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<u>To</u>: Councillor Yuill, <u>Convener</u>; Councillor Allard, <u>Vice-Convener</u>; and Councillors Blake, Greig, Houghton, Malik and Radley.

Town House, ABERDEEN 05 July 2023

URGENT BUSINESS COMMITTEE

The Members of the URGENT BUSINESS COMMITTEE are requested to meet in Council Chamber - Town House on <u>FRIDAY, 7 JULY 2023 at 3.30 pm</u>. This is a hybrid meeting and Members may also attend remotely.

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

JENNI LAWSON CHIEF OFFICER – GOVERNANCE (LEGAL)

BUSINESS

DETERMINATION OF URGENT BUSINESS

1. Determination of Urgent Business

DECLARATIONS OF INTEREST

2. <u>Members are requested to intimate any declarations of interest</u>

BUDGETS

3. <u>City Centre Six Monthly Update - Streetscape Programme - RES/23/209</u> (Pages 3 - 20)

EHRIAs related to reports on this agenda can be viewed here

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FINANCES AND RESOURCES COMMITTEE 5 July 2023 (DRAFT MINUTE EXTRACT)

CITY CENTRE SIX MONTHLY UPDATE – STREETSCAPE PROGRAMME

The Committee received two deputations from (1) Mr Gavin Clark, Chair of Aberdeen Cycle Forum and (2) Ms Libby Hillhouse and Mr Graham Findlay, Disability Equity Partnership.

Mr Clark in his presentation, outlined the aims of Aberdeen Cycle Forum and advised that they had around 600 members and made reference to the Council meeting in December 2022, when his fellow-campaigner, Rachel Martin was in attendance and presented to members.

He indicated that at the aforementioned Council meeting, Ms Martin pleaded not to approve plans for Union Street which did not include a segregated cycle track and that Councillors sympathised with that plea. He indicated that in the past 6 months or so, Officers and Designers were working under instruction to produce plans which would include a segregated cycle track, and that Aberdeen Cycle Forum and other stakeholders had been involved throughout that process and had the opportunity to input at various stages.

Mr Clark advised that a bi-directional cycle track on one side of the street only would not have been their first choice, but given the other constraints, they were told it was really the only feasible option for segregation. He intimated that they had accepted that compromise was required on all sides and therefore they supported the design now presented. He explained that they now had something which was in line with the Transport Hierarchy and which met current design standards.

He advised that the key was that this would create a segregated cycle track where cyclists were kept separate from vehicular traffic and separated from pedestrians indicating that it was not the whole solution to the city's transport problems, but it would be a big step in the right direction and could hopefully be the start of a high-quality network of segregated routes which would allow so many more people to use a bicycle as an everyday means of transport whether for shopping, commuting to work or education, for leisure, for fitness or just for enjoyment.

Mr Clark indicated that segregation from traffic opened up cycling to many more people who currently did not feel safe on the roads and cycling should not be the preserve of a hardened minority who were inured to cycling in traffic as he was, it should be accessible for all ages and abilities.

Mr Clark intimated that cycling could of course have multiple benefits: greater uptake of cycling contributes to improved air quality and to carbon reduction targets. He

explained that increased levels of cycling had been shown to boost local economies and increase footfall in shops and that people who cycle regularly tended to be healthier and so place lower demands on the NHS, therefore most of these positives were not just for the individual on the bike, they benefitted everyone.

He advised that he understood that one of the trickiest design details to resolve had been how to route the cycle track around bus stops and the solution proposed was that a bus-stop bypass, as he called it, was also known as a floating bus stop. He explained that essentially this meant that the cycle track went behind the bus stop, and pedestrians cross the cycle way to get to the bus stop and when doing so, they had priority over cyclists. He explained that this approach would be novel to Aberdeen, but it was not new. He indicated that it was the preferred approach in Transport Scotland's design manual Cycling by Design (2021) and it had been used successfully elsewhere. He explained that they were ubiquitous in the Netherlands, and common elsewhere in Europe.

Mr Clark made reference to a pilot/trial scheme in Oxford Road, Manchester, for which a comprehensive review paper was published in 2016 and generally the design was found to be a success with high levels of satisfaction and low levels of conflict between users. He advised that the Transport Hierarchy clearly put the most vulnerable at the top of the pyramid, however the design proposed did include numerous mitigations to address concerns.

