develop a caring nature towards woodlands and decrease the likelihood of damage being caused.

I notice that the school estate has not really been mentioned in these plans. When you look at the map of Aberdeen, the least forested areas are in the centre of the city. Supporting schools and ELCs to plant and care for trees, particularly where there are playing fields of a good size could make a difference to both the biodiversity of schools grounds but also to wildlife corridors throughout the city. The current SIP doesn't really emphasis this need sufficiently.

P5 "Of particular importance is the expansion of woodlands providing multiple benefits to the physical, cultural economic, social and environmental characteristics of the area." I'd like to see health and wellbeing specifically referenced as it is a prime motivator for action.

How many trees will a child pass as he or she walks to school?

How will this benefit the child, e.g. reduction in asthma rates?

In Priority 4, p13 one of the performance indicator measures for "Provide outdoor education and learning, social and corporate responsibility experiences within the Granite City Forest." is the number of Forest School programmes implemented in Granite City Forest Woodlands. This is a poor measure. It fails to acknowledge the many ELC settings using local woodlands, the use of Hazlehead and Duthie Park by the Outdoor Nurseries and therefore grossly underrepresents the activity taking place and subsequent potential impact for managing these woodlands.

Why were all those old trees cut down for the redevelopment of Union Terrace Gardens, I am not against this refurbishment generally, but could it not have been done incorporating them rather than destroying them?

I am very concerned about the development at Nigg Bay and the plans to use St Fitticks park for industrial development. Also up by Girdleness Lighthouse. This will likely result in the loss of natural habitat, destroying a green space used by the citizens of Torry. This is not being done with the approval of the population. It seems to be getting steam-rolled through without proper consultation and with many conflicts of interest.

Private gardens within the city harbour valuable trees and green habitat or have the potential for it. The plan does not mention any measures to encourage owners to preserve existing trees or to increase plant and tree growth in their gardens. Unfortunately, more and more gardens are covered by stone surfaces or artificial lawns.

Plan seems good in principle. Expansion of woodland means change of land use and this may conflict with food production or housing development. Agree strongly that woodlands are important for health and wellbeing.

- The ELC sector as a key user of local woodland needs to be identified in this report i.e. pre-pandemic, at least weekly Wee Green Spaces running by many settings across the city - use of local green space by ELC children, staff and families. Every Local Authority nursery provision has an identified green space within walking distance of their provision (survey work done by Countryside Rangers)
- Green spaces on school/nursery grounds need to be acknowledged i.e. wild walled garden at Culter, woodland space attached to new Kingsford Nursery, woodland onsite at Stoneywood etc.
- Alongside the Wee Green Spaces programme, schools and ELC, particularly in city centre (i.e. least forested area) could be more supported in planting and caring for trees/green spaces. Learning programmes and working partnerships with the Countryside Rangers team?
- Opening of two new Outdoor ELC settings - Duthie Park and Hazlehead Outdoor Nurseries. Both of these have a focus on working community partnerships to enrich children's learning experiences, develop life-long skills and to have a positive impact on taking responsibility for our community spaces. Both provisions have already made connections with the Environmental Service team and have plans to centre their pedagogy/curriculum around woodland/green space sustainability and care. These will be two prime education settings that could pilot an Early Years woodland care programme. Another focus of the outdoor learning which takes place across all our ELC provisions is to support the Health and Wellbeing of all - children, staff and families - people and place. I am currently studying my Masters Early Years Pedagogue and have a keen interest to research this area further i.e. I would be eager to track and monitor the first cohort of children's connection to the space and evaluate how their sense of belonging to the place impacts the natural environment around them. We should start to see our youngest learners being pioneers of conservation across our city. I'm more than happy to support this pilot through my central role/research, as well as give further information on the use of woodlands within Early Learning and Childcare.
- Possible use of large school playing fields to plant trees/woodland around the edges/in a corner to promote biodiversity and offer wild spaces for children in the area to explore.
- "Forest School Programmes" are not the only indicator to measure performance against, - there are many types of outdoor provisions taking place across the education sector in our city i.e. Wee Green Spaces, daily outdoor play (which is a core principle of quality practice advocated by national guidance), Mud Pies, Adventure Aberdeen, daily practice of the outdoor nurseries at Duthie Park and Hazlehead. This needs to be taken into account to then look at the potential impact for managing the green spaces/woodlands used.

