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To: Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Brooks, Copland, Cross, Davidson, Delaney, Graham, Greig, Lawrence, McLellan, Mrs Stewart and Tissera.

Town House,
ABERDEEN 16 January 2024

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The Members of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** are requested to meet in **Committee Room 2 - Town House on TUESDAY, 23 JANUARY 2024 at 10.00 am**. 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>

JENNI LAWSON
INTERIM CHIEF OFFICER – GOVERNANCE (LEGAL)

BUSINESS

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Urgent Business

DECLARATIONS OF INTEREST

3. Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5. Minute of the Previous Meeting of 14 November 2023 (Pages 5 - 12)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 13 - 20)

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

7. Notice of Motion - Councillor Kusznr - referred from Council on 13 December 2023
1. Instructs the Chief Officer - Corporate Landlord, following consultation with the Chief Officer - People and Organisational Development, to develop a separate or single-sex space policy for Aberdeen City Council that ensures the protection of separate or single sex spaces in Council owned and operated buildings;
 2. Further instructs the Chief Officer - Corporate Landlord to submit said policy to a 2024 Council meeting for consideration and approval; and
 3. Believes that consideration should be given to applying the policy to the following:
 - 3.1 toilets;
 - 3.2 domestic violence refuges; and
 - 3.3 changing rooms.

GENERAL BUSINESS

PUBLIC PROTECTION

- 8.1. Police Scotland Performance Report POL/24/024 (Pages 21 - 48)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9.1. Performance Report - COM/24/004 (Pages 49 - 70)

COMMUNITIES AND HOUSING

- 10.1. Update on Progress with Busking Code of Practice - CUS/24/018 (Pages 71 - 76)

10.2. Library Provision - CUS/24/019 (Pages 77 - 166)

Integrated Impact Assessments 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, lymcbain@aberdeencity.gov.uk or 01224 067344

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COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

ABERDEEN, 14 November 2023. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Brooks, Copland, Cross, Davidson, Delaney, the Depute Provost, Greig, Lawrence, Malik (as substitute for Councillor Graham), McLellan and Tissera.

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 5 SEPTEMBER 2023

1. The Committee had before it the minute of the previous meeting of 5 September 2023, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

2. The Committee had before it the committee business planner, as prepared by the Interim Chief Officer – Governance (Legal).

The Committee resolved:-

- (i) to note the reasons for the delay for items 9 (Housing Improvement Group – Capital Works and 10 (Review of the Non Traditional Housing Stock);
- (ii) to note that the reports at item 21 and 22 were to be combined into one report (Housing and Housing Strategy Report); and
- (iii) to otherwise note the committee business planner.

BUSKING - NOTICE OF MOTION FROM COUNCILLOR MACDONALD

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

That the Committee -

1. Notes that busking and other street performers can bring vibrancy, help create a good atmosphere and bring pleasure to people, both local and visitors;
2. Notes that for those working or living in the city centre, busking can sometimes become intrusive or a nuisance;
3. Notes the guidance on Dundee, Glasgow and Edinburgh Councils' websites regarding busking;

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4. Acknowledges that the Community Safety Partnership (CSP) are working on a code of practice for Aberdeen City centre; and
5. Instructs the Chief Officer – Early Intervention and Community Empowerment to ensure that city centre buskers, businesses, Police Scotland, elected members, community councils, residents and other city centre partner organisations are consulted in developing a Busking Code of Practice for Aberdeen City centre and report back to the January 2024 Communities, Housing and Public Protection Committee with an update on the progress of the proposed Busking Code of Practice for Aberdeen City.

Councillor Macdonald spoke in furtherance of her notice of motion.

The Committee resolved:-

to approve the Notice of Motion.

POLICE SCOTLAND THEMATIC REPORT - CYBER CRIME - POL/23/274

4. The Committee had before it a report by Police Scotland, which updated Members regarding the impact of Cybercrime and the Police Scotland response to it.

The Committee heard from Norman Stevenson, Police Scotland, who spoke in furtherance of the report and answered various questions from Members.

The report recommended:-

that the Committee discuss, comment on, and endorse the report.

The Committee resolved:-

- (i) to note the contents of the report; and
- (ii) to agree that Cybercrime continued to rise in scale and complexity in Scotland and globally, noting the cyber-attack at Western Isles Council. Therefore instruct the Chief Officer – Digital and Technology to bring forward a report to the February 2024 Audit, Risk and Scrutiny Committee meeting on how the Council is currently combating Cybercrime.

POLICE SCOTLAND - VERBAL UPDATE ON DISCLOSURE SCHEME FOR DOMESTIC ABUSE SCOTLAND

5. The Committee heard from Chief Inspector Darren Bruce, Police Scotland, who provided a verbal update on the Disclosure Scheme for Domestic Abuse Scotland.

Chief Inspector Bruce explained that the scheme was introduced as a way for people to ask Police Scotland if someone had a history of domestic abuse and if so, to disclose

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that information to their partner. It was noted that the person's partner could also apply to the scheme.

Chief Inspector Bruce also advised that they had received 100 applications this calendar year for the scheme, which was an increase of 65% compared to the same time last year, and noted that Police Scotland were really encouraging members of the public to use the scheme should they have any concerns, in order to drive down domestic abuse.

Chief Inspector Bruce answered various questions from Members.

The Committee resolved:-

to note the verbal update provided.

SCOTTISH FIRE AND RESCUE PERFORMANCE REPORT - SFR/23/359

6. The Committee had before it a report by the Scottish Fire and Rescue Service, which presented the performance of Scottish Fire and Rescue Service (SFRS) (April to September 2023) against the objectives contained within the Aberdeen City Local Fire and Rescue Plan.

The report also allowed scrutiny from Local Authority Partners to ensure that the priorities of the SFRS Strategic Plan, and the Aberdeen City Local Outcome Improvement Plan were being delivered.

The Committee heard from Andrew Wright, Local Area Commander, Scottish Fire and Rescue who provided a verbal summary of the report and answered various questions from Members.

The report recommended:-

that the Committee consider and note the performance data provided in Appendix A in relation to the SFRS 2023/24 Performance Report.

The Committee resolved:-

to note the report.

MARTYN'S LAW - COM/23/245

7. The Committee had before it a report by the Interim Chief Officer – Governance (Assurance), which provided an update on preparatory work being undertaken in relation to the incoming Martyn's Law legislation (also known as the Protect Duty) which would place new duties on local authorities with regard to addressing the threat of terrorism.

The report recommended:-

that the Committee –

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- (a) notes the proposed incoming legislation (including proposed statutory duties) and its potential impact on the Council and other organisations; and
- (b) notes the measures being taken by the Council to support our staff, our Arms' Length External Organisations (ALEOs) and local businesses, to understand and comply with these new statutory duties.

The Committee resolved:-

- (i) to approve recommendation (a); and
- (ii) to note the measures being taken by the Council to support our staff, our Arms' Length External Organisations (ALEOs) and local businesses, to understand and comply with these new proposed statutory duties and continue to work towards identifying any additional costs in relation to complying with the anticipated legislation and liaise with the Chief Officer - Finance on any resulting growth pressures and report to the relevant committee if required.

PROTECTIVE SERVICES OCCUPATIONAL HEALTH AND SAFETY SERVICE PLAN 2023/24 - RES/23/297

8. The Committee had before it a report by the Chief Officer – Operations and Protective Services, which outlined the Protective Services' proposals for delivering the occupational safety and health regulatory service for year 2023/2024. The Service Plan was produced at this time to allow a full year to expire after implementation of the Plan for 2022/23.

The report recommended:-

that the Committee approve the Occupational Health and Safety Service Plan for 2023/24 at Appendix 1.

The Committee resolved:-

to approve the recommendation.

PERFORMANCE REPORT - COM/23/336

9. The Committee had before it a report by the Chief Officer – Data and Insights, which presented Committee with the status of appropriate key performance measures relating to certain Operations and Customer services.

The report recommended:-

that the Committee note the information contained in the performance report.

The Committee resolved:-

to note the report.

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COMMITTEE EFFECTIVENESS REPORT - COM/23/334

10. The Committee had before it a report by the Interim Chief Officer – Governance (Assurance) which presented the annual report of the Communities, Housing and Public Protection Committee to enable Members to provide comment on the data contained within.

The report recommended:-

that Committee note the annual report of the Communities, Housing and Public Protection Committee and provide comments and observations on the data contained therein.

The Committee resolved:-

to note the annual report.

ABERDEEN CITY'S AFFORDABLE HOUSING DELIVERY PROGRAMME - COM/23/322

11. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided an update on Aberdeen City's Affordable Housing Delivery Programme.

The report recommended:-

that the Committee note the progress on delivery of Aberdeen City's Affordable Housing Delivery Programme.

The Convener moved, seconded by the Vice Convener:-
that the recommendation be approved.

Councillor Malik, seconded by Councillor Lawrence, moved as an amendment:-
that the Committee –

- (a) note the progress on delivery of Aberdeen City's Affordable Housing Delivery Programme;
- (b) agree that, as the background papers detail the previous administration delivered 2277 affordable houses beating the 2,000 homes they promised to deliver by 277 homes, a record for the city;
CGR PLA/18/061 18 September 2018
CGR PLA/19/318 26 September 2019
CGR COM 20/181 28 October 2020
CGR COM 21/169 25 August 2021
CGR COM 22/197 21 September 2022;
- (c) agree that thanks to the forward-thinking previous administration commitment to provide £250m to build 2,000 Council homes, most to a gold standard, further council housing at Summerhill, Bridge of Don and other sites throughout the city

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would soon become available to help many residents who are suffering through SNP austerity cost of living crisis; and

- (d) agree that the Strategic Housing Investment Plan shows that of the 2,814 homes projected to be delivered 1,242 are a direct result of the previous administration's commitment to build a record number of council houses in Aberdeen.

On a division, there voted – for the motion (7) – the Convener, the Vice Convener, Councillor Delaney, the Depute Provost and Councillors Copland, Davidson, Greig and McLellan – for the amendment (5) – Councillors Brooks, Cross, Lawrence, Malik and Tissera.

The Committee resolved:-

to adopt the motion.

BUILDING STANDARDS ACTIVITY REPORT - COM/23/339

12. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which provided assurance and an overview of the Council responsibilities in relation to securing dangerous buildings and protecting public safety, as well as activity on unauthorised building work and unauthorised occupation of buildings.

The report recommended:-

that the Committee –

- (a) note the contents of the report and appendix 1; and
 (b) agree to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 30 May 2024.

The Committee resolved:-

to approve the recommendations.

ABERDEEN CITY'S STRATEGIC HOUSING INVESTMENT PLAN 2024/25 - 2028/29 - COM/23/323

13. The Committee had before it a report by the Chief Officer – Strategic Place Planning, which sought approval of the Strategic Housing Investment Plan (SHIP) for the period 2024/25 – 2028/29, which was conditionally submitted to the Scottish Government on 27 October 2023.

The report recommended:-

that the Committee –

- (a) approve the Strategic Housing Investment Plan for 2024/25 – 2028/29 as contained in Appendices 1 and 2; and
 (b) instruct the Chief Officer - Strategic Place Planning to confirm to the Scottish Government that the Strategic Housing Investment Plan has been approved.

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The Convener moved, seconded by the Vice Convener:-
that the recommendations be approved.

Councillor Malik, seconded by Councillor Tissera, moved as an amendment:-
that the Committee does not approve the Strategic Housing Investment Plan for 2024/25 – 2028/29 as contained in Appendices 1 and 2 until such time as officers provide a report into the probability of Greenferns Landward 350 homes being built by Aberdeen City Council within the timescales mentioned in the report following the SNP delaying this development until 2032 just before the Dyce, Bucksburn and Danestone by-election which was won by Aberdeen Labour.

On a division, there voted – for the motion (7) – the Convener, the Vice Convener, Councillor Delaney, the Depute Provost and Councillors Copland, Davidson, Greig and McLellan – for the amendment (5) – Councillors Brooks, Cross, Lawrence, Malik and Tissera.

The Committee resolved:-

to adopt the motion.

- **Councillor Miranda Radley, Convener**

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	A	B	C	D	E	F	G	H	I
1	COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed 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	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	23 January 2024								
4	Police Scotland - Performance Report	To report on Police Scotland 6 monthly performance report	On agenda	Graeme Mackie	Police Scotland	Police Scotland	2.20		
5	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Data and Insight	Customer	1.1.3		
6	Housing Improvement Group - Capital Works	At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer - Corporate Landlord to report back to this Committee on progress towards introducing those outcomes referred to in the report.		Stephen Booth	Corporate Landlord	Resources	1.1.1	D	Due to staff being diverted to manage other issues the consultation with owners and tenants in this area has been delayed. This will be progressed in Spring 2024.
7	Review of the Non Traditional Housing Stock	At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to review the HRA's non traditional housing stock to identify properties that will be unable to meet future environmental or other standards, identify a budget to undertake these inspections within the 2023/24 budget and report back to this Committee on progress in November 2023.		Stephen Booth	Corporate Landlord	Resources	1.1.1	D	Consultation works on the future of the City centre multi's has been undertaken with excellent level of tenant and owners participation. Further works has not been progressed as staff time has been diverted to other RAAC related issue.
8	Police Scotland - 12 week pilot scheme -	At the meeting on 5 September 2023, it was agreed to request that Police Scotland bring a report back to this Committee in January 2024, outlining the benefits and restraints of the pilot scheme regarding reporting crime.		Graeme Mackie	Police Scotland	Police Scotland		D	The proportionate response to crime pilot evaluation report, which is authored by Contact, Command and Control Division (C3) rather than North East Division, will be going through national internal review in January before being briefed to stakeholders, including scrutiny boards. As such the intention is to present the report at the next Committee in March.

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
9	Notice of Motion (NOM) By Cllr Macdonald - Busking	At the meeting on 14 November 2023, a NOM was considered and agreed. To instruct the Chief Officer – Early Intervention and Community Empowerment to ensure that city centre buskers, businesses, Police Scotland, elected members, community councils, residents and other city centre partner organisations are consulted in developing a Busking Code of Practice for Aberdeen City centre and report back to the January 2024 Communities, Housing and Public Protection Committee with an update on the progress of the proposed Busking Code of Practice for Aberdeen City.	On agenda	Jacqui McKenzie/ Mark Wilson	Early Intervention and Community Empowerment	Customer	1.1.5		
10	Library Provision	At the meeting on 6 July 2023, The Committee resolved:- (i)to instruct the Chief Officer - Early Intervention and Community Empowerment to carry out engagement and consultation with stakeholders to understand current and future demand and how available resources can be maximised to ensure continued access to library and information services that are sustainable and responsive to local need; (ii)to instruct the Chief Officer - Early Intervention and Community Empowerment to work with stakeholders to co-design a strategic vision and plan for the Library and Information Service in the context of the Community Planning Aberdeen Partnership; (iii)to approve the timeline for consultation, communication, analysis and design of Aberdeen's Future Libraries and Information Service vision and plan, as set out in 3.8 of the report, extending the consultation period until October 2023; (iv)to instruct the Chief Officer - Early Intervention and Community Empowerment to report back to the Communities, Housing and Public Protection Committee on the Future Libraries and Information Service vision and plan at the first Committee meeting of 2024; and (v)to request that officers look at areas with low feedback received during the consultation and to target these areas in order to aim for better response rates in these areas.	On agenda	Margaret Stewart	Jacqui McKenzie	Customer Services	1.1.1		

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	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
11	Notice of Motion - Cllr Kuszniir	The following Notice of Motion was referred from Council on 13 December 2023. That the Council: 1.Instructs the Chief Officer - Corporate Landlord, following consultation with the Chief Officer - People and Organisational Development, to develop a separate or single-sex space policy for Aberdeen City Council that ensures the protection of separate or single sex spaces in Council owned and operated buildings; 2.Further instructs the Chief Officer - Corporate Landlord to submit said policy to a 2024 Council meeting for consideration and approval; and 3.Believes that consideration should be given to applying the policy to the following: 3.1 toilets; 3.2 domestic violence refuges; and 3.3 changing rooms.	On agenda	Stephen Booth	Stephen Booth	Resources			
12	28 March 2024								
13	Scottish Fire and Rescue - Local Plan	To present the Scottish Fire and Rescues Local Fire Plan.		Andy Wright	Andy Wright	SFRS	2.19		
14	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	Data and Insight	Customer	1.1.3		
15	Cluster Risk Register	To present the Cluster Risk Register and Assurance Maps in accordance with the Terms of Reference		Ronnie Mckean	Governance	Commissioning	1.1.4		
16	Housing Strategy Report	At the budget meeting on 1 March 2023, it was agreed instruct the Chief Officer - Strategic Place Planning to include a tiered analysis of resource requirements in the refreshed Local Housing Strategy to be presented for approval to the Communities, Housing and Public Protection Committee noting the significance of housing as one of the key determinants of population health.At the meeting of 16 May 2023, it was agreed to instruct the Chief Officer - Strategic Place Planning to report back to this Committee with a timeline for the review of Aberdeen City's Local Housing Strategy within six months of receiving confirmation from the Centre for Housing Market Analysis (CHMA) that the HNDA is "robust and credible". The two report are to be combined.		Mel Booth	Strategic Place Planning	Commissioning	1.1.1		

	A	B	C	D	E	F	G	H	I
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2									
17	Housing Improvement Group	At the meeting on 17 January 2023, it was agreed that (i) to note the work of the Housing Improvement Group in identifying improvements and efficiencies around the management and maintenance of the housing stock and instruct the Chief Officer – Corporate Landlord to bring forward regular reports (bi-annual) on the work of the Group to this Committee, the first such report to go to the Committee meeting in July 2023; and (ii) to note that, as part of the transformation programme, there is an ongoing review of the structure of the organisation around housing repairs and maintenance and instruct the Chief Officer – Corporate Landlord to report any changes to this Committee on 6 July 2023;	The transformation workstream around housing repairs and maintenance is being progressed with a small team across the organisation considering processes, structure, assurance and data management across the housing and public buildings property portfolio's. The work undertaken to date has led to some extension to the project scope to consider interactions with all relevant clusters (operations, corporate landlord and capital and EInbd CE) around both repairs, maintenance and capital works to ensure a consistency of approach and common areas of improvement. The ongoing work around wider structure will now be captured in the December report to Council on the wider council structure. The implications of any change on delivery of repairs and maintenance will be reported to this committee thereafter.	Stephen Booth	Corporate Landlord	Resources	1.1.1		
18	Housing Revenue Account - referred from Council on 14 December 2023	At the Council meeting on 14 December 2023, it was agreed to instruct the Chief Officer - Early Intervention and Community Empowerment in consultation with the Chief Officer - Finance to define the proposed criteria and how such a fund would be managed to be reported to the Communities, Housing and Public Protection Committee on 28 March 2024.		Jacqui McKenzie	Jacqui McKenzie	Customer			
19	30 May 2024								
20	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Data and Insight	Customer	1.1.3		
21	Public Engagement	At the budget meeting on 1 March 2023, it was agreed to instruct the Communications Manager to bring back a report to the Communities, Housing and Public Protection Committee outlining a scheme of public engagement, ahead of the 2024/25 budget setting process.		David Ewen	Customer Experience	Customer	1.1.1		

2	A Report Title	B Minute Reference/Committee Decision or Purpose of Report	C Update	D Report Author	E Chief Officer	F Director	G Terms of Reference	H Delayed or Recommended for removal or transfer, enter either D, R, or T	I Explanation if delayed, removed or transferred
22	Modern Slavery	<p>At the meeting on 6 July 2023 it was agreed to The Committee resolved:- (i) to note the current status of the Modern Slavery Act 2015, proposed legislative changes and the review of what other major public institutions have in place; (ii) instructs the Chief Executive to develop an Anti Modern Slavery statement that would be included as part of the normal policy review cycle, in areas such as:</p> <ul style="list-style-type: none"> a. Human Resources including: <ul style="list-style-type: none"> i. Recruitment ii. Use of temporary / casual / fixed-term staff b. Partner organisations c. Supply chain / Procurement, including: <ul style="list-style-type: none"> i. IT procurement ii. Use of consultants, contractors, suppliers, vendors d. Capital Projects <ul style="list-style-type: none"> i. Use of consultants, contractors, suppliers, vendors ii. Materials e. Whistleblowing f. Training and development g. Monitoring & enforcement; and <p>(iii) to report the statement back to this committee at the next appropriate time.</p>		Andy MacDonald/ Lindsay MacInnes		Customer Services	2		
23	Building Standards Activity Report	<p>At the meeting on 14 November 2023, it was agreed to receive a further Building Standards Activity Report at the meeting of the Communities, Housing and Public Protection Committee on 30 May 2024.</p>		Grant Tierney	Strategic Place Planning	Commissioning	2.7		
24	05 September 2024								
25	Performance Report	<p>The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).</p>		Louise Fox	Data and Insight	Customer	1.1.3		
26	City Centre Multi Storey Blocks	<p>At the meeting on 16 May 2023, it was agreed to instruct the Chief Officer Corporate Landlord to report the findings of the extensive consultation exercise in the summer of 2024, with recommendations as to potential decisions that may then be made.</p>		Stephen Booth	Corporate Landlord	Resources	1.1.1		

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2									
27	Establishing a Trusted Trader Scheme in Aberdeen City	At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer – Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the scheme against the aims of the scheme.		Graeme Paton	Operations and Protective Services	Operations	1.1.2 and 1.1.5		
28	The Aberdeen City Retailers' Charter for the Responsible Sale of Tobacco and Vaping Products	At the meeting on 5 September 2023, it was agreed to instruct the Chief Officer Operations and Protective Services to report back to the Committee in 12 months on the effectiveness of the Charter.		Graeme Paton	Operations and Protective Services	Operations	2.5		
29	Annual Assurance Report	Annual submission required to the Scottish Government. October/November 2024		Jacqui McKenzie	Early Intervention and Community Empowerment	Customer	1.1.1		
30	Cost Neutral Environmental Enforcement	At the meeting on 6 July 2023, the Committee resolved:(i) to agree the implementation of a 12-month pilot programme with the selected supplier for the enforcement of Littering, Dog Fouling and Fly Tipping legislation; and (ii) to instruct the Chief Officer - Early Intervention and Community Empowerment to monitor and evaluate the pilot and prepare a report for Communities Housing and Public Protection Committee on conclusion of the pilot in 2024.		Mark Wilson	Early Intervention and Community Empowerment	Customer	1.1.1 and 1.1.2		
31	Resilience Report	Annual report - to provide an update on arrangements which have been put in place with communities across the city to support them in local emergency response during disruptive weather events and power outages.		Vikki Cuthbert	Governance	Commissioning	2.12		
32	21 November 2024								
33	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	Data and Insight	Customer	1.1.3		

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34	Adult Protection Committee Biennial Report	To provide the Adult Protection Committee Biennial report		Val Vertigans	AHSCP	AHSPC	2.1		
35	Annual Effectiveness Report	To report on the annual effectiveness of the committee.		Lynsey McBain	Governance	Commissioning	GD8.5		
36	Asset Management Strategies for the HRA Estate	At the meeting on 17 January 2023, it was agreed to instruct the Chief Officer – Corporate Landlord to consolidate and refresh all asset management strategies for the HRA estate and report back to this Committee on this matter by late 2024.		Stephen Booth	Corporate Landlord	Resources	1.1.1		
37	Rental Differentiations	At the Council meeting on 14 December 2023 it was agreed to instruct the Chief Officer - Corporate Landlord, in consultation with the Chief Officer - Finance and the Chief Officer - Early intervention and Community Empowerment, to undertake a review of the rental differentiations per property type, including any premium that may be applied to properties with high energy efficiency levels reporting the outcome to a future meeting of the Communities Housing and Public Protection Committee and thereafter as part of the 2025/26 HRA budget process.		Stephen Booth / Jonathan Belford/ Jacqui McKenzie	Stephen Booth / Jonathan Belford/ Jacqui McKenzie				
38			Future reports						
39	RAAC Interventions	At Council meeting on 14 December 2023, it was agreed to delegate authority to the Chief Officer - Corporate Landlord in consultation with the Officer - Finance, Chief Officer - Capital and the Chief Officer - Early Intervention and Community Empowerment to vire monies from the Housing Capital Plan to support any works that may be required for RAAC interventions across the estate, retrospectively reporting any actions to the next available meeting of the Communities Housing and Public Protection Committee.		Stephen Booth / Jonathan Belford/ Jacqui McKenzie/ John Wilson	Stephen Booth / Jonathan Belford/ Jacqui McKenzie/ John Wilson				

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	23 January 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Police Scotland Performance Report April - September 2023 (Appendix A)
REPORT NUMBER	POL/24/024
DIRECTOR	
CHIEF OFFICER	
REPORT AUTHOR	Chief Superintendent Graeme Mackie, North East Division, Police Scotland
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

- 1.1 To present the Police Scotland Performance Report covering April - September 2023 for Committee scrutiny.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Discuss, comment on, and endorse the report.