He intimated that there would be a learning process for all users, and equally no design would ever be perfect although he thought that the designers had gone as far as they could in making it a safe environment for everyone, and they have followed published design guidance. He explained that they could never entirely eliminate the risk of collision between a pedestrian and a cyclist, (although the Manchester trial showed the likelihood of collision was very low – there were none at all in their monitoring period) the alternative of putting cyclists back on the carriageway with buses vastly increased the risk of harm and the severity of outcome.

He indicated that there would be many design details to be resolved, not least a safe and convenient way for cyclists to cross back to the south side of the street to continue their journey as necessary.

Mr Clark advised that the city centre currently had an issue with illegal electric mopeds, which may be masquerading as cyclists but they were not, and in his view and in law, those types of users should not be on a segregated cycle track. He intimated that he did not think that was an issue which could be resolved today but thought it was worth mentioning in case members were visualising those types of user when he referred to cyclists.

In conclusion, he thanked the Council for having the courage to re-visit the plans presented in December, and those officers and designers who had worked hard to find what appeared to be the best available compromise.

Mr Clark responded to a number of questions from members.

The Committee then heard from Ms Hillhouse and Mr Findlay (North East Sensory Service), on behalf of the Disability Equity Partnership.

Ms Hillhouse advised that she was employed by NESS but was also a member of the Disability Equity Partnership and explained that they had a meeting with the City Centre Master Planning Team on Friday to explore some of the mitigations around the design of the by-directional cycle lanes and bus pass design which they had serious concerns about.

She indicated that the city centre should be a space for everyone including people who were blind or deaf (over 2500 people in Aberdeen known to them), and explained that 1 in 5 of the population had some kind of disability (around 50,000 in Aberdeen) that may impact on their mobility and their confidence to get out and about, many of whom relied on public transport and do not have the freedom of choice to either access car or cycle travel.

She intimated that in relation to the by-directional cycle lanes, they did not agree in having segregated cycle lanes and they were limited to the constraints which were available to them on Union Street, therefore having two cycle lanes across, particularly if you are visually impaired was incredibly difficult, as a visually impaired person would not be able to see a bicycle approaching and in a busy environment, not hear it and therefore someone who was hard of hearing would not be able to hear a bicycle approaching until they were very close.

She advised that depending on the design of the streets, people who were visually impaired would rely on tactile information to understand where they were in relation to what was going on around them and they questioned whether some of the design mitigations had enough tactile information to ensure people know where they were so they could keep themselves safe.

She indicated that some of the research which we had not been able to critique suggested that the incidences of conflict between cycles and people with disabilities was very low, however we were aware that it was significantly higher for people with visual impairment and it was also about the perception of risk for people who were visually impaired/deaf and hard of hearing or otherwise have another disability.

She explained that people who were visually impaired/deaf and hard of hearing had many barriers on a daily basis which they had to deal with and more likely to be dependent on public transport. She advised that Union Street was a major route through Aberdeen and an interchange place for the City, therefore not being able to see what was coming towards you and probably not being able to hear what was coming towards you caused great anxiety for people who may already be stressed and anxious and don't feel confident to get in and about a busy environment.

Miss Hillhouse advised that they believed that the by-directional cycle lane would be putting in an additional barrier which would leave people feeling unsafe and uncomfortable to go into that area to use the public transport network down Union Street and would stop them accessing both the city centre and other parts of Aberdeen. In conclusion, she advised that they had appreciated the engagement which they had, including many discussions with the City Centre Master Planning Team and welcomed the consultation, but they noted that there were other options available, which would require compromises, which could put pedestrians at the top of the hierarchy again. They believed that this model would put pedestrians second in the hierarchy behind the cyclist which was not what the hierarchy was intended to do and members of their community who were particularly vulnerable and social excluded would find it difficult to access the bus transport network through Aberdeen City.

Ms Hillhouse and Mr Findlay responded to questions from members.

Having heard both deputations, the Convener on behalf of the Committee, expressed his thanks for their comments and input.

With reference to article 16 of the minute of meeting of Council of 14 December 2022, the Committee had before it a report by the Director of Resources which provided a six-month update on progress with the city centre streetscape programme (Union Street Central, Market to Guild Street and Schoolhill/Upperkirkgate).