<p>It is truly confusing and contrary, to be advocating trees and woodland advantages while threatening and diminishing the areas we already have; namely the Torry green sites. Camouflaging this under a mask of environmental advantage is hypocritical in the extreme.</p> <p>There are brown sites everywhere without taking over parts of an already sparse green area in Torry.</p> <p>Then, another reaction. Building an incinerator in the shadow of a slightly wooded area; Diamond Woods on Tullos hill is another anomaly which gives average citizens no trust in the existing council.</p> <p>Building an incinerator in a hollow, where fumes will spread to local homes, a primary school, and businesses, is in total disregard of known disadvantages, personally, I despair of fair treatment either by local government, or in the wider sphere, Holyrood and Westminster. It was ever so.</p>
<p>I currently see street trees that are lifting pavements and other trees that need trimmed but as the council tree surgeons are so stretched it can take up to a year for this work to be done. Will the relevant staff to care for new tree and woodland planting be taken on?</p>
<p>•quote from report Targeting urban planting in areas of highest social deprivation Where do you think the greenspace will come from. If you take Torry for instance the council is doing its best to try to sell off greenspace for industrialisation</p>
<p>I glanced at the document. However, it is very densely written and not easily understood. I'm afraid i lost interest as it would take me too long to read.</p> <p>My biggest concern with regard to trees in public places is that some areas of trees, eg in parks such as Seaton Park become festooned in inappropriate tributes to the deceased. This can be very upsetting for members of the public out for a walk in a public space. I know that Aberdeen has a policy with regard to this but it is often just disregarded. Ashes have also been scattered around trees. Again, this is upsetting.</p> <p>The appropriate place for this is at the Garden of Remembrance at Hazlehead. However, that can be challenging for anyone without a car to reach. The Garden of Remembrance may also not have any significance for those who wish to remember a loved one.</p> <p>I wonder if any thought has been given to creating small areas in some of the proposed woodlands which could be given over to memorial trees where relatives could go to remember loved ones. If these were in the city centre or in some of the housing areas on the outskirts, they would provide focal points for people to go. The trees planted would also help to fulfill the quota of trees and woodlands to meet the challenges of climate change.</p>
<p>The recent binge planting of trees on small green areas has been ridiculous. The ones around Dyce are massively over-planted and look very much like someone trying to hit a quota rather than actually thinking about what they are doing. They are also going to result in impractical mini-forested areas that block visibility for traffic junctions and destroy current grass areas.</p>
<p>The areas that are being planted don't seem to have any thought as to why or what effects those areas will have on other local nature provision or accessibility either.</p>
<p>Too many trees blew down what are councils going to do</p>
<p>Spend more on smaller woodland instead of just parks, upgrading paths etc. Greenfern woods and the howes road are used by many communities and could do with a tidy up, maybe involve the schools to teach them about woodlands.</p>
<p>Not the easiest plan to understand- would have welcomed a simpler outline with key points.</p> <p>Support the aim to increase tree planting within the city, preserve and maintain current woodland and encourage natural regeneration of native species.</p> <p>Street trees - would welcome. Anything to reverse trend of tarmac of front gardens for parking. Shrubs, hedges and small trees best</p> <p>Maintain wonderful stock in our parks, green spaces.</p> <p>River Dee trees need to be maintained and protected</p> <p>Ditto R Don</p> <p>Yes - to protect from deer damage</p> <p>Sadly lost many trees in recent storm damage. But will regenerate given time.</p>
<p>Good to see that there is a strategy. Lots of green opportunities, but the risk I see is ACC is handing (or already handed) a lot of these opportunities to large developers who seem to be allowed to build thousands of houses on green conservation land. Individuals do not get anywhere near this level of 'privilege' that developers see...</p> <p>Suggest any building on green belt area comes with a much stricter requirement for tree and green planting (really stringent to try catch up with the 18% Scotland coverage) so make it 25% of the land must be planted.</p> <p>Also, stop building new developments and business parks on green land (anything undeveloped). Its just lazy! There is so much run down areas in Aberdeen that should be demolished and re-used for grey development works.</p> <p>Time to start rebuilding form within and not keep going outwards to the green lands where trees can be.</p> <p>Potential with sensitivity areas: Is this simply we've given it to developers and we might struggle to get any trees on now? Counteswells for example has seems to have a very poor houses to green ratio. This was green land with no substantial trees and green development on it, just grey. Again stop building outwards and re-build from within.</p>
<p>Lot's of trees are now very old and we need to prepaid to replace them. In some cases they need felling an replaced. Lot's of areas that have been left to decay, they need clearing of fallen trees and replanted for the future.</p>