3. CURRENT SITUATION

- 3.1 The report, attached as **Appendix A** provides a detailed account of Police Performance in Aberdeen City in support of agreed priorities, both local and national for April - September 2023.
- 3.2 Much of the content of the report reflects on the collaborative methods in which Police Scotland operate across the City. The report demonstrates how communities can benefit when Community Planning Partners work within both the Local Outcome Improvement Plan and Locality Plans.
- 3.3 The report covers a wide range of police activity including corporate governance; recorded crime; detection rates; and operations. The report provides both 5 year and year on year comparisons to allow the Committee to evaluate trends in performance.

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) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks			
Compliance	No significant risks			
Operational	No significant risks			
Financial	No significant risks			
Reputational	No significant risks			
Environment / Climate	No significant risks			

8. OUTCOMES

<u>Aberdeen City Local Outcome Improvement Plan</u>	
Prosperous People Stretch Outcomes	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to make people more resilient and protect them from harm; where every child, irrespective of their circumstances, is supported to grow, develop and reach their full potential; and where all people in Aberdeen are entitled to live within our community in a manner in which they feel safe and protected from harm, supported when necessary and fully included in the life of the city.
Prosperous Place Stretch Outcomes	Police Scotland are key partners within Community Planning Aberdeen and help contribute to the shared vision for 2026 that ' <i>Aberdeen is a place where all people can prosper</i> ' and towards the achievement of the LOIP theme which aims to support individuals and communities to live in healthy, sustainable ways.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Assessment Impact	Not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 Not applicable

11. APPENDICES

11.1 Not applicable

12. REPORT AUTHOR CONTACT DETAILS

OFFICIAL

Name	Graeme Mackie
Title	Chief Superintendent, North East Division, Police Scotland
Email Address	
Tel	

Performance against Local Policing Plan 2023-26



**POLICE
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North East Division Aberdeen City



April - September 2023

Introduction by the Divisional Commander

I am pleased to present the latest Public Protection Committee report on behalf of Police Scotland, North East Division. This report details performance in Aberdeen City aligned to the agreed priorities at local and national level from the period of 1 April to 30 September 2023.

With Community Policing at the heart of everything we do, and with high levels of engagement, we listen to the concerns of the people who live and work in Aberdeen. We know that Crimes of Violence and Acquisitive Crime are of particular concern and continue to deliver on our focused approach.

We highlighted to you previously that demand on policing is increasing, with a growing body of evidence indicating that upstream intervention with those who are vulnerable to be drawn towards offending is more critical than ever. We continue to drive proactivity and multiagency responses to reduce rises in these crimes, and particularly in relation to Robbery, that we know are impacted by rising vulnerability. Our links to inform and work with partners must be effective to guide them towards reducing the upstream causation factors before impacts are felt in our communities.

Rising to the challenges ahead of us, we continue to re-align and redesign functions to ensure we realise efficiency maximisation, and best utilise the skills and experience of our

Officers, while still maintaining our ability to meet increasing core demand placed upon us.

We must also continue to build on our heritage of innovation if we are to curb emerging threats. We are proud that our work to divert vulnerable people away from Serious Organised Crime has been recognised nationally. Our work to help deliver the Bairn's Hoose model in the north east is underpinned by the introduction of the SCIM, which is exceeding expectation in terms of output and quality.

Reducing fatalities and those seriously injured on our roads remains a priority balancing enforcement with educational activity. Our partnership approach continues to support our strong message of road safety facilitating education at our schools, at events and in our communities across the City, making our roads safer during this reporting period.

We continue to work collaboratively contributing to the Local Outcome Improvement Plans (LOIP) committed to our role in the Community Planning Partnership. In each element of this report we demonstrate that our collaborative partnership approach has contributed significantly to our success. Strong ties within our City must remain and evolve to meet the changing needs in our communities.

It is clear that our City has tremendous support from our Local Policing Teams, our Police Staff,

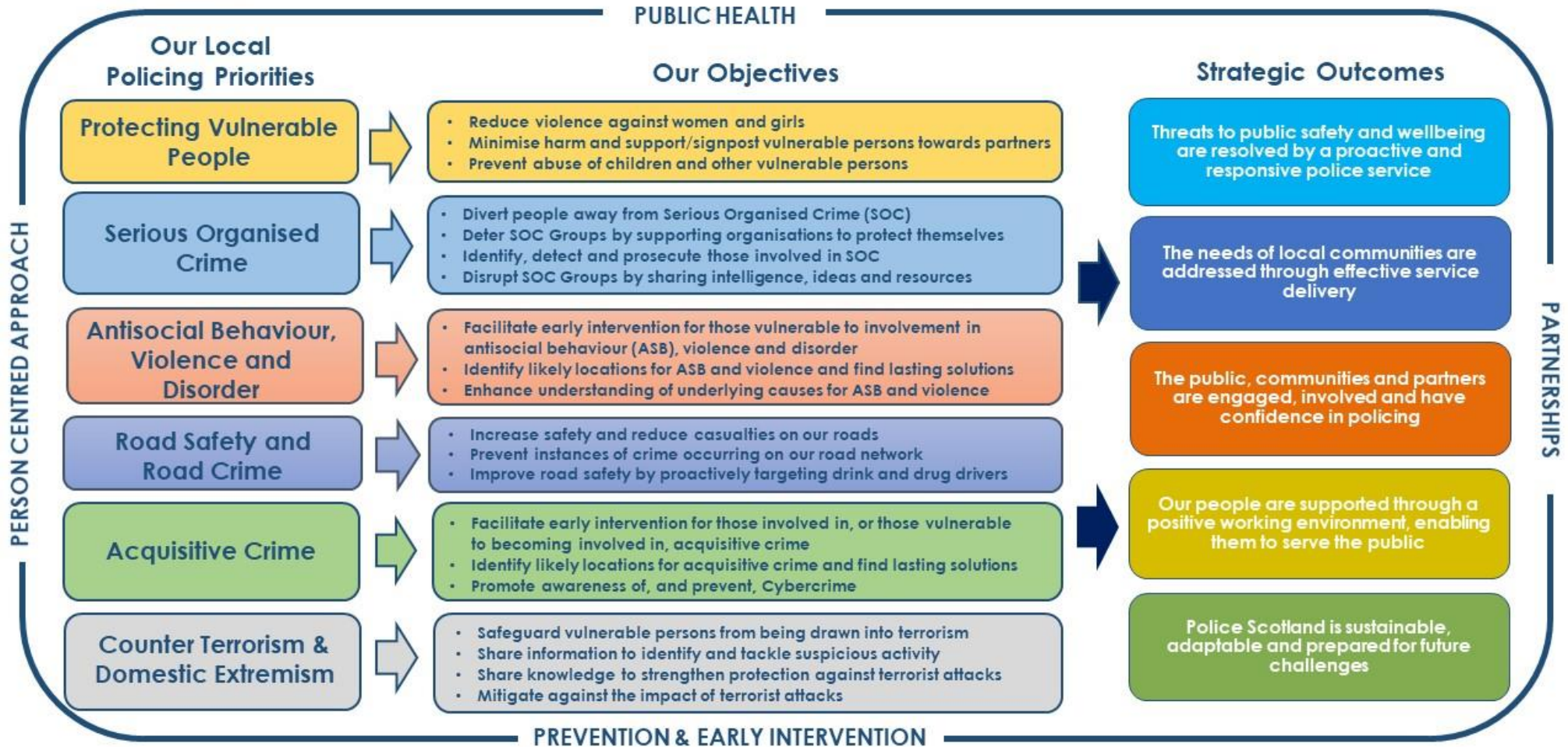
Special Constables and Police Scotland Youth Volunteers who have contributed significantly to Aberdeen's continued success. I also recognise the support provided by our colleagues in specialist roles and national teams who remain committed to delivering effective Policing across our City and beyond.

Graeme Mackie
Divisional Commander
North East Division



Plan on a Page
Aberdeen City

Our vision | Policing for a safe, protected and resilient Aberdeen
Our purpose | Improve the safety and wellbeing of people, places and communities in Aberdeen
Our values | Fairness, Integrity, Respect, Human Rights



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Executive Summary



Protecting Vulnerable People

As part of our work to reduce violence against women and girls (VAWG), local governance and scrutiny of domestic crime remains robust. Year to date, detection rates for this crime type within North East Division, when compared with last year to date, have increased and currently sit at over 70%, exceeding the Force average. Our enforcement activities are equally balanced with preventative tactics including the Disclosure Scheme for Domestic Abuse Scotland (DSDAS), Multi-Agency Tasking & Coordinating (MATAC) and Multi-Agency Risk Assessment Conference (MARAC). Supporting the wider agenda, we continue to chair and support the Aberdeen City VAWG Partnership, actively progressing actions aligned to the 2023-2025 Improvement Plan.

We continue to develop and grow our knowledge of and response to Adult Support & Protection matters within our communities, actively participating in and driving work streams via the Aberdeen Adult Protection Committee and Grampian Adult Protection Working Group. We also continue to work with partners to prevent abuse of children. Our specialist Officers were recently key to developing new Child Sexual Abuse Guidance through the Child Protection Committee. The guidance has been recognised nationally and shared Force wide, to aid our colleagues in other areas.

During the review period, the Scottish Child Interview Model (SCIM) continued to be embedded across the North East with the specialist team of Police and Social Work staff conducting approximately 90% of Joint Investigative Interviews of children. This far exceeded the initial target of 60%. Our implementation has been recognised nationally.

Serious Organised Crime

Our innovative approaches to tackling Serious and Organised Crime (SOC) saw North East Division achieve high levels of performance across the 4D strategy (Disrupt, Detect, Deter, Divert) in this reporting period. Additionally, our Division has been recognised at several national awards for its multiagency contribution to tackling SOC under our banner of Operation Protector. Utilising the '4D' method, we continue to ensure those vulnerable to becoming susceptible to drugs and the associated harm are provided with support, engagement and directed to the relevant partners. We also aim to ensure, via disruptive tactics, that those travelling to this area for the purpose of dealing controlled drugs and targeting those vulnerable are met with a hostile environment.

Continued enforcement has seen successful outcomes as we tackle those creating the greatest harms, whilst supporting our communities to be resilient in the fight against SOC. In this reporting period, controlled drugs with a street value of over £1 million have been recovered.

Antisocial Behaviour, Violence and Disorder

Often these crimes are seen and felt by communities therefore we must help drive out serious violence from society. Our performance in terms of Serious Assaults continues to maintain reductions at almost 20 percent when compared to this time last year. The detection rate remains high and significantly higher than the Force average, demonstrating our commitment to keeping our

communities safe. Our work in terms of protecting vulnerable people is ensuring that victims of Domestic Assaults are supported and justice sought.

Additionally our overt presence in our communities, and City Centre, alongside our preventative initiatives aim to target locations and causation factors leading to violence. Our Weekend Policing Plan and Licensing Interventions aim to reduce alcohol related violence making our City Centre a safe place to socialise and supported the partnership achievement of retaining the highly regarded Purple Flag Award. We must also recognise that often to reduce violence, multiple complex needs for individuals must be addressed in partnership with other agencies alongside robust visible Policing. This approach is vital in our drive to reduce Robbery and associated weapon related crimes. This same approach has successfully driven down ASB within Aberdeen City Centre.

Road Safety and Road Crime

Road fatalities have decreased on Aberdeen's roads compared to the same period last year, while the number of people seriously injured has also reduced. Road safety is a priority and we are part of a crucial partnership approach.

Police Scotland continues to work with our partners toward Vision Zero - no deaths and no serious injuries on Scotland's roads by 2050.

Acquisitive Crime

Overall crimes of dishonesty have shown an increase on the previous year with increases seen in crimes such as Theft by Shoplifting and Fraud. Significantly, Domestic Housebreakings show a reduction on the previous year along with break-ins to commercial premises. Theft of Motor Vehicles and associated from Motor vehicles were also down.

As part of North East Divisions Policing plan to combat Acquisitive crime, a variety of pro-active engagement with communities and targeting of locations such crimes have taken place. Working with partners who can help facilitate early interventions for those involved is key to reducing acquisitive crime.

Counter Terrorism & Domestic Extremism

We aim to reduce the risk of terrorism so people can go about their lives freely and with confidence by focusing on the local delivery of the CONTEST strategy using four key objectives: PROTECT, PREPARE, PURSUE and PREVENT. Significant work has and continues to take place to ensure that Aberdeen City is protected against the threat of terrorism.

Protecting Vulnerable People



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Objective: Work with statutory and third sector partners to reduce violence against women and girls

The Division continues to support the Aberdeen City Violence against Women & Girls (VAWG) Partnership. The group is chaired by a Detective Chief Inspector within the Public Protection Unit and supported by a number of specialist officers. Notably, a Detective Inspector with responsibility for the Divisional Domestic Crime portfolio has led the development of a Grampian wide multi-agency dataset, incorporating all forms of VAWG. Previously this focused on Domestic Abuse only, but now includes Female Genital Mutilation (FGM), Honour Based Violence (HBV), Sexual Offences and Stalking and informs performance reporting. Work is now underway to contextualise the data to identify and understand trends, patterns and impacting factors.

In a bid to maximise our performance in relation to Domestic Abuse Crime, the Division devised a bespoke Domestic Crime Guidance document setting the highest standards in terms of investigation and victim safeguarding. Following an initial roll out period, the process was reviewed and demonstrated improved quality and performance of domestic investigations. Use of the guidance is now well imbedded and subject to quality assurance processes. This is further supported by the implementation of a bespoke data dashboard, to help manage and allow critical oversight of all Domestic Abuse investigations, regardless of risk or grading. Our efforts in this regard are positively reflected in a consistent detection rate of over 70%, far exceeding the Force average.

Our MATAC (Multi Agency Tasking and Co-ordination) process continues to robustly target offenders. Year to date, MATAC referrals within the Division have increased 100%. This demonstrates the effectiveness by which the Division have taken ownership of the MATAC process, ensuring that partners are actively involved and support the targeting of serious and/or repeat domestic perpetrators.

Our specialist officers continue to work collaboratively with Rape Crisis Scotland supporting training and developing a sound understanding of respective roles in order to maximise the level of service provided to survivors.

Objective: Drive the development of multi-agency agendas to minimise harm and support/signpost those we identify as vulnerable towards partners

We continue to support the Grampian Adult Protection Working Group, a combined mandate sub-group of all three local authority APC's. The group is now led by a Detective Chief Inspector from within our Public Protection Unit and supported at varying levels by specialist Officers.

Our commitment to improving multi-agency practice in respect of our response to Child Protection and Adult Support & Protection matters is well evidenced through our work with the APC and CPC Learning Review Sub-Committees, both of which are led by Police. The purpose of a Learning Review is to bring

together agencies, individuals and families in a collective endeavour to learn from a set of circumstances to improve and better develop systems and practice for the future.

The MARAC (Multi Agency Risk Assessment Conference) process is well established and is working well with a primary focus to safeguard high risk victims of domestic abuse allowing information to be shared between partner agencies to allow a risk-focused, coordinated safety plan to be established to support the victim. The MARAC Steering group has been reinvigorated following the COVID pandemic, which focuses on driving improvements and efficiencies to the process. Year to date, there have been 316 MARAC referrals within Aberdeen City, which is comparable to referrals for the previous year to date.

The DSDAS (Disclosure Scheme for Domestic Abuse Scotland) process gives people access to details of previous domestic offending of their partner within a relationship. Not only does this information empower the individual, but also allows them to protect their children within the context of the relationship.

Awareness of our DSDAS (Disclosure Scheme for Domestic Abuse Scotland) process continues to grow through a combination of national media campaigns and local inputs to professionals working in the domestic abuse arena. Year to date, there have been 130 applications to the DSDAS scheme within Aberdeen City, representing a 64% increase from applications for the same period in the previous year.

Objective: Raise awareness of and prevent abuse of children and other vulnerable persons, ensuring a victim centred approach

Often crime and its impact upon vulnerable people is hidden. Therefore, we all must play a part in bringing harm into full view. During this reporting period, our public commitment to tackling VAWG, misogyny and racism has been clear. Through active campaigns and our media engagement across the Division, we have seen links and Policing support for vulnerable groups grow. We believe that our presence within media is vital to draw attention to unseen work in support of those often most at risk.

We continue to work with partners to prevent abuse of children. Our specialist Officers were key to developing new Child Sexual Abuse Guidance through the Child Protection Committee. The guidance has been recognised nationally within the Force and shared to aid our colleagues in other areas.

We continue to imbed the Scottish Child Interview Model (SCIM) across the North East with the specialist team of Police and Social Work staff conducting approximately 90% of all Joint Investigative Interviews of children. The trauma informed approach of SCIM ensures that the needs of the child and those supporting them are at the heart of the decisions made. It is clear that the SCIM processes in the North East have enhanced service delivery already, with further developments in train.

Locally a process has been implemented whereby the feedback of children is sought following their interview. During the review period, approximately 90% of children advised that the interview process had been well explained to them with approximately 85% reporting that they would be willing to speak to the interviewers again.

Case Study

The work of the North East SCIM Team continues to be held in high regard nationally. In particular, an incident in which a non-verbal young person with significant wellbeing challenges was successfully interviewed, despite previous assessments that such an interview could not be achieved, was recognised in the Scottish Parliament.

For this to happen the SCIM interviewers spent two days planning, observing the young person at school and meeting with the professional network around him. His Speech and Language Therapist and class teacher created the protocol alongside the interviewers, which was individual to the young person's needs and all felt this would allow him participate in a joint interview.

This was the first time that the young person had successfully been given an opportunity to have his voice heard

The SCIM Team will be critical to the city's successful development and implementation of the Bairns' Hoose model during 2024/2025. Divisionally we are well-linked in with partners and the appropriate multi-agency oversight and working group structures have been instigated to agree and facilitate the future delivery.

Serious Organised Crime



Objective: DETER - Support private, public and third sector organisations to protect themselves and each other. Understand the drivers and emerging risks in respect of Serious Organised Crime and encourage a multi-agency approach to protect those vulnerable in our communities

As part of the ongoing collaborative engagement with partners to divert people away from involvement in SOC, during the reporting period, a series of 'Days of Action' were undertaken in Aberdeen City under Operation Protector. During these, 291 safeguarding visits were undertaken to individuals identified as being at risk of drug related overdose and/or at risk of SOC exploitation. Additionally, over 400 members of the public were spoken to at dedicated support hubs across the city where they were provided with help and support in relation to drug and alcohol dependency, mental health and information regarding identifying and reporting information to police relating to suspected county lines behaviours. Such work strengthens our communities to repel the threat of SOC.

Objective: DIVERT - Build an effective pan-Grampian partnership, with a view to diverting people away from involvement in Serious Organised Crime, making Aberdeen City a hostile environment for those who seek to exploit our communities

Police Scotland remain a key partner involved in Drugs Deaths Reduction. Having an Officer embedded within the NHS' Assertive Outreach Service, we can quickly divert those most at risk of harm towards drugs harm reduction services.

In addition to Drugs Related Death, Child Criminal Exploitation is a substantial risk associated to SOC. Of note, during our Operation Protector 'Days of Action', two children considered to be the victims of County Lines based child criminal exploitation were traced, safeguarded and repatriated to their home area. A 52 year old female from the associated address was arrested and charged regarding Human Trafficking offences. By acting now to provide support that strengthens our communities, we are making it harder for SOC to operate, reducing SOC markets and bringing lifesaving support towards those in need.

To protect Aberdeen's young people, our work with partners such as Street Sports ensures that Police Scotland are directly involved in engaging with young people in our communities and intervening to reduce opportunities to them.

Additionally, North East Division have led the introduction of the 12 month pilot taking place with Aberdeen City. This pilot of drug education materials is delivered by the DSM Foundation, a charity who have successfully worked across the UK with a strong evidence base demonstrating their reach

and influence in the lives of young people and helping them make better life choices. The pilot is running within 3 key academies within Aberdeen.

Objective: DETECT - Work collaboratively with others to provide a coordinated response to identify, detect and prosecute those involved in serious organised crime

As a result of pro-active enforcement and disruption by local Policing, Pro-Active teams, Organised Crime teams and national resources there have been over 80 Drug Search Warrants executed across the City of Aberdeen during the reported period. Of those, over 40 were linked to County lines. Nearly 90 individuals were reported for being involved in the supply of controlled drugs. The following drugs have been highlighted to show recoveries during the period of reporting:

- Nearly 2 kilograms of Diamorphine (Heroin), with an estimated value of £95,000
- Over 1.5 kilograms of 'Crack' Cocaine with an estimated value of £160,000
- Over 3.5 kilograms of Cocaine with an estimated value of £390,000
- Over 26 kilograms of Cannabis with an estimated value of £430,000
- Over £100,000 in cash seized

Totalling over £1 million in recoveries and severely disrupting those causing the greatest harms in our communities.