The report recommended:-

that the Committee -

- (a) note the progress update and instruct the Chief Officer (Capital) to present an update report to this Committee pending completion of Financial Close of the Union Street Central project;
- (b) agree the inclusion of a segregated cycle lane in Union Street Central consistent with emerging proposals for Union Street East and Union Street West; and
- (c) instruct the Chief Officer (Capital) to continue engagement with key stakeholders in the development of the RIBA (Royal Institute of British Architects) Stage 4 Technical Design.

The Convener, seconded by the Vice Convener moved:-

That the Committee -

- (1) approve the recommendations contained within the report;
- (2) instruct the Chief Officer Capital to continue to engage with stakeholder groups as the detail of the bus stop crossing design develops and is implemented on street, including involving them in monitoring and evaluation during first year of operation; and
- (3) agree the inclusion of any necessary underground infrastructure to accommodate the future erection of a signalised crossing should it be deemed appropriate following the post completion monitoring and evaluation.

Councillor Malik, seconded by Councillor Watson, moved as an amendment:-

That the Committee note the decision of Council on 13 December 2021, following a Notice of Motion by Councillor Hutchison, that all decisions relating to the Masterplan should be made by Full Council, and agrees as the Committee are being asked to determine a position at 2.1 and 2.2 of the report, to send this report to the next Council meeting to allow Full Council to debate the merits or otherwise of these recommendations.

On a division, there voted:- <u>for the motion</u> (8) – the Convener, the Vice Convener and Councillors Allard, Cooke, Fairfull, Greig, Hutchison and Radley; <u>for the amendment</u> (5) – Councillors Farquhar, Macdonald, Malik, Massey and Watson

The Committee resolved:-

- (i) to adopt the motion; and
- (ii) to request that the Chief Officer Strategic Place Planning circulate details of the Core Path status of Union Street and what that status would mean for those wishing to cycle

In terms of Standing Order 34.1, Councillor Malik intimated that he would like this matter to be referred to full Council in order for a final decision to be taken. Councillor Malik was supported by Councillors Farquhar, Macdonald, Massey and Watson. This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Finance and Resources
DATE	05 July 2023
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	City Centre Six Monthly Update – Streetscape
	Programme
REPORT NUMBER	RES/23/209
DIRECTOR	Steve Whyte
CHIEF OFFICER	John Wilson
REPORT AUTHOR	Sandy Beattie
TERMS OF REFERENCE	1.1.15 scrutinise the progress and delivery of capital
	projects against the approved business cases

1. PURPOSE OF REPORT

1.1 This report provides a six-month update on progress with the city centre streetscape programme (Union Street Central, Market to Guild Street and Schoolhill/Upperkirkgate) agreed by Council at their meeting on 14 December 2022.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Note the progress update and instruct the Chief Officer (Capital) to present an update report to this Committee pending completion of Financial Close of the Union Street Central project.
- 2.2 Agree the inclusion of a segregated cycle lane in Union Street Central consistent with emerging proposals for Union Street East and Union Street West.
- 2.3 Instruct the Chief Officer (Capital) to continue engagement with key stakeholders in the development of the RIBA (Royal Institute of British Architects) Stage 4 Technical Design.

3. CURRENT SITUATION

3.1 Council, at their meeting on 14 December 2022 (Item 16, report RES/22/290) agreed the Streetscape Full Business Case and instructed the Director of Resources, following consultation with the Chief Officer - Commercial & Procurement and Chief Officer - Capital, to proceed with the negotiation and execution of contracts for delivery of the following programmes in the first

instance and to report progress to the Finance and Resources Committee on a 6 monthly basis from the date of this report:

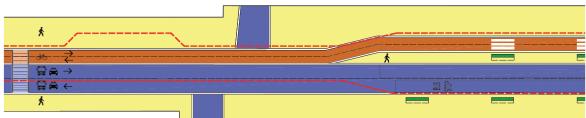
- a) Union Street Central
- b) Market Streetscape Phase 1
- c) Schoolhill/Upperkirkgate.
- 3.2 The projects will be delivered under the Territory Partnering Agreement between Aberdeen City Council and Hub North Scotland Limited, who are a strategic development partner for the planning, procurement and delivery of community-based infrastructure projects across the north of Scotland.
- 3.3 Procurement of the Tier 1 Contractor for Union Street Central (USC) has developed through a market validation exercise and appointment of the preferred contractor status to target Financial Close by year end 2023. The Public Utilities Strategy and associated risk ownership profile for USC is being developed for agreement and will be reported as part of the recommendations around Financial Close.