<p>When you are finalizing this, please take into consideration the poor state of the pavements for disabled or poor mobility persons due to the root systems of trees taking up and breaking up the pavement surfaces and making it hazardous for persons passing by.</p>
<p>Please STOP destroying any more green and brown belt areas in and around Aberdeen and shire . STOP cutting down anymore trees . No more housing on these precious areas</p>
<p>I think it's wonderful that the Council are being proactive in making sure trees and forests are maintained and increased - this can only benefit the population in terms of good mental health and cleaner air. These spaces are vital for the population's general wellbeing.</p>
<p>Well done Aberdeen Council.</p>
<p>The report covers the important areas for a Strategic Woodland Plan for Aberdeen. I wish to emphasise some aspects based on my professional knowledge of trees and my involvement with Friends of the Allan Park , Cults in order of priority :</p> <ol style="list-style-type: none"> 1. Much more active management of the existing trees and woodlands needs to be undertaken. Many woods have not been thinned , trees removed and gaps replanted to optimise the current woodland areas. Improving the Quality of the woodland area is very important to achieve the best results. 2. New tree planting is the next most important task and the right tree in the right place an on the right soil type is critical to achieve the optimal long term benefits on new area. Some of the recent worst damage from storms has been due to the wrong trees planted in the wrong soil type and then not well managed. 3. Deer control needs to be much more aggressive . For example , trees planted in the Allan Park were eaten by deer and had to be replanted. Tree protection is also critical.
<p>More green space and trees the better. Should turn Union Street into a public park.</p>
<p>Who I am: member of the public residing in Aberdeen</p> <p>Aspects of TWISP that stand out, and that as a resident I want to see more of:</p> <ul style="list-style-type: none"> - managing and expanding Aberdeen City's tree and woodland resource - ensuring the aims of TWISP are measurable, with particular attention to "maintaining", "protecting" any trees that contribute to the planned expansions. As well replacing any damaged trees. e.g., It is easy enough to plant the trees and give a metric of number of trees planted, but will there be a metric aiming to have a minimum baseline percent of trees that were planted surviving into early maturity? - planning green corridors - using *healthy* street trees and urban tree planting towards connectivity and green corridors - Protecting and enhancing the condition of the City's native woodlands, new woodlands, street trees, and green corridors - connecting and protecting habitats at a landscape scale in order to ensure ecosystem connectivity <p>Areas of concern:</p> <ul style="list-style-type: none"> - balancing the age range of trees so that the woodlands have continuity - balancing the tree species so that woodlands, street trees, corridors are resistant to disease, floods, climate change, extreme events - trees are not always protected. This is particularly noticed in case of young street trees. When cars run into them, they are not replaced. <p>Would support:</p> <ul style="list-style-type: none"> - a tree warden scheme. - encouraging and promoting community management and involvement in community woodlands. The more we can engage community appreciation of trees we can hope individual citizens will be concerned with their maintenance

I have read the above documents with great interest and appreciate that the public stakeholders' opinions are sought at a critical time of climate change and loss of biodiversity.

As a mother of two young children, I am particularly aware of what is at stake for future generations.

We are constantly out and about in all weathers. Our local woodlands in Peterculter are a godsend to strengthen our family's physical and mental well-being, especially during more recent times of lockdown.

I also run my own Forest School Business for parents and their pre-school children, combining all the benefits of outdoor play, natural crafts, and storytelling.

It is important for anybody of any age to connect with nature, to experience seasonal changes, to get to know local flora and fauna, and to discover how to look after our natural surroundings.

It saddens me immensely when I read documents such as the Woodland Strategic Implementation Plan, which couldn't stress more the importance of preserving our local woodlands and green belt areas, whilst at the same time being faced with a planning application for 250 houses on green belt here in Peterculter ("Land at Tillyoch"). This development would see much of Peterculter's protected ancient woodland destroyed for the access road. How a planning application suggesting the destruction of trees with preservation orders, and the fragmentation of woodlands, fields and wetlands, resulting in an enormous loss of biodiversity, can even be considered, is beyond me, especially when there are brownfield sites in Aberdeen much better suited and already connected to established road networks.

In the light of planning constantly getting away with recklessly destroying nature, ACC's promises to protect our woodlands seem hypocritical until stronger legislations are in place to protect our woodlands from destruction, and don't allow for exceptions for those seeking personal profit.

I enthusiastically support the city's ambitious plan to increase the number of trees in Aberdeen. They will help to counteract the effects of climate change and will greatly improve and enhance the environment for residents. I note that care will be taken to plant species that do not suffer from the diseases currently doing so much damage to woodlands. I also believe that there should be green spaces within walking distance of all residents.

I have one suggestion that does not feature in the plan: it concerns memorial trees. At the moment grieving relatives may arrange for a tree to be planted in one of the city parks, and I appreciate that this must be a comfort to them. However, it is clear that the guidelines are very often not adhered to, and rather than blending with other trees in the park, the memorial trees are draped with wreaths, messages, ribbons, bells, etc. and are actually turned into shrines. The number of such trees is on the increase (at least in my local park--Seaton Park). I do not want our parks to resemble cemeteries, and would like the city to make sure that the guidelines for current memorial trees are adhered to, and in addition, to consider incorporating space for memorial trees in a large dedicated woodland area which is easy to access.