Objective: DISRUPT - Deliver a collaborative multi-agency response to disrupt Organised Crime Groups by sharing intelligence, ideas and resources

The case study below is one of our many positive enforcement successes that we continue to build upon alongside our work with key partners to signpost those linked to SOC towards support, therefore reducing markets. This case study highlights our approach, beyond enforcement alone, to dismantle SOC groups and make the North East a hostile environment for them to operate in.

Case Study

An OCG from elsewhere in the UK were involved in the supply of Class A controlled drugs in Aberdeen. On Monday 24 April 2023, enquiries identified this group were residing at an address in Aberdeen. OCG Officers along with CID Pro-Active Officers attended the address and a prolific gang nominal was found within along with the home owner. 167 grams of 'Crack' Cocaine, 411 grams of Heroin and over £9000 were recovered. The gang member was arrested, interviewed and charged with supply of controlled drugs along with further offences.

He was kept in custody to appear at Aberdeen Sheriff Court the following morning and ultimately bailed out of Scotland with conditions.

The team maintained close dialogue with COPFS evidencing significant harm that ensured that the individual was subsequently recalled to prison for an unspent sentence. Significant intelligence was gleaned allowing targeted disruption tactics to make Aberdeen a hostile area for this gang to

Antisocial Behaviour, Violence and Disorder



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Objective: Reduce antisocial behaviour, violence and disorder by working with partners to facilitate early interventions for those involved in, or those vulnerable to becoming involved in, such behaviours

Police Scotland play a prominent role within Aberdeen City's Community Justice Group currently holding the Vice Chair position within same. This group delivers on national outcomes, one of which aims to reduce violence across Scotland. Using our local Community Justice partnership as a platform, we are helping drive the multi-agency response to reduce violence by addressing the multiple complex needs for individuals involved in violent crime. Not surprisingly, an increase in persons presenting with multiple complex needs is being reported and is impacting on partners ability to address these upstream prior to manifesting into ASB and Violence.

Within Aberdeen City, Police are involved in number of projects, helping lead and informing our multi-agency approach to early intervention. Our work, as part of the Community Safety partnership within Aberdeen City Centre, has seen ASB reduced and a new ASB project has been agreed to operate under Stretch Outcome 8 of Aberdeen's Local Outcome Improvement Plan. The aim is to reduce ASB across the City. This project will benefit from the Community Safety Partnership's expertise in ASB and focuses on tackling vulnerability that can lead to people being in conflict with the law. The project is already making progress in replicating the 'Tesco Hub' model into other communities in the City and has secured funding to progress a similar project in the Northfield area.

Activity: With partners, identify locations where antisocial behaviour and violence is most likely to occur and work with communities and other agencies to find lasting solutions and enhance community safety

During this reporting period, ASB within Aberdeen City Centre gained attention, evidencing the need for a partnership approach in tackling the underlying causes, alongside our continued commitment to take robust action to protect our communities. A Thematic Report was produced for this Committee evidencing the extent to which it was problematic and the action taken through the Community Safety Partnership to stem an increase and reduce reported ASB.

Led by the Police Safer City Team, robust enforcement continues to be taken against those causing the greatest harms in the City Centre. These efforts are enhanced by our weekend Policing plan which continues to see thousands of people safely visit our City Centre each weekend. It is to be celebrated that Aberdeen City was again accredited with a Purple Flag award, a significant achievement.

Our strong and close relationship with Street Pastors continues. Police Scotland are proud to have provided funding to the Street Pastors whose presence has helped deliver a safer City Centre by supporting those who become vulnerable as a result of alcohol consumption. Additionally, our work with the Alcohol and Drugs Partnership has seen the delivery of a Triage area in the City Centre, during times of peak demand, where those who may require medical interventions can first be seen and their requirement for accident and emergency treatment assessed. This innovative approach has reduced demand upon both Police and Accident and Emergency resources.

Though our work with the Community Justice Group, we must work in collaboration to address underlying causation factors, leading to an escalation in crimes such as Robbery. We also know that many Robberies are perpetrated with articles that can be used as weapons. Alongside our multi-agency approach, we must also ensure a robust response that targets individuals and locations. Extensive and robust initiatives, are taking place throughout our City to combat those perpetrating these crimes in support of our strong community safety ethos.

Activity: Working with partners, we will enhance our understanding of the underlying causes of antisocial behaviour and violence and develop public health approaches to prevent these harms

The Best Bar None awards scheme which promotes high standards to reduce crime and enhance safety within licensed premises is to be re-launched in Aberdeen. Led by Aberdeen City Council, Police Licensing Officers are key partners and at this time, 43 premises have expressed their commitment to this scheme.

Robust approaches to licensing offences across Aberdeen City also helps address harms as a result of alcohol consumption. Recognising the health impacts of said consumption, we have drawn health colleagues into multi-agency event planning discussions, an approach which saw a number of Dance events delivered safely and well earlier this year. This partnership has created a platform for a more health based focus on licensing.

These efforts are seeing a positive impact upon standards and will undoubtedly shape the way people view Aberdeen as a social centre.

Road Safety and Road Crime



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Objective: With partners in the North East Road Safety Strategy Partnership (NERSSP) increase safety and reduce casualties on our roads

To date Police Scotland has delivered on all commitments made to support the Road Safety Framework (RSF) 2030. Our objective within the RSF to incorporate specific campaigns, initiatives and directed activity targeting the safety of Vulnerable Road Users (VRUs) - including cyclists, motorcyclists and pedestrians - continues to be met. During this reporting period the majority of campaign work has been focused toward protecting VRUs and/or targeting motorists committing Fatal-Five offences (Drink/Drug Driving, Careless Driving, Speed, Mobile Telephone, and Seatbelt).

Our Engage/Educate/Enforce approach has been enhanced by Corporate Communication and Social Media support for all campaigns during this period.

Objective: Prevent instances of crime occurring on our road network

Directed patrols across the City to detect those involved in wider criminality, such as dishonesties and drugs, are routinely deployed on an intelligence led basis incorporating use of Automatic Number Plate Recognition (ANPR) technology to disrupt criminal use of the road network. An example of this is found here:

Case Study

During August 2023, Officers from the Community Policing Teams in Aberdeen collaborated with Officers from Road Policing and the Criminal Investigation Department in an operation which led to the recovery a number of stolen motorcycles and quad bikes and the subsequent arrest of the person responsible.

Objective: Improve road safety by proactively targeting drink and drug drivers

Our Officers are out every day educating road users and carrying out enforcement in respect of drink and drug driving.

From 21 – 27 August 2023, the National Initiative on Drug Driving took place. The aims of this campaign included educating motorists via both social media coverage and roadside interaction. This was combined with pro-active patrols/enforcement against all forms of impaired driving, but with a focus on those consuming drugs before driving. Nationally, a total of 147 drink and drug impairment offences were detected during the campaign with a number of these occurring in Aberdeen City.



Objective: Reduce acquisitive crime, by working with partners to facilitate interventions for those involved in, or those vulnerable to becoming involved in, acquisitive crime

Our City's Community Justice Group, again, play a key role in the efforts to address the underlying causes leading to the increased perpetration of Acquisitive crimes such as Theft by Shoplifting. Unsurprisingly, partners are reporting an increased demand for their support whilst citing 'Cost of Living' and other current societal factors being a causation factor for the increase in crimes such as Theft by Shoplifting.

Operation Protector continues to seek to provide support and interventions to those involved in substance use who are vulnerable to becoming involved in crime, often acquisitive crime, to help fund an addiction. The engagement and days of action for Operation Protector are detailed in the Serious Organised Crime update. The engagement includes an assessment of individual needs and access into various support mechanisms.

Objective: Reduce acquisitive crime, by identifying locations where acquisitive crime is most likely to occur and work with communities and partners to find lasting preventative solutions

As part of North East Divisions Policing plan to combat Acquisitive crime, a variety of pro-active engagements with communities and targeting of locations victim to such crimes have taken place. Working with partners to facilitate intervention for those involved, identifying locations where Acquisitive crime is most likely to occur, raising public awareness and preventing instances of Cyber enabled crime continues to be the focus.

Our multifaceted approach has led to a reduction in Theft by Housebreaking during this reporting period, demonstrating our commitment to reducing crimes which can have the highest impact on victims.

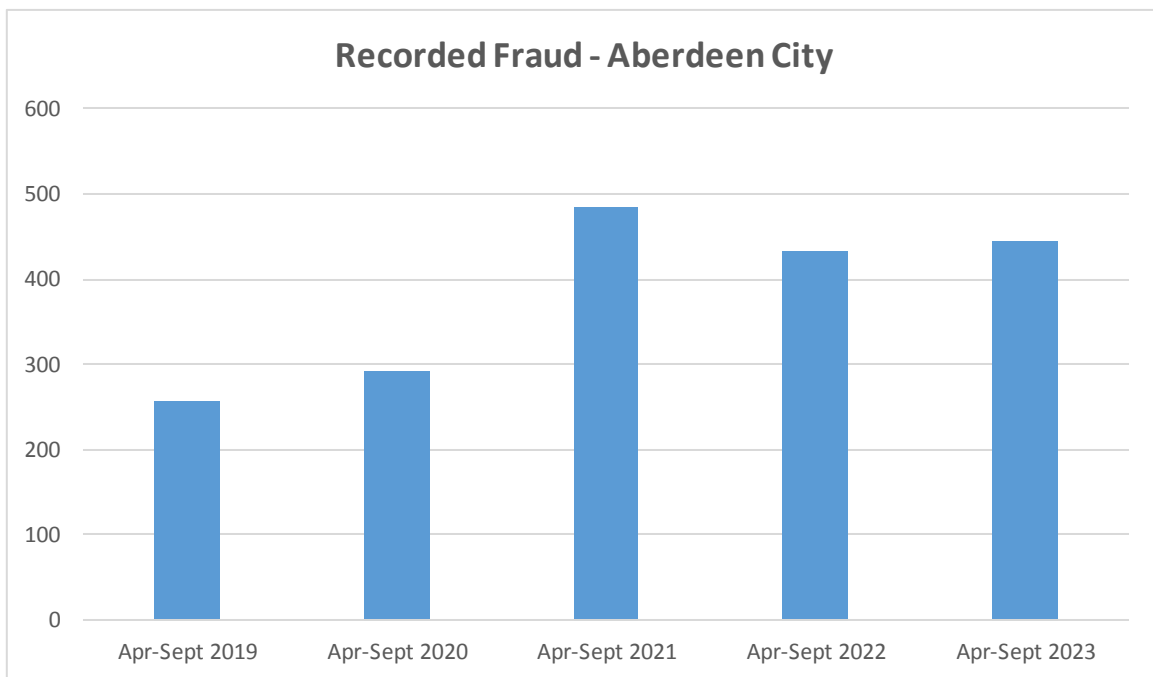
During the reporting period, Crime Reduction Officers have undertaken awareness raising events at 29 different venues throughout Aberdeen City, inclusive of banks, retail premises and local universities. The focus of their work within Aberdeen city relates to the prevention of Fraud, Acquisitive crime and personal safety aimed at the thousands of students who descend upon the City annually.

We know that more than ever before, people choose to engage with Police Scotland online. During the reporting period, new format 'video' social media messaging has also been successful significantly increasing the 'reach' of preventative posts.

Objective: Raise public awareness, and prevent instances, of cyber enabled and cyber dependent acquisitive crime

The Police Scotland Fraud Roadshow has continued to visit banks and other businesses in Aberdeen to upskilling staff with information on emerging trends and engaging with customers to raise awareness. In total, the Crime Reduction Team have attended over 30 banks and businesses across the North East, providing a range of advice and support in relation to Frauds, scams and how to take steps to reduce the risk of being a victim. During this time, approximately 1500 individuals have engaged with the Officers involved.

As highlighted 'Non-Contact' Frauds and Cyber enabled frauds have continued to increase on the previous year. The Divisional Cyber Enabled Investigation team (DCET) within the CID continue to investigate and provide preventative strategies in this area of criminality.



Case Study

During the reported period, a 26 year old female from Aberdeen was victim to a Cyber enabled bank account takeover resulting in the loss of approximately £40,000.

The North East Division Cyber Enabled Crime Team took ownership of the enquiry. Significant investigations took place inclusive of Financial and Communication enquiries which resulted in a number of beneficiary accounts being identified belonging to individuals from Kent, Essex, South London and Newcastle.

In July 2023, warrants were executed at various addresses in these areas resulting in three members of the Organised Crime Group involved being arrested, charged and reported regarding

Counter Terrorism & Domestic Extremism



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The CONTEST Strategy underpins our approach to Counter Terrorism and Domestic Extremism. The approach is formed by the following key strands:

- **PROTECT** – strengthening our borders, infrastructure, buildings and public spaces against attack
- **PREPARE** – where an attack cannot be stopped, to reduce its impact and ensuring we can respond effectively
- **PURSUE** – to disrupt or stop terrorist attacks
- **PREVENT** – to stop people becoming terrorists or supporting terrorism

Objective: PROTECT – with partners we will share knowledge so that our communities and businesses can strengthen protection against terrorist attacks

In the last six months, Counter Terrorism Security Advisors (CTSA's) have carried out numerous security inspection visits to sites of a sensitive nature across our City. Their close partnership with Aberdeen International Airport, Aberdeen City Council, TECA and the Offshore Industry ensures that our city can be protected from current or emerging threats.

CTSA's are also currently working with Aberdeen City Council on the City Centre Transformation Project, only one example of the upstream work that we do to ensure Aberdeen remains a safe place into the future.

Objective: PREPARE – with partners we will mitigate against the impact of terrorist attacks

In November 2023, the Joint Operating Principles for the Emergency Services for Marauding Terrorist Attacks and Operation Plato Guidance for UK Policing were updated in regard to learning derived from Manchester Arena Inquiries. These place a greater emphasis on emergency services responding quickly and dynamically in order to save life and neutralise threats, whilst also updating guidance in relation to Scene Command, Casualty Management and Fire & Hazards. Officers from our Counter Terrorism Planning Teams are working alongside partners and local officers to embed these new approaches.

Following Storm BABEL a multi-agency Severe Weather Warning Workshop was held where Counter Terrorism Planning Teams engaged with relevant responders to gather learning and upskill local partnerships linked to emergency Responses during Major Incidents.

Counter Terrorism Planning Teams are also engaged with Scottish Fire & Rescue to plan for a CBRN related exercise in 2024.

Objective: PURSUE – with partners encourage and share information to identify and tackle suspicious activity

The PURSUE strategy allows National Counter Terrorism structures within Police Scotland to provide information and assessments to North East Division's CONTEST Multi-Agency Board. This process informs Aberdeen City Policing teams and local Partners on emerging themes and other relevant matters.

There has been no significant deviation in terms of expected volume or trends during this period within Aberdeen City, however the Local CONTEST Board, Local Contest Liaison Officers (LCLO's) and national Police structures are in place to monitor and respond appropriately.

Objective: PREVENT – with partners safeguard vulnerable persons from being drawn into Terrorism

Within Police Scotland a 'Prevent' referral process is in place which allows Police and partners to assess and respond to information and intelligence which may require early intervention and safeguarding from potential harm which could be caused by an individuals. This process is well established across the North East with representation from relevant partners to ensure wide ranging professions are present and perspectives gained to collectively manage people who are vulnerable to radicalisation. Such work is ongoing in Aberdeen City and there has been no significant deviation or trends in this area which cause additional concern.

Performance statistics



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These statistics can be found in their expanded form at: [How we are performing - Police Scotland](#)

Recorded Crimes & Offences Crime group/classification	Year-to-date (April - September)		
	2022/23	5 yr mean	2023/24
TOTAL CRIMES AND OFFENCES (GROUPS 1 - 7)	10 871	11 688.8	11 649
TOTAL CRIMES (GROUPS 1 - 5)	5 948	5 872.2	6 288
OVERALL VIOLENT CRIME*	1 650	1 570.8	1 837
TOTAL OFFENCES (GROUPS 6 - 7)	4 923	5 816.6	5 361
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	278	262.6	312
Murder (excluding culpable homicide at common law)	2	1.6	1
Culpable homicide (at common law)	-	-	-
Culpable homicide (under statute including RTA, sec. 1)	-	-	-
Attempted murder	13	8.4	12
Serious assault	98	82.8	80
Robbery and assault with intent to rob	43	53.2	72
Domestic Abuse (of female)	49	x	62
Domestic Abuse (of male)	3	x	4
Domestic Abuse (Total)	52	x	66
Cruel & Unnatural treatment of children	10	23.0	6
Threats and extortion	40	24.6	48
Other group 1 crimes	20	13.6	27
GROUP 2: SEXUAL CRIMES	382	347.8	376
Rape	50	49.0	45
Assault w/i to rape or ravish	2	4.6	3
Rape and attempted rape - Total	52	53.6	48
Sexual assault (pre-SOSA 2009)*	-	4.0	2
Sexual assault (SOSA 2009)*	138	97.6	130
Lewd & libidinous practices*	8	19.0	4
Indecent/Sexual Assault - Total	146	120.6	136
Prostitution related crime - Total*	11	9.4	13
Taking, distribution, possession of indecent photos of children	13	15.0	24
Communicating indecently (SOSA 2009)*	28	33.0	31
Communications Act 2003 (sexual)	16	11.6	15
Sexual exposure (SOSA 2009)*	10	9.8	17
Public indecency (common law)	12	7.4	11
Other sexual crimes (SOSA 2009)*	66	61.0	55
Other sexual crimes (non-SOSA 2009)*	5	6.8	9
Threatening / Disclosure of intimate image*	23	19.6	17
Other Group 2 crimes	-	-	-
Other Group 2 crimes - Total	173	164.2	179
GROUP 3: CRIMES OF DISHONESTY	2 785	2 619.2	2 946
Housebreaking (incl. attempts) - dwelling house	80	82.6	74
Housebreaking (incl. attempts) - non dwelling	53	80.8	63
Housebreaking (incl. attempts) - other premises	57	49.2	45
Housebreaking (incl. Attempts) - Total	190	212.6	182
Opening Lockfast Places - Motor Vehicle	28	37.2	25
Theft of a motor vehicle	112	103.6	111
Theft from a Motor Vehicle (Insecure etc)	90	115.2	97

Attempt theft of motor vehicle	7	7.8	11
Motor vehicle crime - Total	237	263.8	244
Opening Lockfast Places - NOT Motor Vehicle	31	28.8	29
Common theft	726	615.8	702
Theft by shoplifting	911	899.2	1 148
Fraud	431	334.6	466
Other Group 3 Crimes	259	264.4	175
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc	1 020	1 006.4	993
Fireraising	72	65.6	56
Vandalism (including malicious mischief)	889	886.6	904
Reckless conduct (with firearms)	-	-	-
Culpable and reckless conduct (not with firearms)	54	50.6	32
Other Group 4 Crimes	5	3.6	1
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	1 483	1 636.2	1 661
Carrying offensive weapons (incl. restriction)*	25	28.4	41
Handling bladed/pointed instrument*	33	51.6	46
Offensive weapon (used in other criminal activity)*	53	63.8	69
Bladed/pointed instrument (used in other criminal activity)*	40	41.0	68
Total offensive/bladed weapons	151	184.8	224
Production, manufacture or cultivation of drugs	8	13.6	13
Supply of drugs (incl. possession with intent)	117	119.6	137
Bringing drugs into prison	-	0.8	-
Supply of drugs - Total	125	134.0	150
Possession of drugs	667	802.4	674
Other drugs offences (incl. importation)	3	4.2	4
Total drugs crimes	795	940.6	828
Offences relating to serious and organised crime	1	0.2	1
Bail offences (other than absconding)	237	204.8	308
Other Group 5 crimes	299	305.8	300
GROUP 6: MISCELLANEOUS OFFENCES	2 890	2 843.4	3 030
Common Assault	1 250	1 204.0	1 448
Common Assault (of emergency workers)	244	220.8	224
Common Assault - Total	1 494	1 424.8	1 672
Breach of the Peace	103	100.6	62
Threatening & abusive behaviour	772	776.0	776
Stalking	19	17.6	17
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	894	894.2	855
Racially aggravated harassment/conduct*	47	47.2	32
Drunk and incapable	1	0.2	4
Consume alcohol in designated place local bye-law	80	58.4	92
Other alcohol related offences*	29	30.4	20
Drunkenness and other disorderly conduct (TOTAL)	110	89.0	116
Wildlife offences*	1	1.8	2
Other Group 6 offences	344	386.4	353
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	2 033	2 973.2	2 331
Dangerous driving offences	50	66.8	62
Drink, Drug driving offences incl. Failure to provide a specimen	150	179.4	180
Speeding offences	203	628.4	248
Driving while disqualified	23	34.2	40
Driving without a licence	124	145.8	117
Failure to insure against third party risks	293	344.4	306
Seat belt offences	54	67.4	46
Mobile phone offences	56	68.6	51
Driving Carelessly	224	248.8	283
Drivers neglect of traffic directions (NOT pedestrian crossings)	95	135.4	103
Using a motor vehicle without test certificate	162	320.8	132
Other Group 7 offences	599	733.2	763

Detection Rates Crime group/classification	Year-to-date (April - September)		
	2022/23	5 yr rate ¹	2023/24
TOTAL CRIMES AND OFFENCES (GROUPS 1 - 7)	68.9	71.0	63.6
TOTAL CRIMES; INCLUDING PRO-ACTIVITY (GROUPS 1 - 5)	58.1	57.8	50.9
OVERALL VIOLENT CRIME*	74.5	72.6	72.8
TOTAL OFFENCES (GROUPS 6 - 7)	82.1	84.4	78.4
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	74.1	75.9	75.3
Murder (excluding culpable homicide at common law)	100.0	87.5	100.0
Culpable homicide (at common law)	x	x	x
Culpable homicide (under statute including RTA, sec. 1)	x	x	x
Attempted murder	92.3	97.6	100.0
Serious assault	93.9	94.2	91.3
Robbery and assault with intent to rob	100.0	91.4	84.7
Domestic Abuse (of female)	61.2	x	77.4
Domestic Abuse (of male)	66.7	x	75.0
Domestic Abuse (Total)	61.5	x	77.3
Cruel & Unnatural treatment of children	100.0	53.0	116.7
Threats and extortion	10.0	18.7	6.3
Other group 1 crimes	55.0	67.6	100.0
GROUP 2: SEXUAL CRIMES	55.8	55.0	57.2
Rape	58.0	57.6	44.4
Assault w/i to rape or ravish	0.0	47.8	66.7
Rape and attempted rape - Total	55.8	56.7	45.8
Sexual assault (pre-SOSA 2009)*	x	55.0	0.0
Sexual assault (SOSA 2009)*	60.9	55.5	59.2
Lewd & libidinous practices*	0.0	53.7	50.0
Indecent/Sexual Assault - Total	58.2	55.2	58.1
Prostitution related crime - Total*	100.0	91.5	84.6
Taking, distribution, possession of indecent photos of children	115.4	96.0	87.5
Communicating indecently (SOSA 2009)*	60.7	44.8	51.6
Communications Act 2003 (sexual)	31.3	37.9	26.7
Sexual exposure (SOSA 2009)*	100.0	71.4	94.1
Public indecency (common law)	66.7	75.7	90.9
Other sexual crimes (SOSA 2009)*	33.3	48.5	43.6
Other sexual crimes (non-SOSA 2009)*	80.0	61.8	55.6
Threatening / Disclosure of intimate image*	30.4	29.6	41.2
Other Group 2 crimes	x	x	x
Other Group 2 crimes - Total	50.9	52.3	57.5
GROUP 3: CRIMES OF DISHONESTY	40.7	42.1	32.8
Housebreaking (incl. attempts) - dwelling house	56.3	42.9	40.5
Housebreaking (incl. attempts) - non dwelling	45.3	29.7	22.2
Housebreaking (incl. attempts) - other premises	52.6	37.4	35.6
Housebreaking (incl. Attempts) - Total	52.1	36.6	33.0
Opening Lockfast Places - Motor Vehicle	21.4	23.1	4.0
Theft of a motor vehicle	66.1	50.8	42.3
Theft from a Motor Vehicle (Insecure etc)	33.3	19.8	8.2
Attempt theft of motor vehicle	71.4	41.0	9.1
Motor vehicle crime - Total	48.5	33.1	23.4
Opening Lockfast Places - NOT Motor Vehicle	35.5	20.1	6.9
Common theft	25.6	27.9	22.2
Theft by shoplifting	59.1	65.4	48.6