Design Evolution

- 3.4 At the same Council meeting in December 2022, officers were instructed to develop proposals for a segregated cycle lane on Union Street East and Union Street West. As proposals for the cycle lanes emerged east and west in tandem with the developing design for the central section, an option emerged to develop a continuous cycle link along the entire length of Union Street, including Union Street Central.
- 3.5 In addition, officers were asked to ensure that the designs for Union Street Central were "future proof" and could both accommodate any future possibility of an Aberdeen Rapid Transit (ART) system and potential pedestrianisation at some point in the future. The RIBA Stage 3 design work presented to Council was therefore developed further to incorporate these various instructions.
- 3.6 As noted above, flexibility in design has influenced the RIBA Stage 4 Technical Design process, giving rise to the opportunity to include a segregated cycle lane in Union Street Central. This has the following benefits:
 - (i) Consistent movement conditions along the length of Union Street to aid legibility and understanding of interaction points and crossings.
 - (ii) Reduce the impact of loss of pedestrian space in bus laybys by removing them and employing kerbside access,
 - (iii) Introduces kerbside access for public transport to enable ART in the future,
 - (iv) reduce the potential costs for any future conversion to pedestrianisation,
 - (v) provide safe segregated cycle route through the heart of the city centre.
- 3.7 Initial discussions have taken place with key stakeholders including public transport operators and the Disability Equity Partnership. At a workshop held on 24 May 2023, the following proposal emerged as a preferred option for cycling on East and West Union Street:

Bi-directional cycle lane on the north side of the street.

Union Street West



Union Street East

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Pavement	Current proposal kerb	Location plan
Cycle lane	Zebra crossing	TALLA
Carriageway	Bus stops	

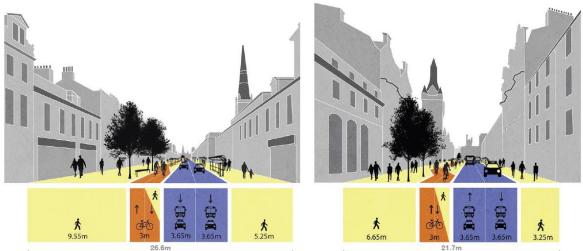
The illustration above indicates a 3m cycle lane segregated by 0.5m raised kerb line on either side. This results in a minimum footway width of 3.3m (plus kerb) at the narrowest points of Union Street. Bus stop locations shown above are for illustration purposes only and will be staggered north and south to ensure effective bus movement.

This layout is the preferred segregated cycle route possible within the constraints of Union Street and will employ various design methods to ensure safety between cyclists and pedestrians at bus stop locations, with changes in level, materials, width and crossing points all means of ensuring cyclists give way to pedestrians.

The illustrations and table below highlight pros and cons of the solution:

Union Street West

Union Street East



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- 3.8 The Disability Equity Partnership (DEP) has expressed specific concerns regarding people with protected characteristics being able to safely cross an active cycle lane to access bus stops and the importance of a consistent design in the streetscape. At a further workshop with members of the group, potential mitigation measures were agreed with DEP which include, but are not limited to:
 - Crossings to access bus stop locations to be extra wide and centrally located where there are two bus shelters at the bus boarding areas,
 - The cycle lane could be narrowed at crucial points to slow cyclists,
 - Rumble strip on cycle lane to alert cyclists to a changing environment and create noise to alert pedestrians,
 - Contrasting colours in cycle lanes and at crossing points,
 - Chicanes on the cycle lane approach to bus stops to slow cyclists,
 - Cycle track raised at bus stops to provide a level crossing for pedestrians,
 - Kerb and pavement detailing to guide people to the crossing points,
 - Scale of bus islands to enable comfortable congregation (standing, wheelchair users, buggies etc and seating),
 - Explicit signage (e.g. for cyclists countdown signs to bus stop 3,2,1),

- Commitment to extensive behaviour change and public information to be shared in advance of completed works,
- Commitment to make our own best practice
- Commitment to ongoing engagement with DEP throughout the remainder of the technical design stage.

DEP has also requested that a full-scale mock-up of a typical cycle lane/bus boarding area be set up to enable their members to better understand the spatial arrangements. It was agreed with DEP that this be set up temporarily with tape markings, or similar, in a location such as Marischal College quad.