My particular concern is ancient woods. Benefits of Ancient Woodland are numerous but for local residents, the woods provide a range of social benefits, including improving physical and mental wellbeing. The following extracts from information found online from better qualified people than myself, reflects my concerns quite eloquently:

According to the Aberdeen County Council - Tree and Woodland Strategic Implementation Plan 2022 - 25: "The trees and woodlands in and around our cities have a vital role to play in promoting sustainable communities and provide numerous environmental, economic and social benefits and contribute enormously to the physical health and mental well-being of everyone who lives and works in urban environments. In essence, urban trees and woodland make places work, look and feel better.

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

Woodland Trust : "We can't replace the complex biodiversity of ancient woods which has accumulated over hundreds of years. Many species that thrive in ancient woodland are slow to colonise new areas. All ancient woodlands are unique, and are distinctive of their locality.

"Once what little we have left is gone, it's gone for good."

Further they warned, if threats too woodland aren't tackled, the UK's ability to tackle climate and nature crises will be "severely damaged". Ancient and long-established woodlands are really important in terms of their ability to tackle climate change whilst providing that real specialist and irreplaceable habitat for declining wildlife. Ancient woodlands continue to be lost and damaged by new housing developments, new road etc. Fragmentation is the major issue with this development and the loss of wildlife corridors.

Areas of ancient woodland are a treasure of high biodiversity, but it is difficult to conclusively identify and value of the ancient woodland. They cannot be recreated, as their composition is a product of environmental conditions and historic management that will not occur again. Opinion varies on which measures could effectively contribute to environmental compensation if ancient woods are unavoidably lost to development.

In addition, many environmental and cultural benefits provided by ancient woods cannot be replicated. The Woodland Trust argues that the irreplaceable status of ancient woodland is not adequately recognised at present and that all sites should be fully protected from development.

The Natural England and Forestry Commission Standing Advice is:

"You should refuse planning permission if development will result in the loss or deterioration of ancient woodland, ancient trees and veteran trees unless:
there are wholly exceptional reasons
there's a suitable compensation strategy in place"

The plan seems to have many good points, I particularly like the idea of community orchards and developing a tree warden scheme. I was surprised at the percentage of mature woodland, ancient woodlands are crucial for habitat and biodiversity, I thought they should be a priority over compensatory planting. The city has lost its elms and other mature trees in my area have been removed leaving a bleak urban view. Some have been replaced but with non native saplings.

Access to the natural environment is vital for human health, physical and mental. Trees and the wildlife they support within the city are so important. The destruction of Union Terrace Gardens is an appalling tragedy. I avoid the centre of town now, it's so depressing. Protecting/creating green spaces in the city centre and residential areas would be very welcome.

Hedges weren't mentioned in the report. They are of great benefit for biodiversity and being low level, are good at trapping and absorbing carbon monoxide and other car pollution. Could they be promoted/protected? Both the domestic and public hedges.

Are there other ways of managing deer rather than killing them? They are such beautiful animals, it's a treat to encounter them.

Thank you for your consultation which we received on 24 December 2021 about the above and its Environmental Report (ER). We have reviewed these documents in relation to our main area of interest for the historic environment. The first part of this response relates to the plan, with part two focusing upon its environmental assessment. To note, this response has also been uploaded to your online consultation hub.

Part 1: Aberdeen City – Tree and Woodland Strategic Implementation Plan 2022-25

We understand that the Tree and Woodland Strategic Implementation Plan (TWSIP) sets out the vision and strategic priorities for Aberdeen’s tree and woodland resources and an action plan and spatial guidance for their management and future creation.

We welcome that the proposed Spatial Guidance for Woodland Expansion has considered both Scheduled Monuments and Gardens and Designed Landscapes as sensitive areas. The 20m buffer put forward in order to protect both the site and setting of scheduled monument is welcomed. However, it is important to recognise that the setting of individual scheduled monuments can vary greatly and may extend to beyond 20m. This will require to be taken account of as part of ACC’s consideration of proposals.

In terms of the consideration of the wider historic environment the plan does not offer detail with regard to this, instead relying on proposal level assessment. It will therefore be important that the requirements and guidance from both the UK Forestry Strategy (UKFS) and the Scottish Forestry Strategy are fully embedded into the criteria to be used by Aberdeen City Council when assessing woodland creation and management proposals, as noted under the actions put forward for Priority 2.