Fraud	15.8	24.0	16.7
Other Group 3 Crimes	45.2	34.3	30.9
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc	32.6	29.8	27.5
Fireraising	26.4	35.1	12.5
Vandalism (including malicious mischief)	30.4	27.9	27.7
Reckless conduct (with firearms)	x	x	x
Culpable and reckless conduct (not with firearms)	81.5	58.5	43.8
Other Group 4 Crimes	0.0	0.0	200.0
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	105.7	97.9	91.0
Carrying offensive weapons (incl. restriction)*	64.0	88.0	90.2
Handling bladed/pointed instrument*	84.8	93.4	93.5
Offensive weapon (used in other criminal activity)*	103.8	78.1	60.9
Bladed/pointed instrument (used in other criminal activity)*	97.5	86.3	89.7
Total offensive/bladed weapons	91.4	85.7	81.7
Production, manufacture or cultivation of drugs	75.0	98.5	107.7
Supply of drugs (incl. possession with intent)	100.9	95.5	83.9
Bringing drugs into prison	x	0.0	x
Supply of drugs - Total	99.2	95.2	86.0
Possession of drugs	113.8	100.6	94.1
Other drugs offences (incl. importation)	66.7	76.2	0.0
Total drugs crimes	111.3	99.7	92.1
Offences relating to serious and organised crime	0.0	0.0	0.0
Bail offences (other than absconding)	98.3	98.6	92.5
Other Group 5 crimes	104.3	99.1	93.7
GROUP 6: MISCELLANEOUS OFFENCES	75.1	75.5	72.9
Common Assault	66.7	65.2	67.2
Common Assault (of emergency workers)	100.8	98.9	96.9
Common Assault - Total	72.3	70.5	71.2
Breach of the Peace	98.1	98.4	93.5
Threatening & abusive behaviour	73.3	78.7	73.3
Stalking	68.4	80.7	82.4
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	76.1	80.9	75.0
Racially aggravated harassment/conduct*	89.4	86.9	87.5
Drunk and incapable	100.0	100.0	100.0
Consume alcohol in designated place local bye-law	97.5	98.6	100.0
Other alcohol related offences*	100.0	98.7	100.0
Drunkenness and other disorderly conduct (TOTAL)	98.2	98.7	100.0
Wildlife offences*	100.0	22.2	0.0
Other Group 6 offences	75.3	75.4	66.0
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	92.0	92.8	85.6
Dangerous driving offences	84.0	79.3	77.4
Drink, Drug driving offences incl. Failure to provide a specimen	112.7	94.1	95.6
Speeding offences	100.5	100.4	100.4
Driving while disqualified	113.0	101.2	100.0
Driving without a licence	106.5	102.6	95.7
Failure to insure against third party risks	102.0	100.1	99.0
Seat belt offences	101.9	99.1	100.0
Mobile phone offences	98.2	96.5	100.0
Driving Carelessly	95.1	91.7	89.8
Drivers neglect of traffic directions (NOT pedestrian crossings)	100.0	99.3	92.2
Using a motor vehicle without test certificate	103.1	99.1	99.2
Other Group 7 offences	68.9	77.0	64.7

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	23 January 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	COM/24/004
DIRECTOR	Gale Beattie
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 appropriate key performance measures relating to certain Operations and Customer services.

2. RECOMMENDATION(S)

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

3. CURRENT SITUATION

Report Purpose

3.1 This report is to provide members with appropriate key performance measures in relation to certain Operations and Customer services as expressed within the 2023/24 Council Delivery Plan.

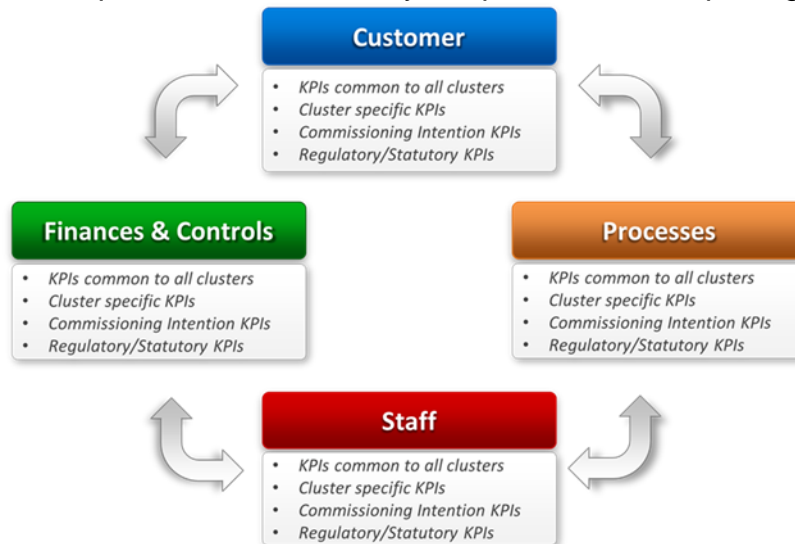
Report Structure and Content

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 2023/24 Council Delivery Plan that was agreed by Council on 1st March 2023.

3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.

3.4 The refreshed Performance Management Framework for 2023/24 was approved at the meeting of Council on 14 June 2023.





- 3.5 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and city communities.
- 3.6 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.7 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.



- 3.8 This report, as far as possible, details performance up to the end of November 2023 or Quarter 2 2023/24, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain Operations and Customer services, with reference to recent trends and performance against target.
- 3.10 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon

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

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

RAG Status

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

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising out of this report.

6. 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) *taking into account controls/control actions	*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	L	Yes

		data supports the Council's obligations as an employer		
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
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	It is confirmed by Chief Officer Martin Murchie that no Integrated Impact Assessment is required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2023/24 – COM/23/074
[Local Outcome Improvement Plan 2016-2026](#) (July 2021 Refresh)
 Performance Management Framework – COM/23/168

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

Louise Fox
 Strategic Performance and Improvement Officer
lfox@aberdeencity.gov.uk




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Communities, Housing and Public Protection Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	Data unavailable						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).	84.87%		86.8%		86.27%		80%

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	67		75		64		
% of complaints resolved within timescale stage 1 and 2) - Building Services	74.6%		85.3%		76.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	25.4%		38.7%		32.8%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		0		

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

2. Processes – Building Services




Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	Data unavailable						4.1
The year to date average length of time taken to complete non-emergency repairs (days)	Data unavailable						8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	Data unavailable						90%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	Data unavailable						100%

3. Staff – Building Services

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	4		7		5		













Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Building Services	5.2		5.5		5.6		10
Establishment actual FTE	403.43		401.1		397.97		




4. Finance & Controls – Building Services

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	48.2%		59.1%		67.4%		100%

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Facilities	2		3		3		
% 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	50%		33.3%		33.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0		










Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Q2 Target
	Value	Status	Value	Status	Value	Status	
*Number of school lunches served in the year - Primary (YTD)	1,526,088		576,576		890,960		799,200

*The expansion of free school meal provision and increasing pupil rolls at schools across the city have combined to see more school meals being served in our Primary schools. The service will continue to monitor pupil rolls and meal uptakes as we work through the year and will revise targets appropriately.

Appendix A

Performance Indicator	Current Status	2023/24 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 2020 came 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	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	75%		94.7%		78.9%		80%
% Response cleaning alerts responded to within priority timescales	91.7%		81.8%		100%		80%
% Void cleaning alerts responded to within priority timescales	100%		100%		95.5%		80%

Performance Indicator	Current Status	2023/24 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated.		95%
<p>Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.</p>		

Appendix A

Performance Indicator	Current Status	2023/24 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.		95%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		

3. Staff – Facilities Management







Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter)	0		0		0		
Accidents - Non-Reportable - Employees (No Quarter)	4		12		9		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence – Average Number of Days Lost - Facilities	19.9		20.5		20,2		10
Establishment actual FTE	521.83		521.37		526.89		
Establishment actual FTE (Catering)	172.58		173.74		175.77		
Establishment actual FTE (Cleaning)	234.04		233.43		236.05		
Establishment actual FTE (Janitorial)	64.63		63.62		63.99		
Establishment actual FTE (Office & Building Management)	15.89		15.89		15.89		
Establishment actual FTE (Passenger Transport Unit)	32.19		32.19		32.69		

Appendix A













* We are aware that the reported performance of the 12-month rolling average for working days lost due to sickness absence per FTE throughout this report, is not fully accurate due to current system constraints relating to the calculation of FTE and variable working patterns for some staff. In some cases the actual absence rate is lower than the reported figure. This does not impact on attendance management for staff and their respective managers. Officers are currently working internally on data quality issues and with the vendor to resolve this anomaly.

4. Finance & Controls - Facilities Management




Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0
Staff Costs - % Spend to Date (FYB)	54.1%		62.2%		71.1%		100%










Protective Services




















1. Customer – Protective Services

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Protective Services	9		4		7		
% of complaints resolved within timescale - Protective Services	66.7%		75%		71.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	11.1%		0%		14.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	2		0		0		

2. Processes - Protective Services

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%		94.4%		100%		100%







Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
High Priority Pest Control % responded to within 2 days	94%		92.4%		98.5%		100%
High Priority Public Health % responded to within 2 days	90.8%		98.6%		96.3%		100%
Dog Fouling - % responded to within 2 days	100%		85.7%		93.3%		100%







Performance Indicator	Q4 2022/23		Q1 2023/4		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	71.3%		77.4%		74.7%		80%
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	22.8%		18.2%		39.9%		
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	11%		10.1%		12.8%		
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	53.6%		19.8%		40.7%		
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	28.1%		9.9%		23.5%		

*The Scottish Government (SG) has set targets for all local authority Trading Standards Services to carry out test purchasing from retail premises to test for compliance with the age restriction on the supply of tobacco and nicotine vaping products (e-cigarettes) set out in the Tobacco and Primary Medical Services (Scotland) Act 2010. The requirement is that 10% of registered tobacco and e-cigarettes retailers in each jurisdiction should be tested on an annual basis. Accordingly, at the beginning of each financial year Aberdeen City Council Trading Standards service plans this work so that these targets are achieved (along with the related PI of visiting 20% of each to provide Business Advice). This work is dependent upon the availability of 16 year old volunteers to work alongside officers. That notwithstanding, this service regularly achieves these targets, which are reported to the SG via the Society of Chief Officers of Trading Standards in Scotland (SCOTSS).




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. Recovery cycle is still on going and the highest risk inspections are being prioritised.




3. Staff - Protective Services

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	1		0		0		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - Protective Services	3.4		3.6		3,7		10
Establishment actual FTE	62.65		62.15		61.33		

4.Finance & Controls - Protective Services

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	83.1%		83.7%		94.6%		95%

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	63.1%		62.9%		71.6%		100%

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Service	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Customer Experience	66		65		88		
% of complaints resolved within timescale – Customer Experience	92.4%		93.8%		93.2%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	45.5%		38.5%		39.8%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	5		1		3		

2. Processes – Customer Experience

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 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)	12.46		12.5		12.36		12
Correct amount of Housing Benefit paid to customer (monthly)	95.95%		95.93%		Data unavailable		95%
% Customer Contact Centre calls answered within 60 seconds	70.75%		69.63%		71.16%		70%

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*% Crisis Grant applications processed within 2 working days	86.9%		97.65%		99.43%		90%
*% Community Care Grant applications processed within 15 working days	70%		89.75%		82.11%		50%

*Data shown for Q4 represents annual performance for 2022/23

Performance Indicator	2020		2021		2022		2022 Target
	Value	Status	Value	Status	Value	Status	
*% Accuracy Rate - Registration of Births, Marriages and Deaths	98.8%		99.1%		99.1%		98%

*This annual measure is reported in calendar years

3. Staff – Customer Experience

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 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	Sep 2023		Aug 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	7.1		7.3		7.1		5
Establishment actual FTE	334.06		332.98		328.69		

4. Finance & Controls – Customer Experience

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£78.9m		£90.5m		£103.8		£105.1m
Staff Costs - % Spend to Date (FYB)	49%		57.5%		65.5%		100%

1. Customer – Digital and Technology

Performance Indicator	Q4 2022/23		Q1 2022/23		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Digital and Technology	4		0		1		
% of complaints resolved within timescale – Digital and Technology	50%		No complaints Q1		0%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	75%				0		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	1				0		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
*Average Call Wait Time (IT Helpdesk)	220 secs		131 secs		117 secs		150 sec.
Abandonment Rate % (IT Helpdesk)	14.73%		10.84%		13.85%		30%

2. Processes – Digital and Technology

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 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	77.2%		80.2%		78.8%		65%
*% Priority 1 and 2 incidents closed in timescale	66.7%		25%		80%		99.5%
*% Priority 3 – 5 incidents closed in timescale	74%		80.9%		80.1%		95%

*There was an expected rise in average call wait times during September due to the schools' return after the summer holidays. This year it was also affected by the Device Refresh - due to staff being allocated to support the roll-out of new laptops, and to helping the 4,250 users of these new devices with any subsequent problems. There was ultimately also a roll on impact on the percentage of incidents closed in timescale due to this temporary pressure on resources.

3. Staff – Digital and Technology

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 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)	2		0		0		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.2		1.3		1.4		5
Establishment actual FTE	91.69		91.85		92.33		

4. Finance & Controls – Digital and Technology

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	51%		57.7%		65.8%		100%

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received – Early Intervention and Community Empowerment	76		60		85		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	72.4%		76.7%		76.5%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	25%		13.3%		35.3%		

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	5		2		6		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	74.4%		75%		75.3%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	82.9%		83%		82.8%		85%
Financial Inclusion - No of open cases per month	167		158		182		
Financial Inclusion - No of enquiries per month	168		167		188		
Number of visits to libraries - person	42,373		41,992		42,283		
Number of visits to libraries - virtual	104,415		106,561		104,255		
% Libraries open during agreed opening hours	100%		96.5%		100%		95%

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 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)	3.9%		3.9%		3.9%		4.0%
*YTD % of Unintentional homeless decisions reached within 21 Days	30.8%		29.5%		30.2%		100%
*YTD Average length of journey in days for applicants assessed as unintentionally homeless	149.6		150.9		151.3		100
YTD Percentage of anti-social behaviour cases reported which were resolved	94.8%		94.6%		95.6%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	95.7%		96%		96.3%		95%
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	486		471		484		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
The YTD number of Legal repossessions following decree (Arrears) - Citywide	0		0		3		
Housing Applications processed 28 days YTD %	99.27%		99.38%		99.45%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.3%		92.5%		92.1%		100%
*The YTD Average time taken to re-let all properties (Citywide - days)	244.9		244		241.2		125
Voids Available for Offer Month Number - Citywide	1,756		1,781		1,743		
Welfare Rights - % of Successful Appeals	100%		75%		100%		
HMO License Applications Pending	93		107		123		
HMO Licenses in force	1,027		1,013		992		
% Library item requests satisfied within 21 days	71.7%		70%		75.6%		85%













*No drill down analysis presented this cycle due to ongoing Strategic Performance Review of Voids Property Management, commissioned by the Performance Board and review of Service Standards, along with relevant targets.

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 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)	3		1		1		

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	9.4		9.9		9.7		8
Establishment actual FTE	405.13		403.56		405.48		

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Sep 2023		Oct 2023		Nov 2023		2023/24 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	36.13%		60.3%		68.7%		100%
Financial Inclusion - Total Financial Gains Achieved per month	£274,378		£377,546		£407,082		
Gross rent Arrears as a percentage of Rent due	17.23%		17.43%		17.83%		18.2%
*Rent loss due to voids - Citywide - YTD average	7.56%		7.63%		7.65%		4.62%

*No drill down analysis presented this cycle due to ongoing Strategic Performance Review of Voids Property Management, commissioned by the Performance Board and review of Service Standards, along with relevant targets.

Corporate

1. Customer – Corporate

Performance Indicator – Corporate	Q4 2022/23		Q1 2023/24		Q2 2023/24		2023/24 Target
	Value	Status	Value	Status	Value	Status	
No. of Non-complex Subject Access Requests received	50		76		36		
% Non-complex Subject Access Requests responded to within 1 month	76%		71.1%		74.6%		80%
No. of Complex Subject Access Requests received	9		7		9		
% Complex Subject Access Requests responded to within 3 months	0%		28.6%		55.6%		70%
No. of Environmental Information Regulation requests received	82		75		103		
% of Environmental Info Requests replied to within 20 working days - Corporate	90.2%		85.3%		89.32%		85%
No. of Freedom of Information requests received	412		324		325		
% of Freedom of Information requests replied to within 20 working days - Corporate	85.7%		89.5%		83.38%		85%
No. of Access to School Records requests received	0		5		3		
% Access to School Records requests responded to within 15 school days	No requests Q4		100%		100%		100%
No. of Data Protection Right requests received	2		17		3		
% Data Protection Right requests responded to within 1 month	100%		88.2%		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	Communities Housing and Public Protection Committee
DATE	23 January 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Update on progress with Busking Code of Conduct
REPORT NUMBER	CUS/24/018
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Mark Wilson
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

- 1.1 This report provides an update on the work being undertaken by the Community Safety Partnership to establish a Busking Code of Conduct for Aberdeen City Centre.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 notes the Community Safety Partnership’s update in this report on developing a Busking Code of Conduct for Aberdeen City Centre;
- 2.2 instructs the Chief Officer – Early Intervention and Community Empowerment to continue the development of a Busking Code of Conduct that promotes a harmonious and respectful busking environment considering those who live and work in the City Centre; and
- 2.3 instructs the Chief Officer – Early Intervention and Community Empowerment to report back to the Communities, Housing and Public Protection Committee on 30 May 2024 to seek approval of a Busking Code of Conduct.

3. CURRENT SITUATION

- 3.1 The Communities, Housing and Public Protection Committee on 14 November 2023 approved a Notice of Motion by Cllr Macdonald, thereby instructing “the Chief Officer – Early Intervention and Community Empowerment to ensure that city centre buskers, businesses, Police Scotland, elected members, community councils, residents and other city centre partner organisations are consulted in

developing a Busking Code of Practice for Aberdeen City centre and report back to the January 2024 Communities, Housing and Public Protection Committee with an update on the progress of the proposed Busking Code of Practice for Aberdeen City”. It is proposed that the document be called a “Code of Conduct” and so this terminology is used throughout this report.

- 3.2 Aberdeen City Council and Police Scotland have agreed an outline for the code of conduct and are preparing this for wider consultation. The code of conduct recognises that Aberdeen City Centre is a place where people live and work and that busking can enhance the cultural vibrance of our city and provides a platform for artists to share their talents with the public. The code of conduct is intended to promote a harmonious and respectful busking environment for all in Aberdeen City Centre.
- 3.3 Consideration has been given to measures such as designating suitable areas for busking, the number of acts operating in designated areas, the rotation of performances, time restrictions on the length of performances and times of day performances are permitted.
- 3.4 A review of legislative powers was undertaken to identify the most appropriate enforcement mechanism(s). It was concluded that only Police Scotland have suitable enforcement powers - under Section 54 of the Civic Government (Scotland) Act 1982. Under this Act, Police Scotland may require a busker to stop performing if such performing gives another person “reasonable cause for annoyance”. Failing to comply with such a requirement is a criminal offence and the Police may report the matter to the procurator fiscal and/or seize the equipment being used.
- 3.5 It is recognised that positive street engagement will be key to the success of a code of conduct. Aberdeen City Council City Wardens will take a leading role in engagement with buskers in the city centre, providing suitable advice on complying with the code of conduct. City Wardens will have the option to escalate any concerns to Police Scotland where the situation potentially requires enforcement.
- 3.6 The finalised code of conduct will be made available on the Council’s website, with leaflets also produced to support City Wardens’ efforts with their engagement activities.
- 3.7 Public consultation on the proposed busking code of conduct will be launched in February 2024, ensuring that city centre buskers, businesses, community councils and residents have the opportunity to feedback on the proposed code of conduct.
- 3.8 Following public consultation, a further report will be submitted to this Committee with the final proposed code of conduct for its approval.

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

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	No significant risks identified		L	Y
Compliance	Non-compliance with busking code of conduct	City Wardens will be encouraged to engage with busking acts providing suitable advice both verbally and via leaflets. Where compliance is not achieved through engagement the matter will be escalated to Police Scotland who will assess the proportionality of utilising enforcement powers.	L	Y
Operational	No significant risks identified		L	Y
Financial	No significant		L	Y

	risks identified			
Reputational	Potential for negative perception with busking acts	The proposed busking code of conduct will be circulated for consultation. Online content and leaflet content will be worded in favour of encouraging appropriate busking.	L	Y
Environment / Climate	No significant risks identified.		L	Y

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<p>The proposals within this report support the delivery of the following aspects of the policy statement:-</p> <ul style="list-style-type: none"> • Refresh tourism and cultural strategies for the city. • Aim to make Aberdeen a premier destination for festivals, productions, conferences, bands and events.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	An Integrated Impact Assessment will be developed as the proposed Code of Conduct is developed and will be completed ahead of the Committee meeting on 30 May 2024.
Data Protection Impact Assessment	Not Required
Other	N/A

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

11.1 None

12. REPORT AUTHOR CONTACT DETAILS

Name	Mark Wilson
Title	Community Safety and City Warden Manager
Email Address	MarkWilson@aberdeencity.gov.uk
Tel	01224 067418

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	23 January 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen's Future Library and Information Service Report
REPORT NUMBER	CUS/24/019
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Margaret Stewart
TERMS OF REFERENCE	1.1.2

1. PURPOSE OF REPORT

- 1.1 On the 6th July 2023, the Chief Officer - Early Intervention and Community Empowerment was instructed to present a report on Aberdeen's Future Library and Information Service at the first Committee meeting in 2024. This report includes the results of a public consultation and outlines the next steps for advancing Aberdeen's Future Library Model.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Thanks all individuals and groups for their welcome participation and input to the online consultations and focus group sessions;
- 2.2 Notes the results of the Future Library and Information Service consultation and instructs the Chief Officer - Early Intervention and Community Empowerment to continue to collaborate with stakeholders in designing a strategic vision and model for the Library and Information Service, reporting back to the Communities, Housing and Public Protection Committee on the Future Libraries and Information Service vision and model at the meeting on 5th September 2024;
- 2.3 Notes the extension, as an interim measure, to library opening hours from 1st April 2024 as detailed in paragraph 3.6; and
- 2.4 Instructs the Chief Officer - Early Intervention and Community Empowerment to undertake a consultation (including by means of newspaper advertisement) on the proposed Library and Information Services Management Rules at Appendix C and thereafter report back to a meeting of this Committee on the outcome of such consultation and to seek a decision on whether such Rules

should be made, all in accordance with section 112 of the Civic Government (Scotland) Act 1982.