- 3.9 In order to enable a consistent and understandable condition for movement along the entire length of Union Street, the technical design recommends implementing the same cycle lane principle in Union Street Central. This will enable consistent signaling, bus boarding and segregation along the length of Union Street. In order to accommodate for both ART and potential pedestrianisation options in future, it is recommended that bus laybys are replaced with kerbside boarding, reducing the risk of laybys being unable to accommodate an ART system and reducing as far as practicable future material changes and costs in conversion to a pedestrian environment.
- 3.10 Where the cycle lane interacts with bus boarding, mitigation measures, such as but not limited to, chicane, changes in level, reduced width and potentially different surface finishes will ensure that cyclists understand to give way to pedestrians when they require to board or alight public transport. As technical design and construction develop, such an intervention will require significant public information to be shared to demonstrate both physical and expected behavioural changes in the city centre.



Union Street Central as proposed in December 2022



Union Street Central incorporating segregated cycle lane

- 3.11 Approval and instruction around the principle of a full length segregated cycle lane is critical for the programme delivery of the RIBA Stage 4 Technical Design for Union Street Central and for the further development of the Full Business Case for Union Street East and West.
- 3.12 The next stages of the programme are broadly as follows:
 - Complete necessary site investigation works,
 - Progress the technical design work,
 - Continue engagement and dialogue with key stakeholders,
 - Market test work packages within set budgets,
 - Agree and award construction contract for:
 - Union Street Central
 - o Market Streetscape Phase 1
 - Schoolhill & Upperkirkgate
 - Undertake stone procurement process to seek local supply where possible,
 - Develop Full Business Case updates for remaining streetscape projects.
- 3.13 In addition to the above, Hub North Scotland Limited (hNSL) and the Council will:
 - Undertake Value Engineering & sustainability / carbon review on design,
 - Integrate the outcome of the cycle lane studies into the technical design,
 - Agree Public Utility strategy & associated risk ownership,
 - Progress development of Public Utility design.

4. FINANCIAL IMPLICATIONS

- 4.1 The overall project budget was approved at Council in December 2022 and included in the Council's Capital Programme. Finalising the technical design will enable financial close on the project budget by the December 2023 and will be reported to Finance and Resources Committee at that time.
- 4.2 Taking cognisance that the design works are still ongoing there is a high expectation that leading up to and in advance of Financial Close, there will be need to incur significant expenditure for the placing of advance orders, such as, but not limited to, material orders and statutory undertaker payments.

5. LEGAL IMPLICATIONS

5.1 As project proposals progress through to RIBA Stage 4 Technical Design, they are being examined and managed within the professional scope of construction industry accepted standards, ensuring all due diligence exercises and pre-contract enquiries are complete and satisfactory.

All changes to vehicular movement on the road network are subject to statutory processes.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 The City Centre and Beach Masterplan are screened through the Strategic Environmental Assessment process. This screening process will be circulated to the consultation authorities (Nature Scot, Scottish Environment Protection Agency and Historic Environment Scotland (for Scottish Ministers)) and be informed by both the Local Development Plan Environmental Report and the ongoing production of the Beach Development Framework Environmental Report.
- 6.2 Every effort is made to minimise the carbon footprint of the project including undertaking a sustainability/carbon review on the design, possible re-use of existing materials and local supply of new materials wherever possible.
- 6.3 The introduction of a cycle lane on Union Street supports the implementation of the Low Emission Zone by enabling people to make different choices on how they move about the city.
- 6.4 Encouraging active travel is supported by the developing studies on cycle corridors to access the city centre. Union Street Central will be the first phase of delivery in an active travel connection between Union Street and the Beachfront, connecting our major assets together. Active travel has the benefit of improving health and well-being in people and providing a segregated route will create the opportunities for cyclists of all ages and abilities to access the city centre.