3. CURRENT SITUATION

- 3.1 The Communities, Housing and Public Protection Committee, at its meeting on 6th July 2023, instructed the Chief Officer - Early Intervention and Community Empowerment to carry out engagement and consultation with stakeholders to understand current and future demand and how available resources can be maximised to ensure continued access to library and information services that are sustainable and responsive to local need. A public consultation ran between 17 July 2023 to 31 October 2023 and included an online and printed survey, focus groups, community engagement and promotion, and a specifically designed approach to involve children and young people. In parallel, a consultation on the impact of the budget decision taken in March 2023 to close six libraries ran from 11th September 2023 to the 6th November 2023. The outcome of that consultation was reported to Council on 13th and 14th December 2023.
- 3.2 1,915 people responded to the Aberdeen Future Library and Information Consultation survey including 304 people responding to the Children and Young People's survey and 138 responding to an abridged survey through community engagement sessions. In addition 720 people responded to the Consultation on Cornhill, Cults, Ferryhill, Kaimhill, Northfield and Woodside Libraries. The information from all of these surveys and related focus groups has provided a wealth of insight, with respondents sharing their experiences and ideas for Aberdeen Library Service and detailing their needs relating to access, learning, leisure, community and wellbeing.
- 3.3 While running parallel consultations has provided valuable information to inform the Future Library and Information Services Model, the timescale to report back has been ambitious and has not allowed sufficient time to fully progress all of the co-design aspect of the strategic vision and future model for libraries. This next phase of the development of the Future Library Model will include people-centred design principles and decision making, ensuring service development is collaborative. It will also consider the distribution of resources and any revisions to library staffing and budget structure to provide services that meet local need.
- 3.4 This next phase of the Future Library Model development will take place from February to July 2023. It will involve collaborative working with staff, public and partners using Design Thinking approaches to understand, clarify, test and apply innovation to library services and how they are accessed. The stimulus for these sessions will be the data gathered through the consultations, [Digital Scotland's – A Changing Nation: How Scotland will Thrive in a Digital World](#) and [Forward - Scotland's Public Library Strategy 2012-25](#) and the Themes of People, Place and Partnership using the following Foundations for Success:
- Data driven service design
 - Equality, Diversity & Inclusion
 - Seamless Customer Journey
 - Staff Culture

- Sustainability

Continued and focused work with partners will enable library services to be maximised across formal and informal learning, communities, the Family Support Model, Aberdeen Health and Social Care Partnership, culture and other relevant local and national partnerships. The Future Library and Information Services Model will connect with wider city priorities and will be developed alongside the next Community Learning and Development Plan 2024-2027 and the refresh of the Local Outcome Improvement Plan (LOIP).

Interim extension to Library Opening Hours

3.6 A prominent aspect of both library consultations has been the feedback on opening hours. As an interim measure, an extension to library opening hours will commence from 1st April 2024. This reflects demand on provision where nearby libraries have closed, information from the library consultations, library developments in Torry Library within Greyhope School and Community Hub and the installation of Open+ in Dyce Library. The proposed timetable below is reflective of current staff capacity. Beyond this interim arrangement, a further review of library opening hours will be required based on feedback on need, and the levels of staffing resource that can be applied to frontline services. Any further changes to opening hours will require a shift in staff structures. This will be addressed as part of the Future Library and Information Services Model in September 2024.

Open+ is a system that enables library members to access library buildings and resources outside of normal operating hours, using their library card to enter the library.

Library	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Proposed Total
Central	9 am-8pm	9am-5pm	9am-8pm	9am-5pm	9am-5pm	9am-5pm	54	54
Airyhall	9am-7pm	9am-5pm	9am-7pm	9am-5pm	9am-5pm	10am-1pm & 2pm-5pm	50	50
Bridge of Don	10am-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2am-5pm	45	45
Bucksburn	10 am-7pm	10am-5pm		10am-5pm		10am-1pm & 2pm-5 pm	29	29
Cove	1 pm-7pm	10am-1pm & 2pm-5pm			10am-1pm & 2pm-5pm	10-1	21	21

Culter	1pm-7pm	10am-1pm & 2pm-5pm	10am-1pm & 2pm-5pm	10 am-1pm & 2pm-5pm		10am-1pm	15	27
Dyce	10am-5pm 5pm-8pm		10am-5pm		10 am-5pm	10am-1pm	21	21 +6 Open+
Kincorth		9am-5pm	9am-5pm	9am-5pm	9am-5pm	10am-1pm	35	35
Mastrick	10am-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2pm-5pm	42	45
Tillydrone	10a,-7pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm & 2am-5pm	42	45
Torry	10am-1pm & 2pm-5pm		1pm-7pm	10am-1pm & 2pm-5pm		10am-1pm	18	21
Total	76 82	58 64	75	70	52	41 50	372	393 +6 Open+

Increase of hours

Increase of Open+ hours

Library and Information Services Management Rules

3.7 Library and Information Services Management Rules are an optional measure intended to support the smooth running of the library service and a good user experience of our libraries. The maximum duration of Management Rules is 10 years. The proposed new Management Rules can be found in Appendix C. These proposed Rules will be made available for inspection, comment and objection by library members, users of the service and other members of the public and will also be the subject of an advertisement in a local newspaper. Please also see section 5.2 below.

4. FINANCIAL IMPLICATIONS

4.1 The cost of the newspaper advertisement (regarding the proposed Management Rules) will be met from the current library and information services budget. There are no other direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 Under section 163(2) of the Local Government (Scotland) Act 1973, the Council has a duty to secure the provision of adequate library facilities for all persons resident in the Council area.

5.2 Section 112 of the Civic Government (Scotland) Act 1982 permits local authorities to make management rules to regulate the use of, and the conduct of persons while on or in, any land or premises owned, occupied or managed

by the authority to which the public have access. Before such rules can be made, the authority must place an advertisement in a local newspaper and consider any objections timeously received by the authority and give any objector an opportunity to be heard by the authority.

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) <small>*taking into account controls/control actions</small>	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to engage stakeholders in co-design and consultation activity	Promotion of stakeholder co-design and consultation exercises both online and in person	L	Yes
Compliance	Failure to secure the provision of adequate library facilities for all persons resident in the Council area.	Aberdeen's Future Library and Information Services Model will address compliance requirements	L	Yes
Operational	Failure to understand and address stakeholder input to Future Library service model	Relevant processes in place to involve stakeholders	L	Yes
Financial	Potential for stakeholders' ideas and input and	Communication plan around engagement and consultation	L	Yes

	expectations to exceed available resource	opportunities and relevant processes in place for feedback.		
Reputational	Failure to address stakeholders' concerns and issues, and to meaningfully engage and consult.	Communication plan around engagement and consultation opportunities and relevant processes in place for feedback.	L	Yes
Environment/Climate	No significant risks identified			

8. OUTCOMES

COUNCIL DELIVERY PLAN 2023-2024	
	Impact of Report
Aberdeen City Council Policy Statement A city of opportunity A council that listens and works	<i>The proposals within this report support the delivery of the following aspects of the policy statement:-</i> <ul style="list-style-type: none"> • Ensure the Council follows best practice as a corporate parent to get the best outcomes for looked-after young people, those in kinship care and those with additional support needs such as autism, developmental disorders or mental health problems • Recognise that citizens and communities – rather than the City Council - are best placed to say what services they require and how these are provided and seek to give greater control over appropriate services and facilities to local communities.
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	

Prosperous Economy Stretch Outcomes	The proposals within this report will support consultation and inform decisions on library output that directly relates to: <ul style="list-style-type: none"> • <i>the delivery of LOIP Stretch Outcome 3. 500 Aberdeen City residents upskilled/reskilled to enable them to move into, within and between economic opportunities as they arise by 2026</i>
Prosperous People Stretch Outcomes	The proposals within this report will support consultation and inform decisions on library output that directly relates to: <ul style="list-style-type: none"> • <i>Increase uptake of parenting and family support by 10% by 2022.</i> • <i>95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026.</i> • <i>90% of children and young people report they feel listened to all of the time by 2026</i>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Work on an Integrated Impact Assessment for the Future Library and Information Services Model has been started and will be further informed by the co-design stages. Work on an IIA for the proposed Management Rules has also commenced and will be further informed by the consultation on those Rules.
Data Protection Impact Assessment	A DPIA has been completed as part of the engagement on Aberdeen's Future Library and Information Service Plan

10. BACKGROUND PAPERS

- 10.1 [Meeting of Communities, Housing and Public Protection Committee, Thursday, 6th July, 2023 10.00 am \(Item 12.\)](#)
- 10.2 [Agenda for Council on Thursday, 14th December, 2023, 10.30 am \(aberdeencity.gov.uk\)](#)

11. APPENDICES

- 11.1 Appendix A – Aberdeen Future Library Survey Results
- 11.2 Appendix B – Children and Young People Future Library Report
- 11.3 Appendix C – Proposed Library and Information Services Management Rules

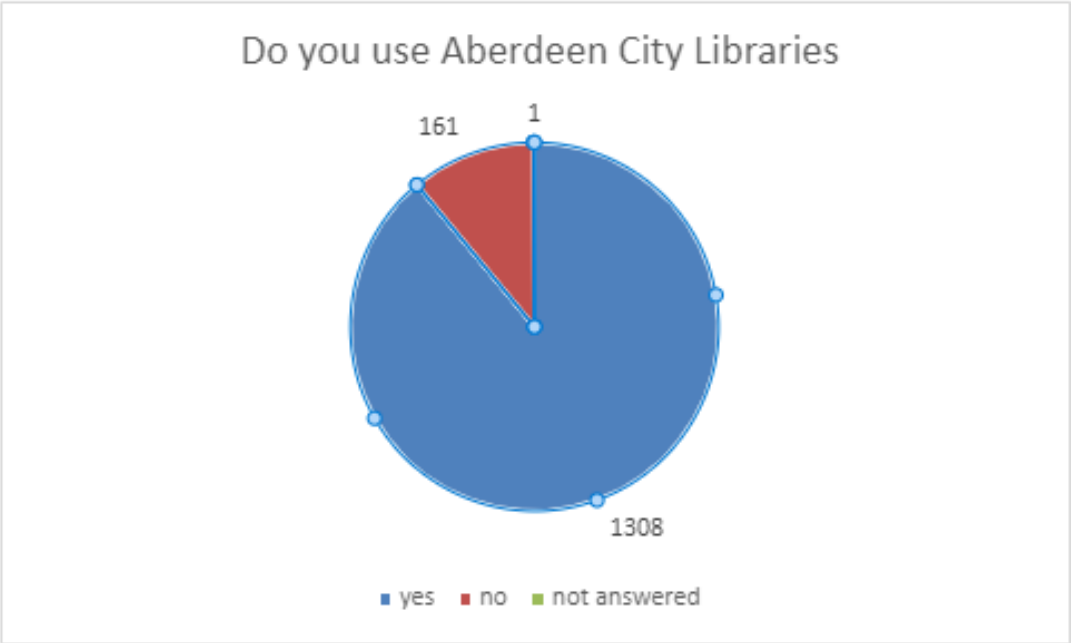
12. REPORT AUTHOR CONTACT DETAILS

Name	Margaret Stewart
Title	Service Manager, Libraries and Community Learning
Email Address	mstewart@aberdeencity.gov.uk

Appendix A – Responses to the Aberdeen’s Future Library and Information Services consultation survey

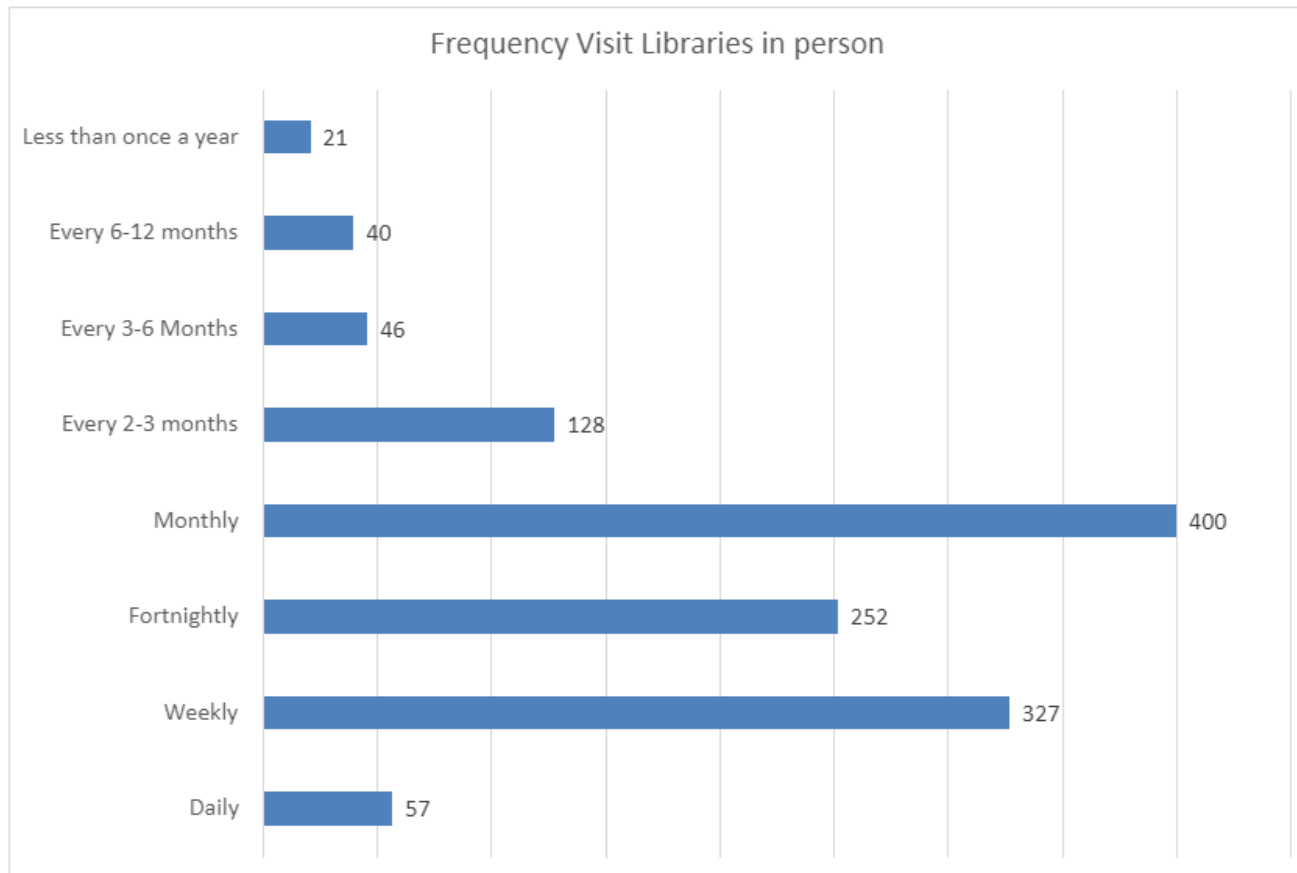
Aberdeen’s Future Library and Information Services survey was part of a range of consultation activity from the Aberdeen Library and Information Service, to inform the direction and delivery of the future of the Library Service. This report shares responses to the questions in the survey and includes responses from current library users and people who do not currently access library services. Responses were collected from 17 July 2023 – 31 October 2023. This survey captured 1470 responses.

Question1 : Do you currently use Aberdeen City Library Services?



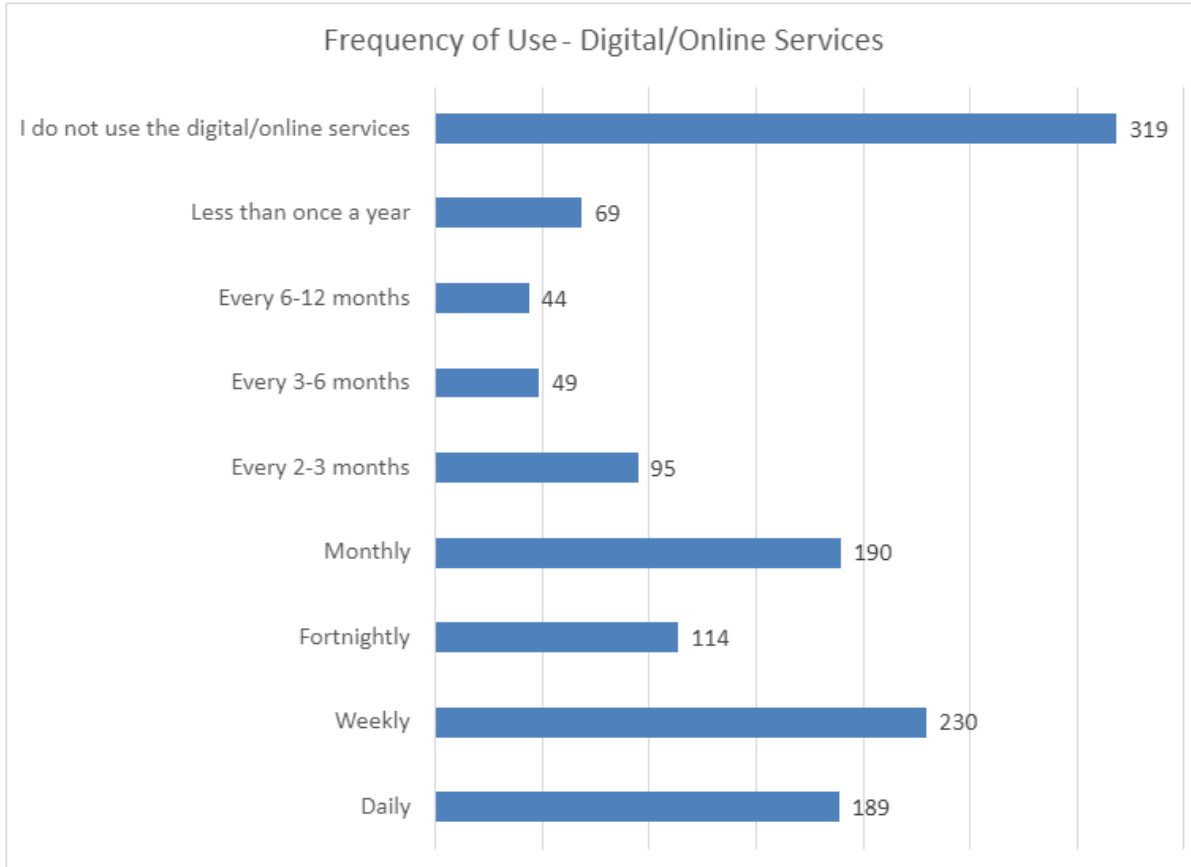
Library use: Responses from library users

Question 2: How often do you use an Aberdeen City Library in person?

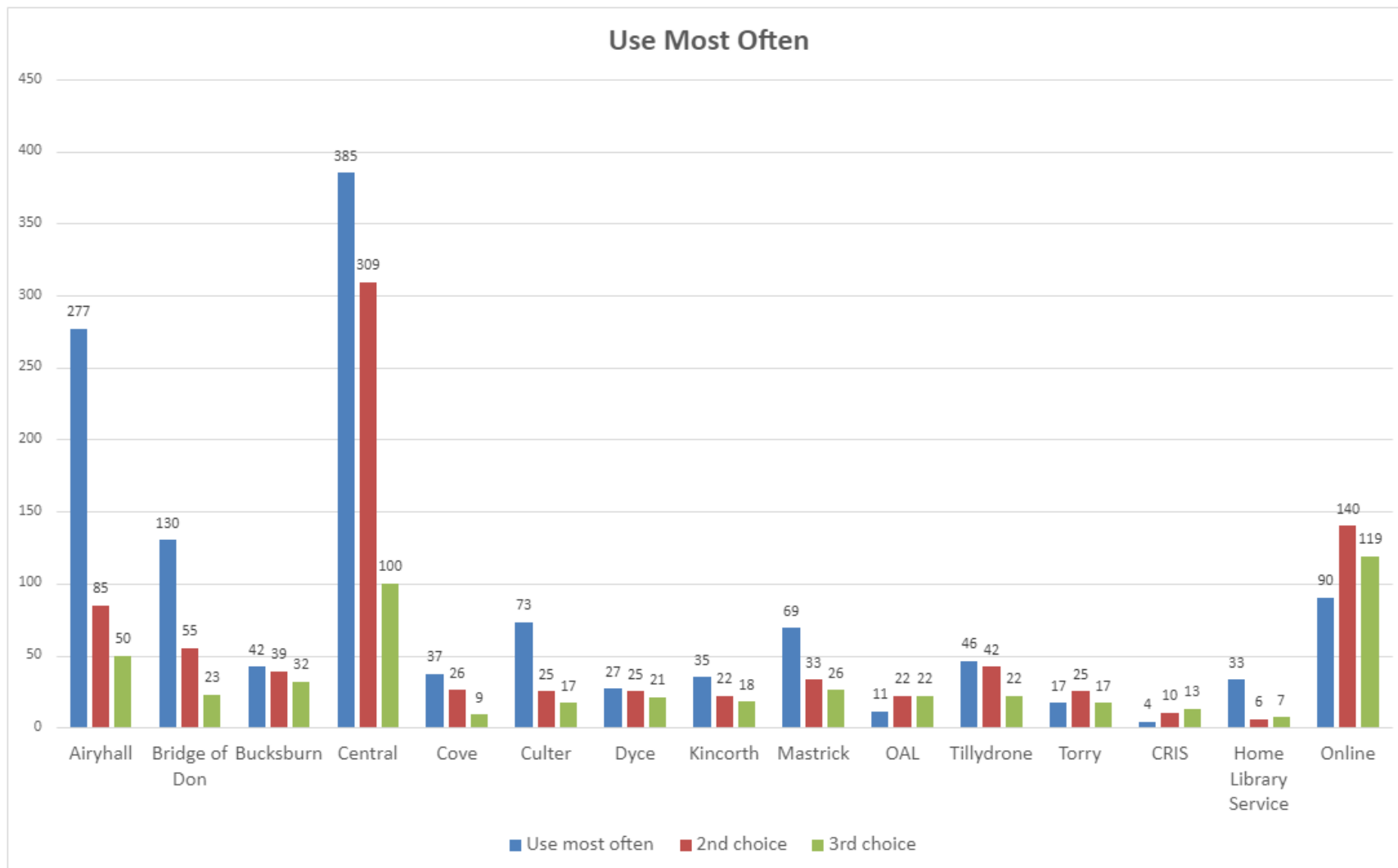


Question 3. How often do you access Aberdeen City Libraries digital services?

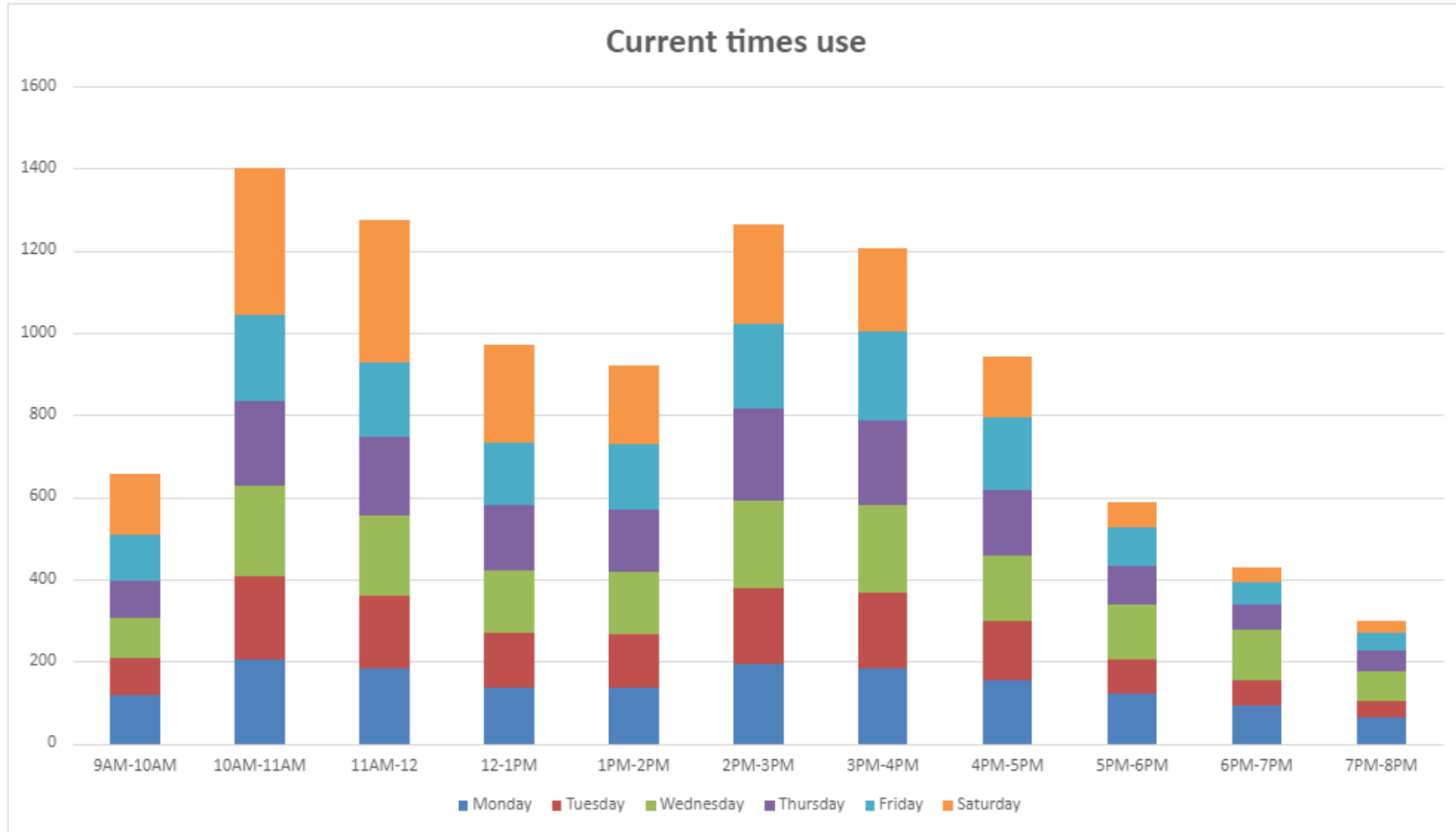
For example, the library catalogue, making reservations, BorrowBox (eBooks), PressReader (eNewspapers), The Silver City Vault, other databases, online Bookbug sessions.



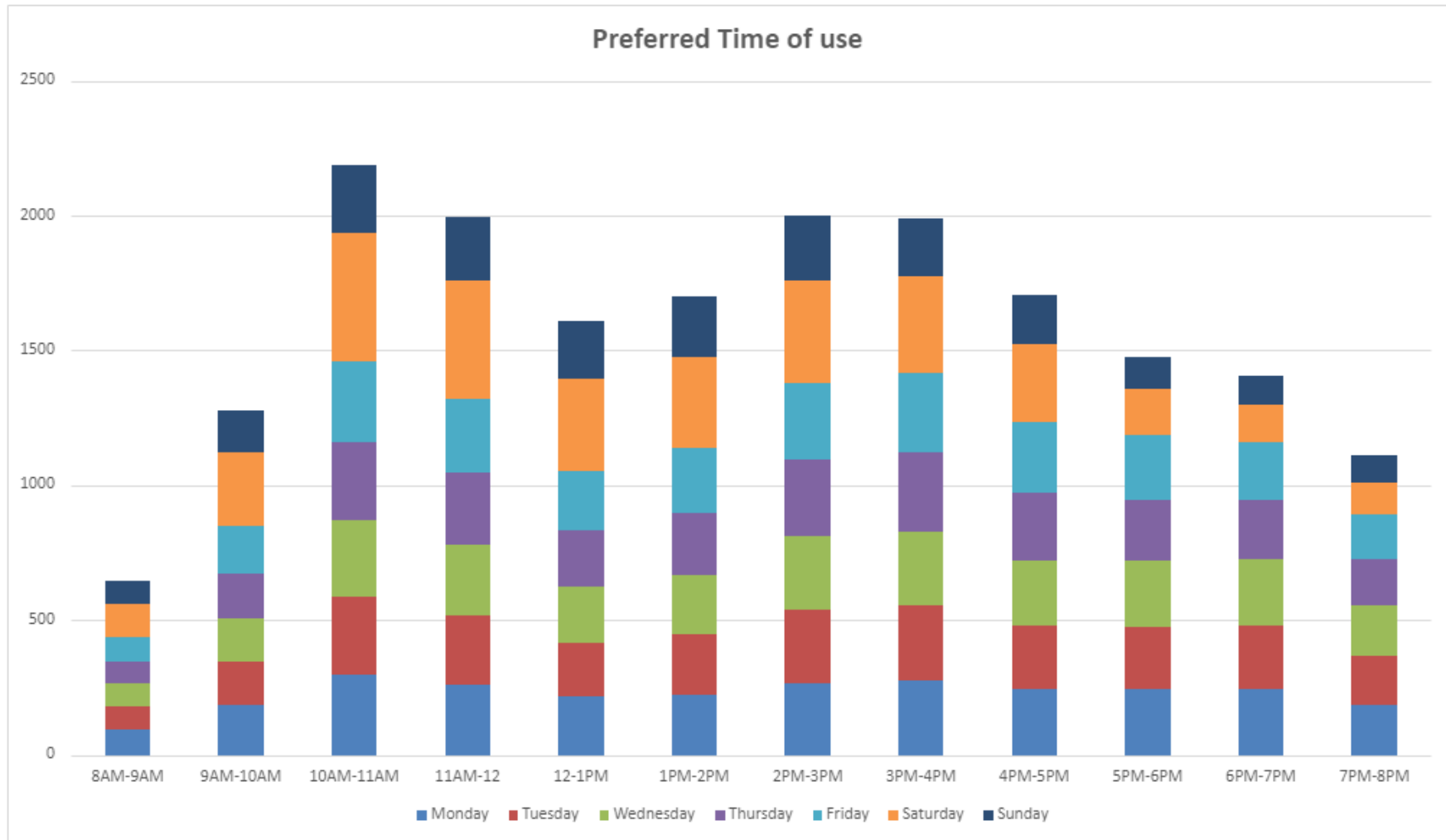
Question 4: Please tell us what library location you access most often?



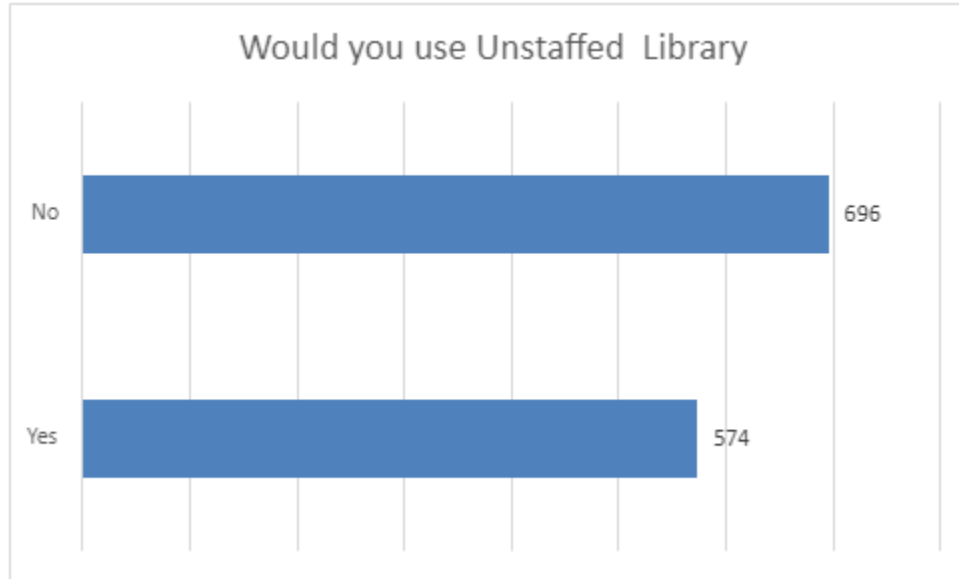
Question 5: When do you currently access library services?



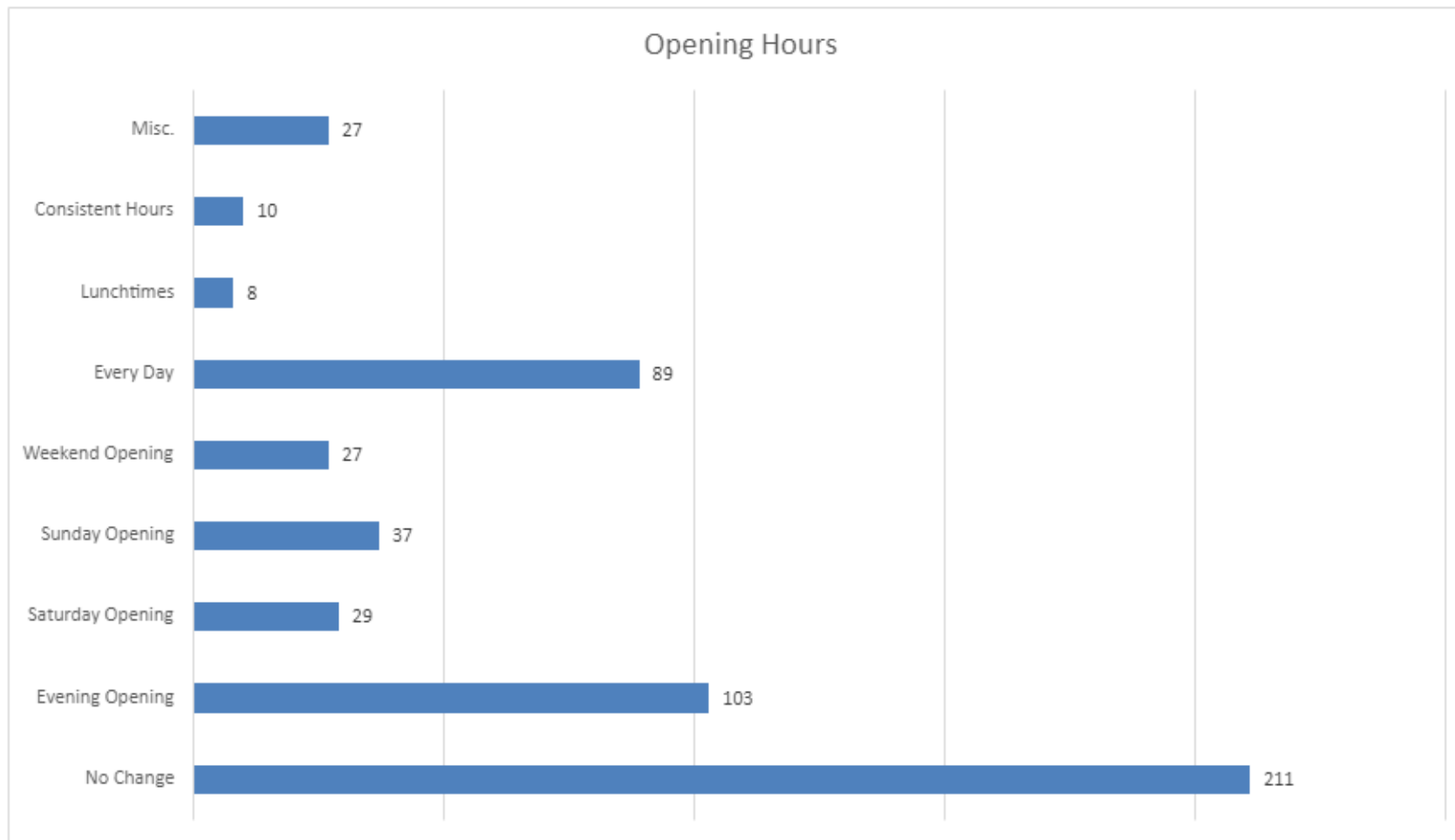
6. When would it be most convenient for you to access library services?



Question 7. Would you use an unstaffed library (accessed securely with your library card out with regular hours) for browsing, borrowing and PC access?



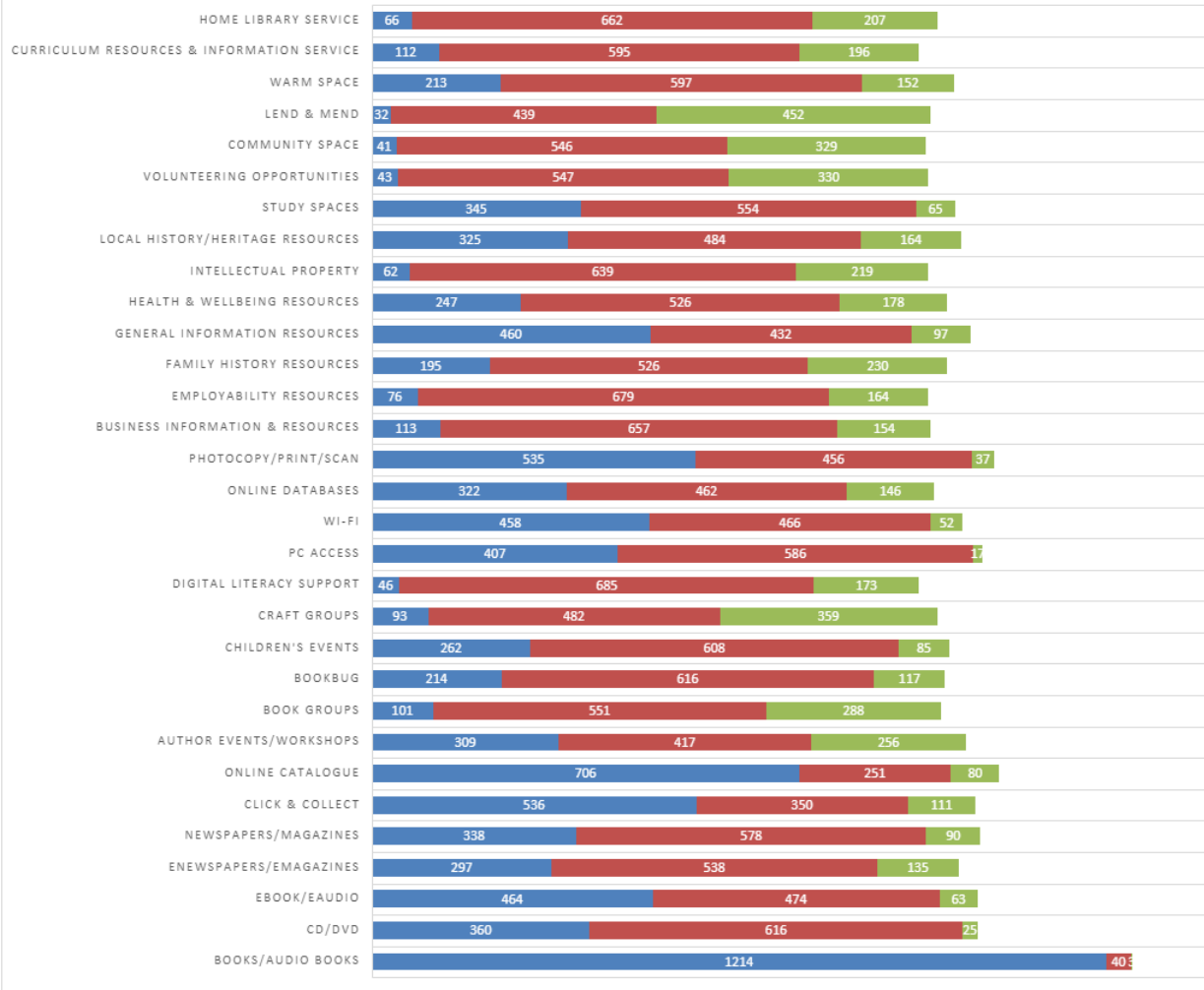
Question 8: In relation to library opening hours please tell us how the library service can better meet your needs?



Question 9: Which of these services, resources and activities do you use or attend?

SERVICES, RESOURCES AND ACTIVITIES DO YOU USE OR ATTEND?

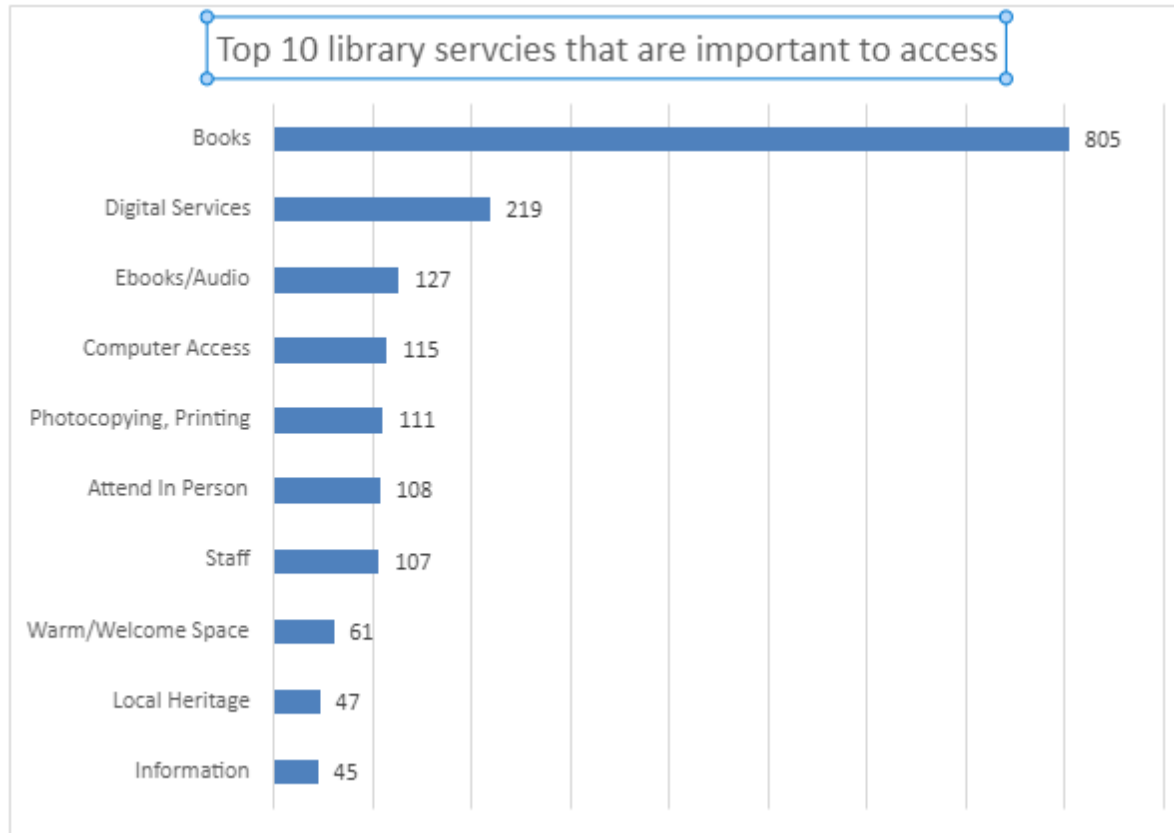
■ Use ■ Do not use ■ Not aware



Question 10: Do you collect any of the following from any Aberdeen City Library?