7. RISK

Category	Risks	Primary Controls/Control	*Target	*Does
		Actions to achieve Target Risk Level	Risk Level (L, M or H) *taking into account controls/control actions	Target Risk Level Match Appetite Set?
Strategic Risk	Failure to proceed with project impacts on wider city commitments and economic targets	Continue to work collaboratively to achieve masterplan delivery and wider advantages.	Μ	Yes
Operational	Project scope changes	Seek preferred option agreement with ACC at appropriate stage and progress agreed design to avoid abortive work.	Μ	Yes
Financial	Removal of reduction in anticipated funding streams	Continual engagement and monitor of ongoing funding applications	Μ	Yes
Financial	Inaccurate/ uncharted underground service and utility survey information leads to increased costs.	Ensure thorough & adequate surveys undertaken prior and during the development phase. Service detection, trial pits, historical review / detailed desk top review undertaken. Ensure project contingencies are sufficient to cover possible unexpected costs.	Η	Yes
Financial	Budget Pressures due to current market volatility.	Robust budgets established based on market intelligence. Independent budget reviews with PMO and supply chain are regularly held.	Μ	Yes

Financial	General lack of material and resource availability	Appropriate inflation allowances made in cost plans. Early identification of material types and advanced discussions with supply chain on availability.	М	
Reputational	Created / perceived congestion on surrounding networks due to construction and phasing of works	Review phasing and impact on road networks in the interim phases. Use advance publicity to advise public on works.	М	Yes
Environment / Climate	Carbon footprint of non- indigenous materials	Early engagement and advanced discussions with supply chain on availability.	М	Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN 2023-2024		
	Impact of Report	
Aberdeen City Council	Deliver safe pedestrian areas in our city	
Policy Statement	Maintain bus and taxi access to Central Union Street Vehicles and pedestrians don't share the same	
Working in Partnership for	surface.	
Aberdeen	Contribute to shared vision of making Aberdeen a cyclist friendly city	
	Improve cycle and active transport infrastructure, including by integrating safe, physically segregated cycle lanes in new road building projects	
Aberdeen City Lo	ocal Outcome Improvement Plan 2016-26	
Prosperous Place Stretch Outcomes	 13. Addressing climate change (local materials, reduction in emissions) 14. Increase sustainable travel: 38% of people walking and 5% of people cycling as main mode of travel by 2026 	

Regional and City Strategies	The report supports the priorities in the Regional Economic Strategy (RES) investment in infrastructure, regenerating our city centre, unlock development potential, improve the deployment of low carbon transport, to enable Aberdeen to realise development opportunities in the City Centre Masterplan.
	The report supports the National, Regional and Local Transport Strategies, particularly the Sustainable Travel Hierarchy, which prioritises the needs of those walking, wheeling and cycling above other road users, and the 4 pillars identified in the recent Regional Transport Strategy, Nestrans 2040: Equality, Climate, Prosperity and Wellbeing.
	It also supports the Aberdeen Active Travel Plan and Sustainable Urban Mobility Plan, both of which seek to improve conditions for people walking and cycling in Aberdeen, particularly to, from and within the City Centre, through the provision of more and safer infrastructure.
	Measures to reduce unnecessary vehicle traffic in the City Centre will support the Air Quality Action Plan, Climate Change Plan, Net Zero Action Plan and Low Emission Zone by contributing to emissions reduction.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	An IIA for the City Centre Masterplan was included in the report to Council in December 2022 (Appendix F). A project specific update IIA has been prepared and highlights where pedestrians have to cross the cycle lane to access the bus boarding areas a number of measures will be required to employed to manage behaviour of all users, some of which are expressed in section 3.8 in this report.
	It is acknowledged that such a proposed streetscape environment does not exist at present and will be challenged for some users to become both familiar and comfortable with, so it is intended to continue to engage with stakeholders to ensure all appropriate design tools and measures may be used to ensure comfort and

	safety for all users as far as possible within the constraints of the street. Given Union Street is a busy city centre environment, ensuring clear footways, introducing segregated cycle lanes and managed crossing points reduce the risk of "shared spaces" where users with protected characteristics may feel uncomfortable will enable clarity of movement and create a generally more appealing environment.
Data Protection Impact Assessment	DPIA Screening Questions completed. Neither a brief DPIA or full DPIA is required at this stage
Other	N/A

10. BACKGROUND PAPERS

10.1 City Centre Update Report to Council, 14 December 2022 <u>http://councilcommittees/documents/s138824/City%20Centre%20Update%20r</u> <u>eport%20to%20Council.pdf</u>

11. APPENDICES

11.1 None

12. REPORT AUTHOR CONTACT DETAILS

Name	Sandy Beattie
Title	Masterplan Manager
Email Address	sbeattie@aberdeencity.gov.uk
Tel	01224 52 2155

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