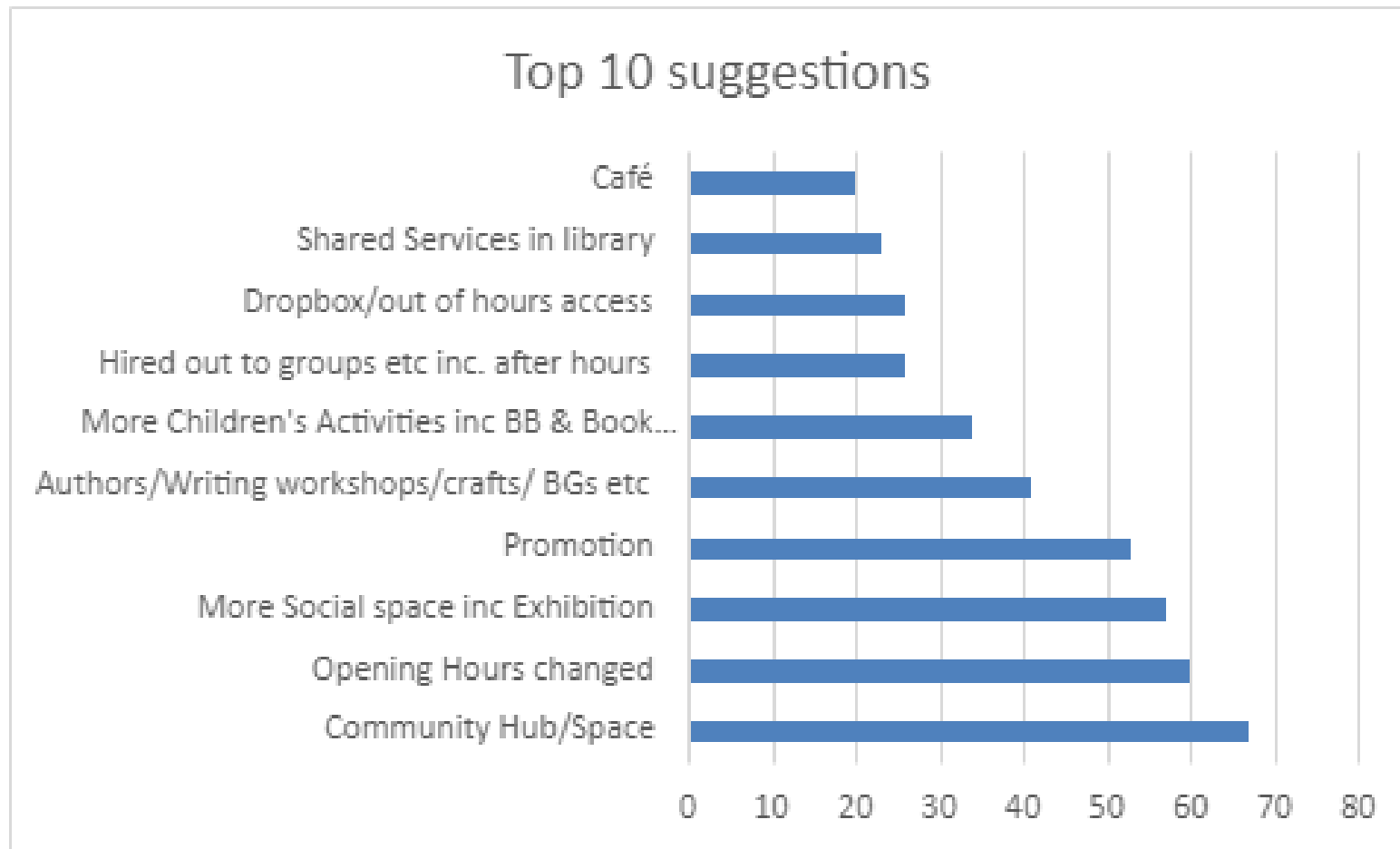


Question 11: What library services are the most important for you to access?

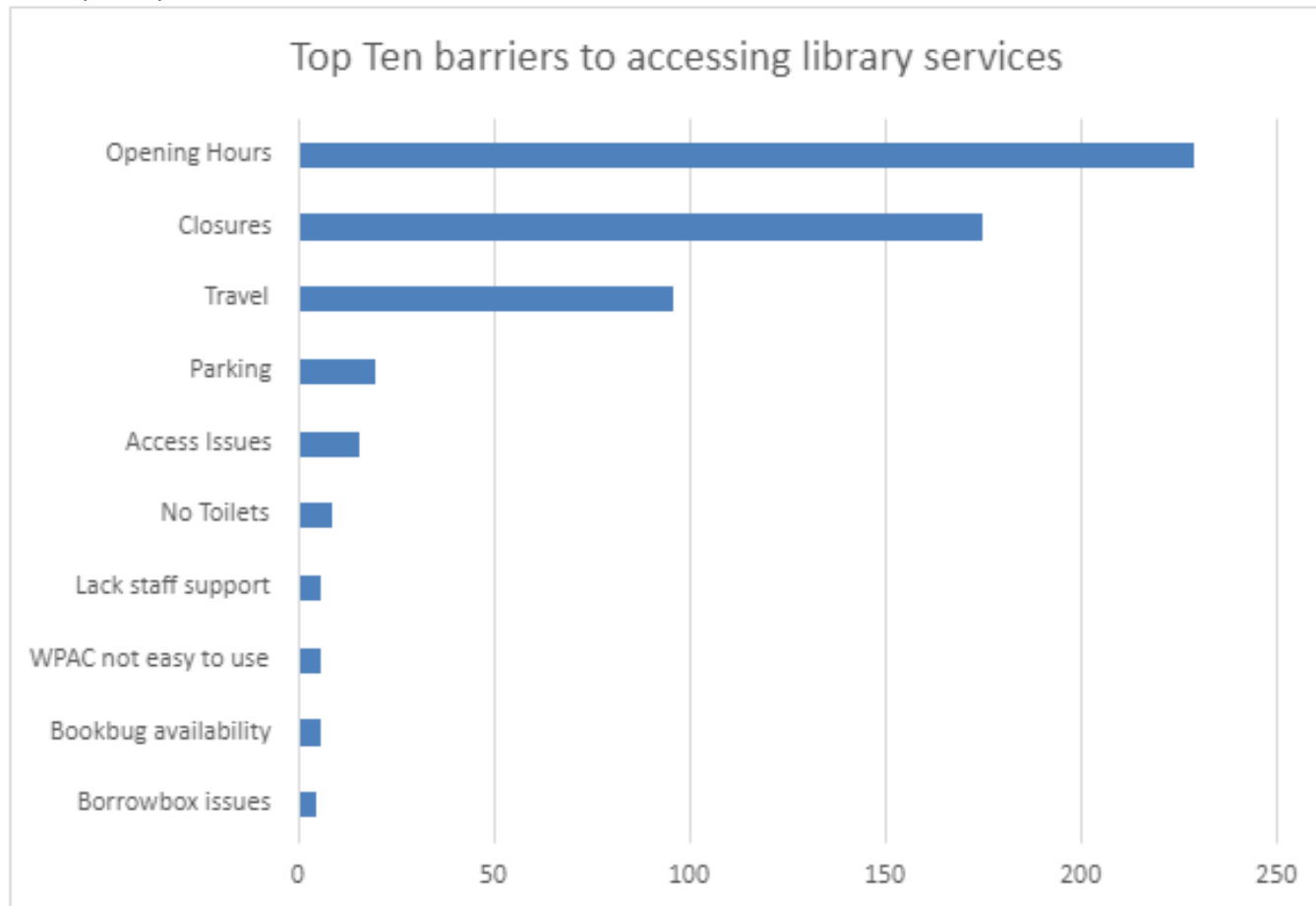


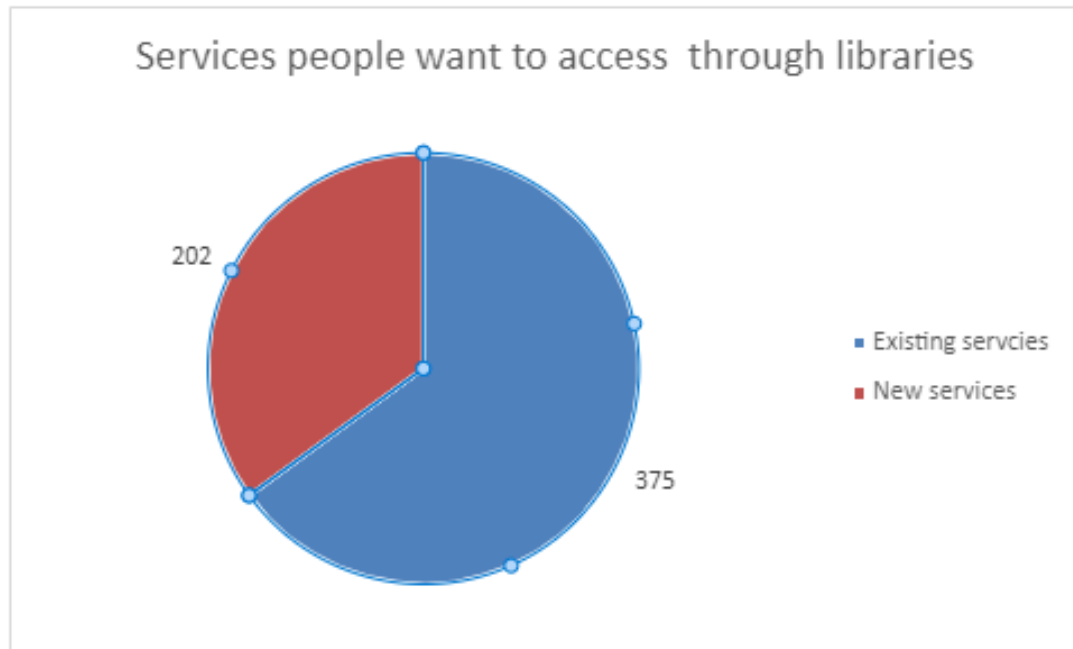
Question 12: Please share suggestions as to how library services could be delivered differently or are no longer required?

For example, methods of accessing services or maximising use of library buildings.



Question 13: If you have experienced any barriers in accessing library services, please detail them. For example, accessibility, opening hours, time, travel.



Question 14: What new or existing services would you like to access at libraries?

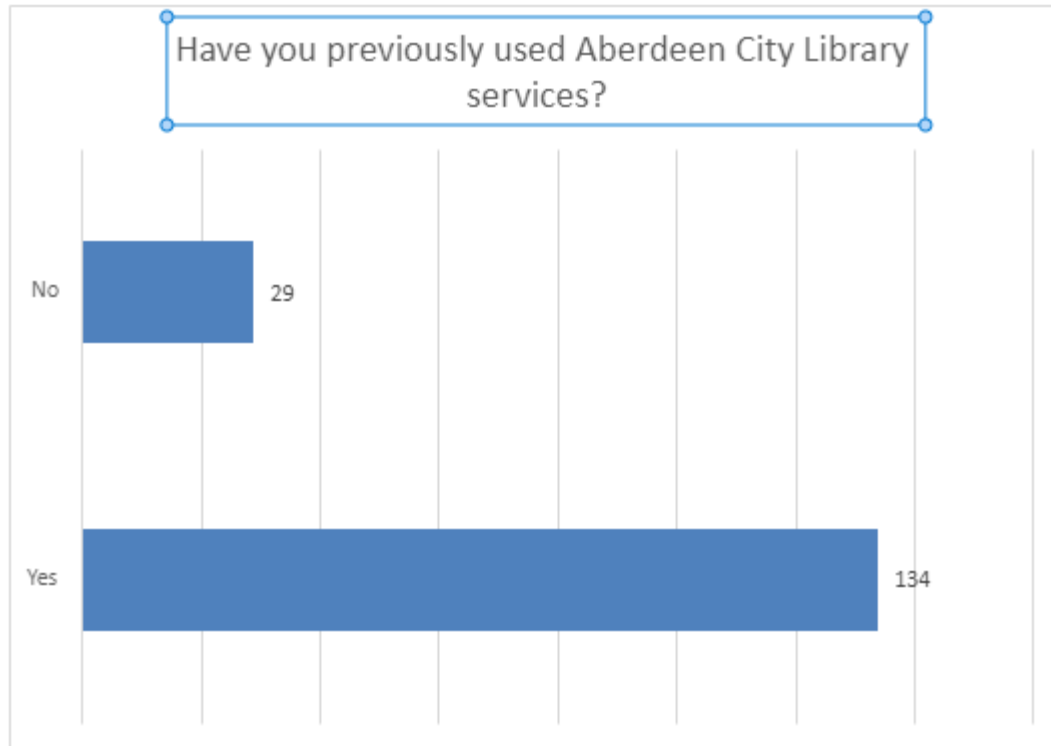
Existing services included: Author talks, Book Groups, Bookbug, Books, Children's Activities, Creative Writing workshops, E books/audio books, events, Family History, Community Information, Newspapers and magazines, Online catalogue, PCs, Printing/Copying/Scanning, Promotion, Study Spaces, WIFI.

New services included: Book drop off, Café, Classes for all ages, Digital classes, Craft clubs, Jigsaws, Lend and mend, Partnerships/Shared services, Toilets, Tool Library, Water.

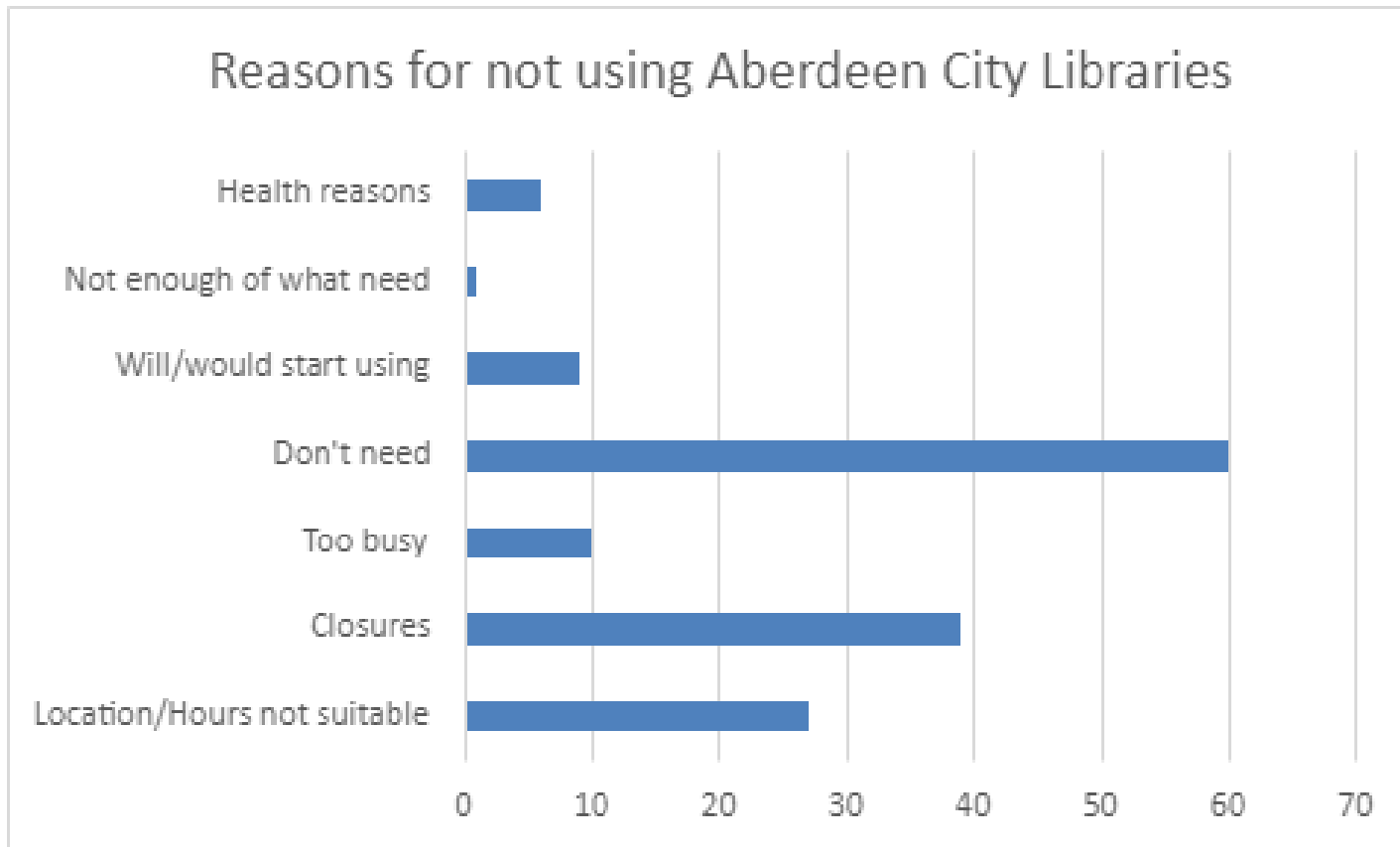
Questions for people who do not currently access Aberdeen City Libraries

Why do you not use Aberdeen City Libraries?

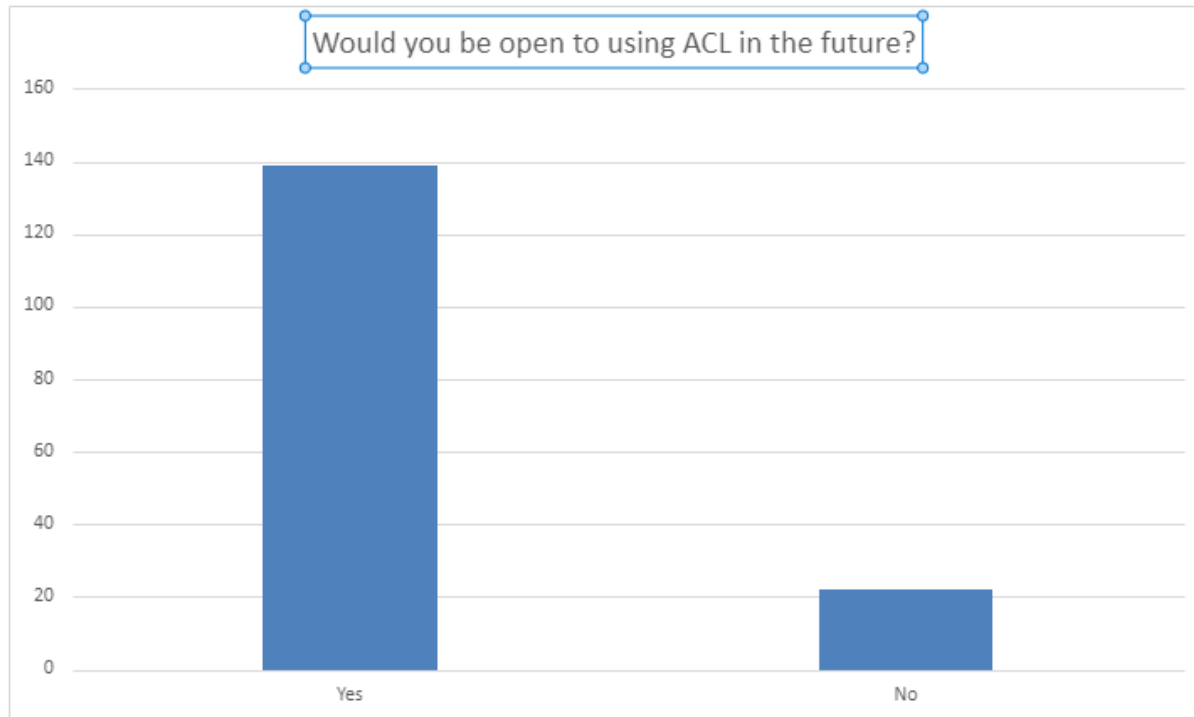
Question 15. Have you previously used Aberdeen City Libraries services?



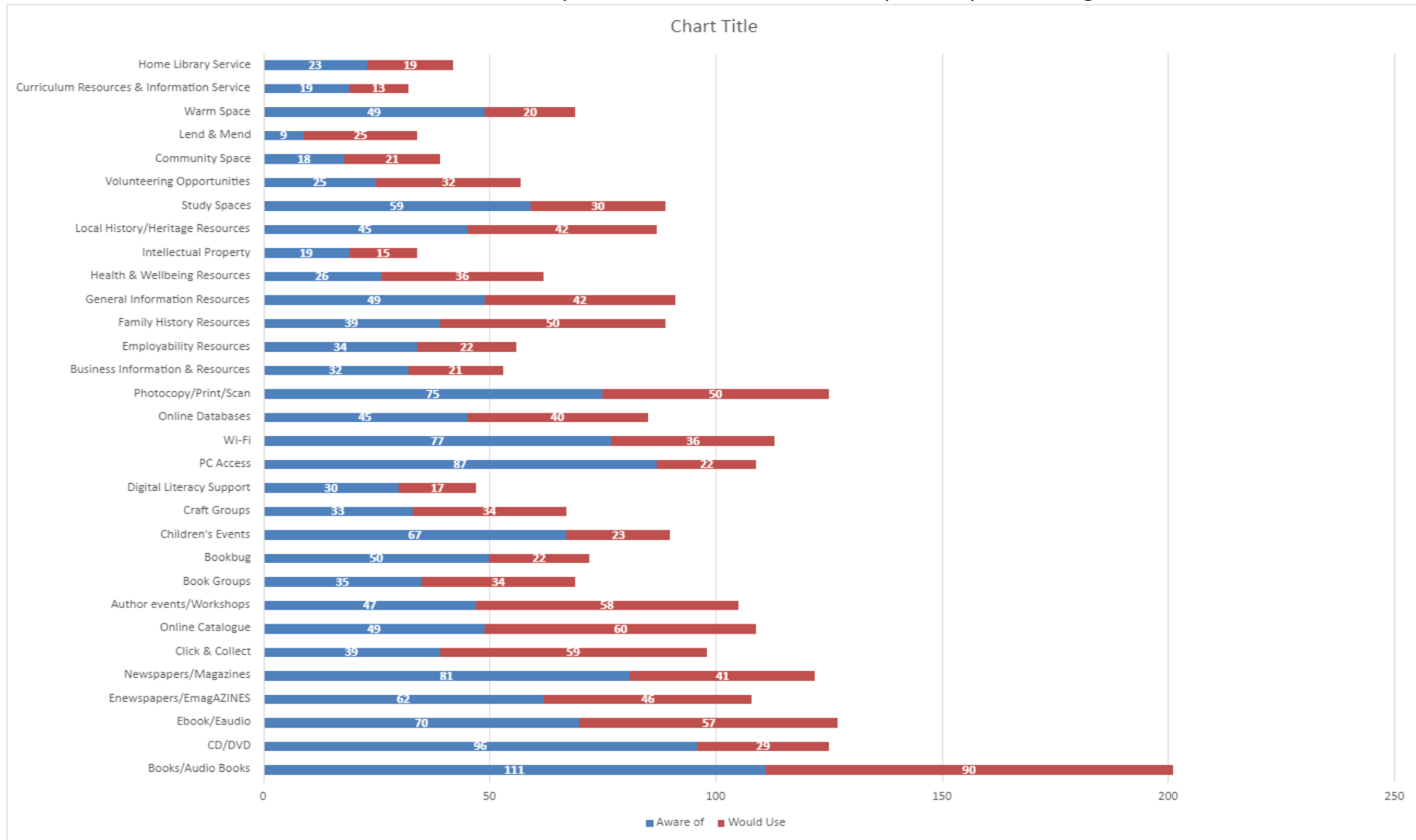
Question 16: Please tell us why you currently do not use Aberdeen City Libraries?



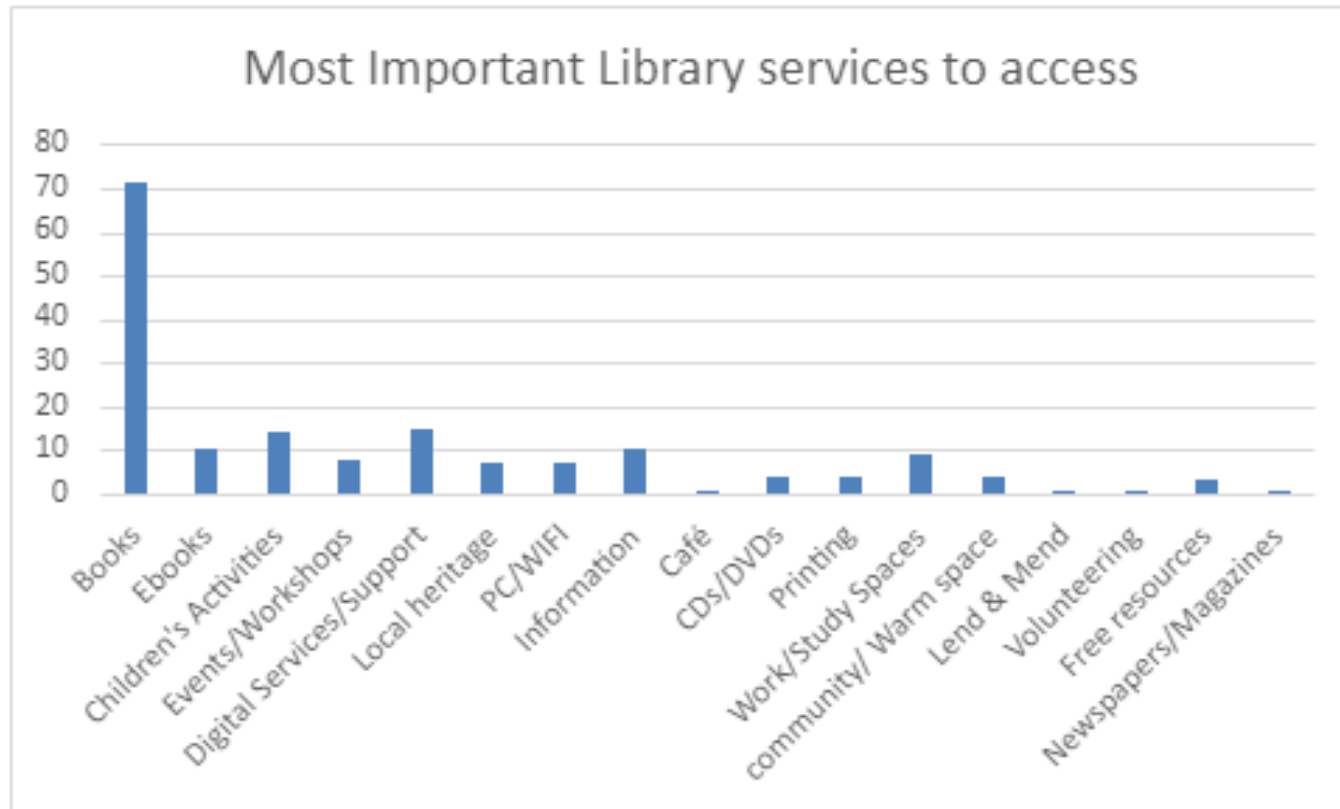
Question 17: Would you be open to using Aberdeen City Libraries in the future?



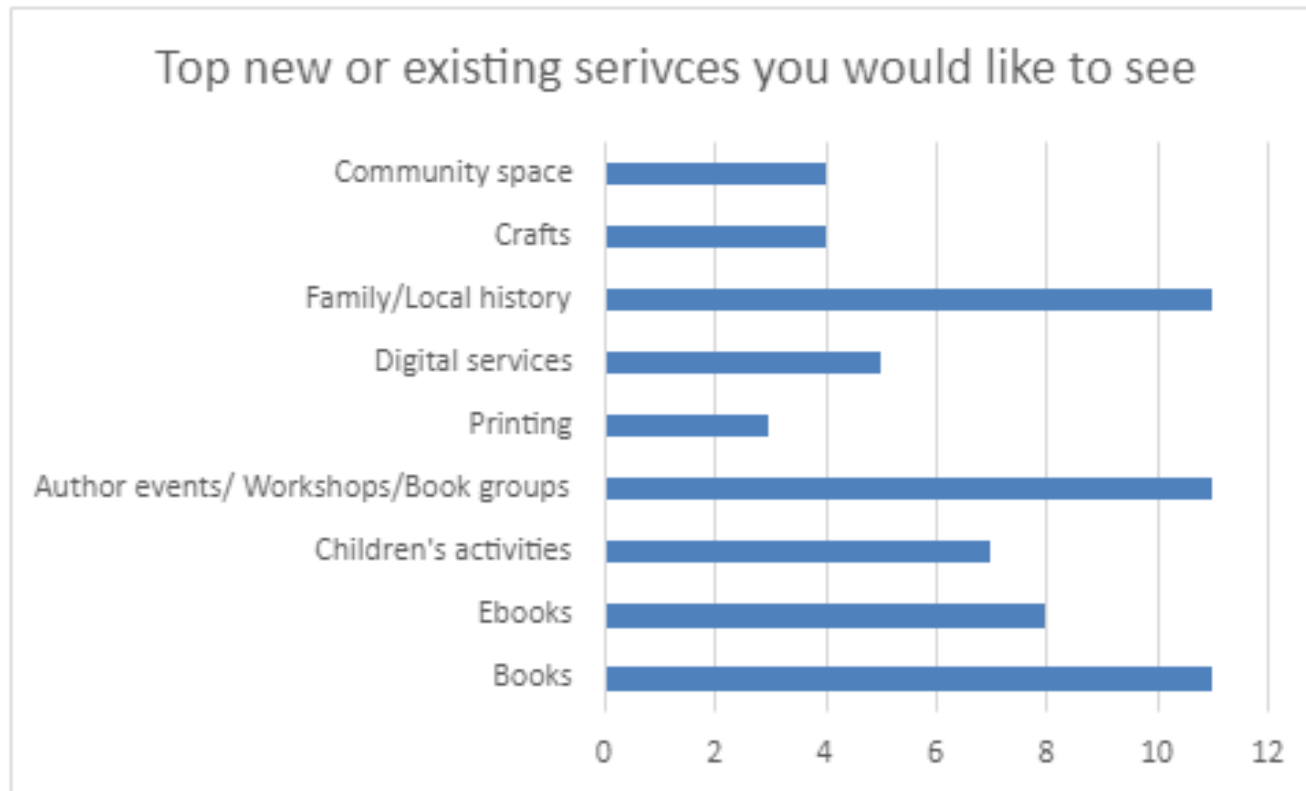
Question 18: Which of these services and activities are you aware of, and which would you be open to using in the future?



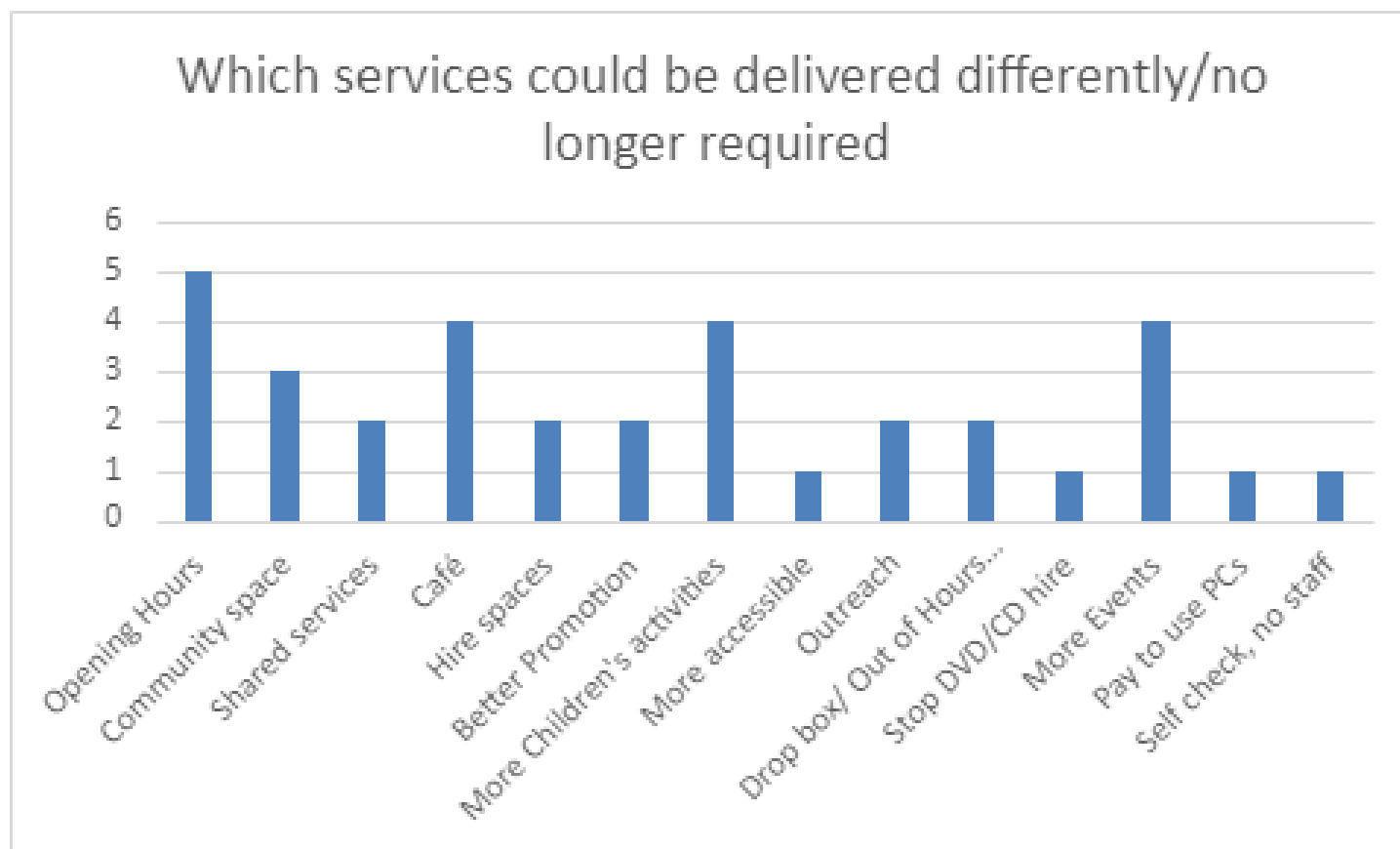
Question 19. What library services are the most important for you to access?



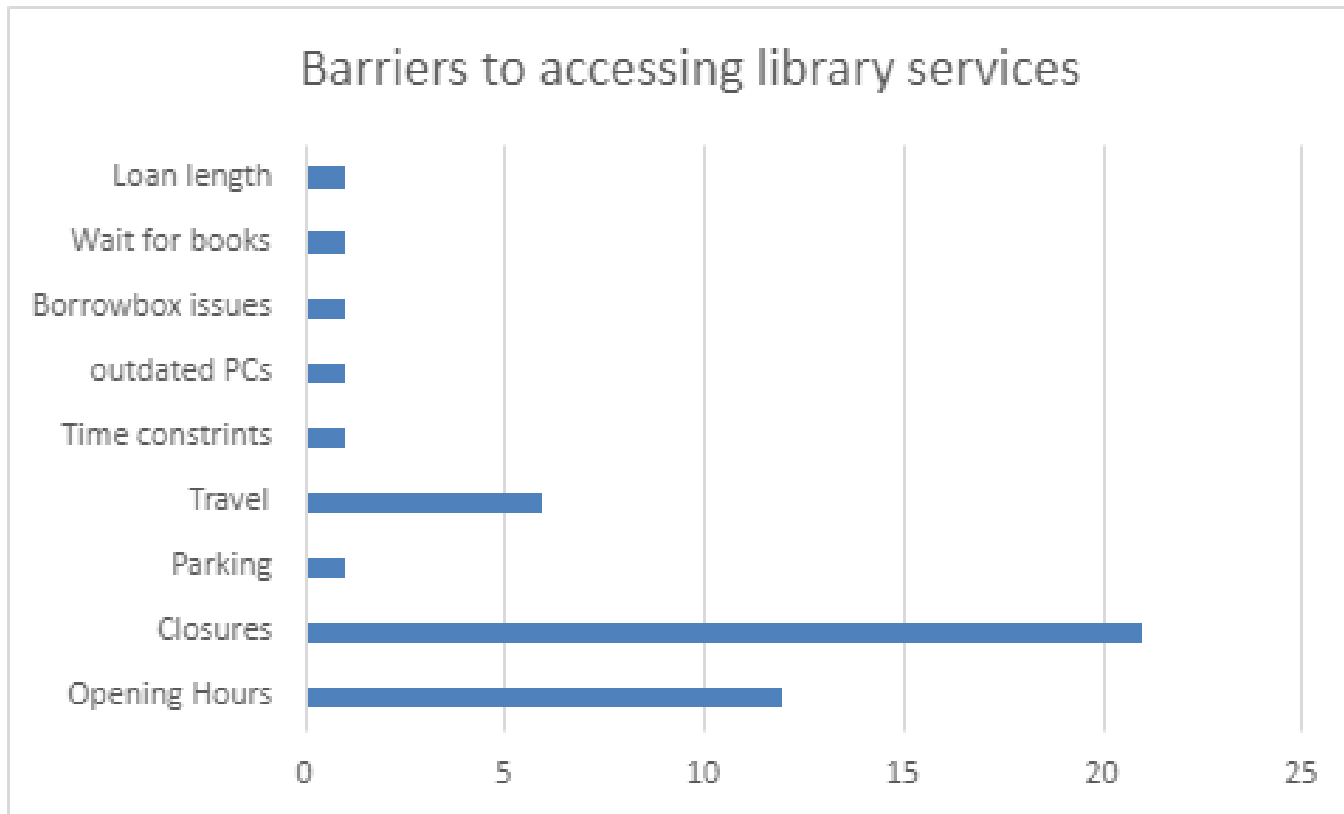
Question 20: What new or existing services would you like to access via libraries?



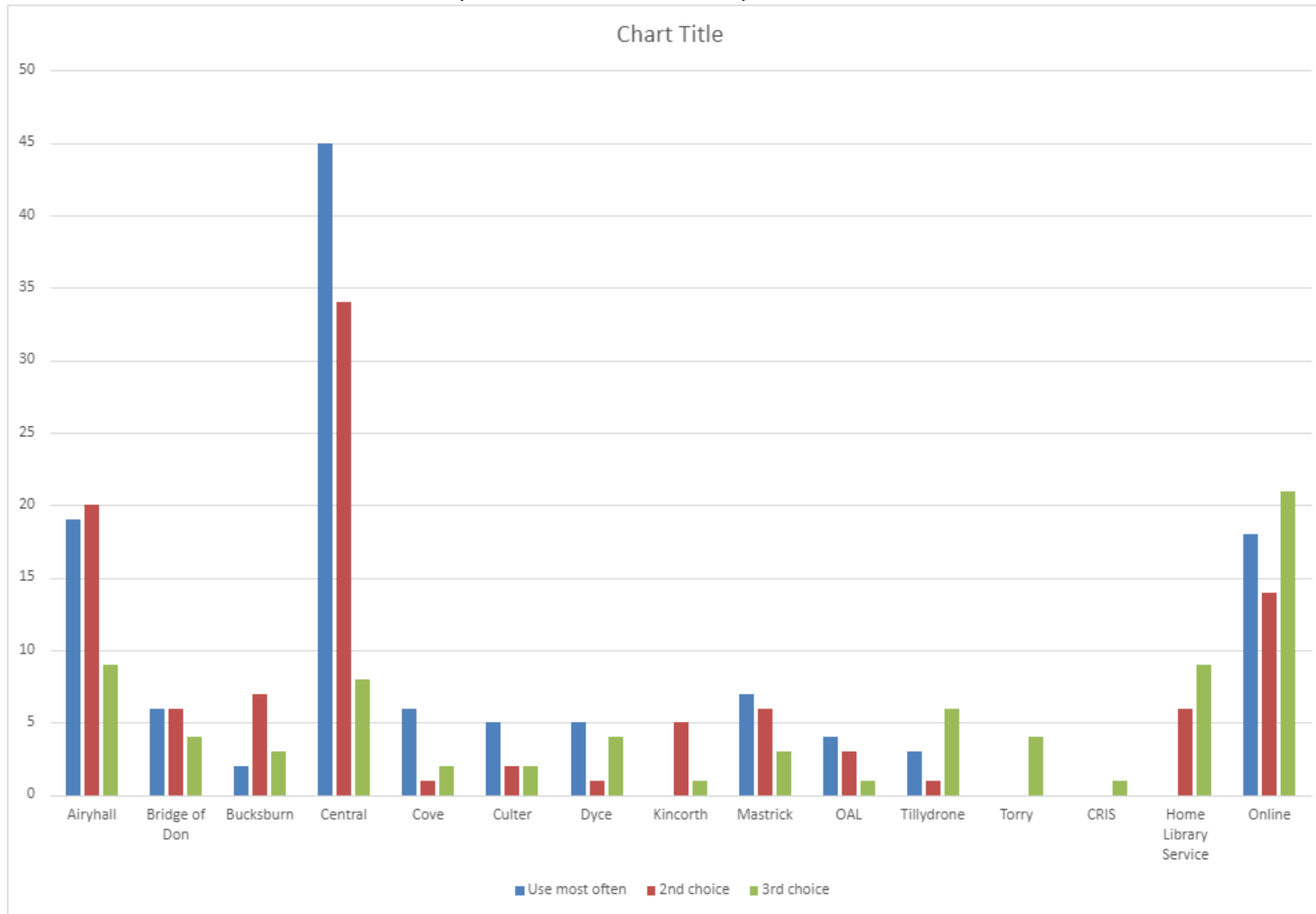
Question 21: Please share suggestions as to which library services could be delivered differently or are no longer required? For example, methods of accessing services or maximising use of library buildings.



Question 22: If you have experienced any barriers in accessing library services, please detail them



Question 23: Please tell us which libraries you would use in order of preference?



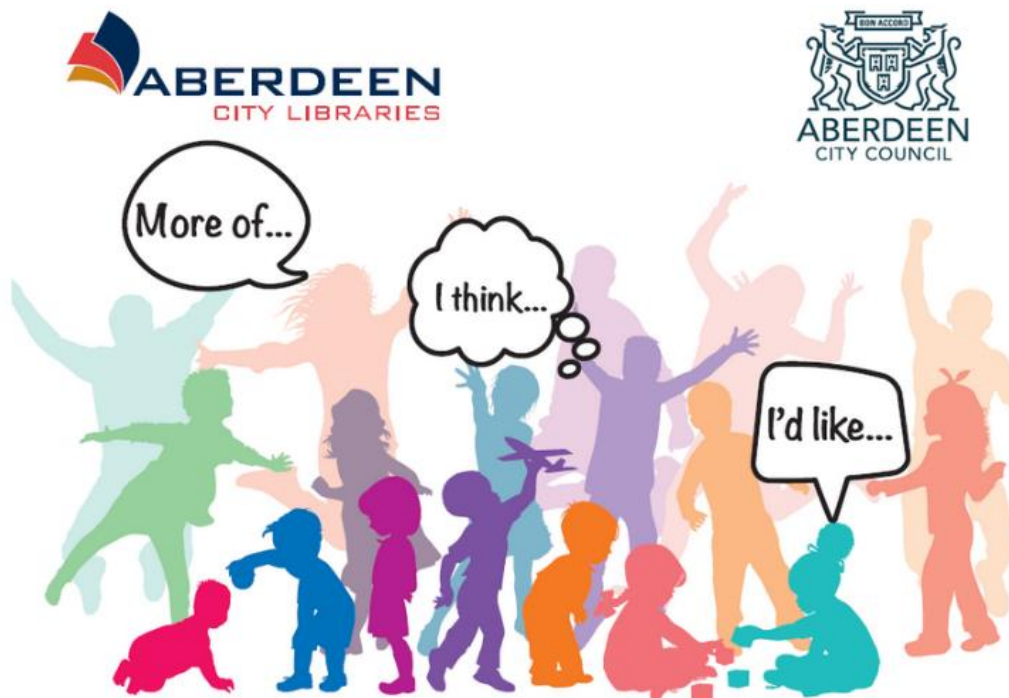
Responses from all respondents

Question 25: Where do you live?

Option	Total	Percent
Do not live in Aberdeen	57	3.91%
Dyce	45	3.08%
Danestone	33	2.26%
Oldmachar	41	2.81%
Denmore	17	1.17%
Balgownie & Donmouth	46	3.15%
Bucksburn	29	1.99%
Heathryfold	6	0.41%
Middlefield	3	0.21%
Kingswells	17	1.17%
Northfield	25	1.71%
Cummings Park	4	0.27%
Sheddocksley	16	1.10%
Mastrick	31	2.12%
Summerhill	19	1.30%
Culter	64	4.39%
Cults, Bielside, Milltimber & Countesswells	122	8.36%
Hazlehead	32	2.19%
Braeside, Mannofield, Broomhill & Seafield	153	10.49%

Garthdee	28	1.92%
Ferryhill	91	6.24%
Kincorth, Leggart & Nigg	39	2.67%
Torry	26	1.78%
Cove	52	3.56%
Tillydrone	21	1.44%
Old Aberdeen	29	1.99%
Seaton	19	1.30%
Woodside	53	3.63%
Hilton	42	2.88%
Stockethill	23	1.58%
Ashgrove	22	1.51%
George Street area	16	1.10%
Froghall, Powis & Sunnybank	6	0.41%
Midsocket	36	2.47%
Rosemount	58	3.98%
City Centre	60	4.11%
Hanover	3	0.21%
West End	75	5.14%

Future Libraries Consultation Children and Young People



Final Report
December 2023

CHILDREN & YOUNG PEOPLE'S CONSULTATION

Final Report
December 2023

Authors

This report was compiled by Carol Doig (Children & Young People's Librarian) and Margaret Hill (Early Years Librarian).

1 Context

The Service agreed that it was essential to conduct a separate Children and Young People's Consultation as part of the wider 'Shaping Future Libraries' work. This decision supports the Scottish Government and local authority priority to 'put children's rights at the very heart of all services delivered to children and families'¹.

Using data from in-house systems and statistical information reported to the Scottish Government (ECALM), this report will provide context for the consultation; report back on the responses submitted by participants and, using this data to inform decisions, provide recommendations to support the 'Shape of Future Libraries' offer for Children and Young People and those who work with them across the city.

Recommendations will lead to the concept of co-design being fully embedded in all work undertaken for service planning, development, delivery and evaluation; providing real opportunities to develop innovative approaches to deliver a Library Service which meets the needs of Children, Young People, Families and Practitioners.

The key recommendations will form an Action Plan which will feed into the wider Service plan.

2 Data Capture

Information about the Children & Young People's Consultation was shared with partners including early years settings, partner providers, third sector organisations, schools and other youth organisations.

Data was captured through using an online survey (Citizen Space); making physical copies of the survey available in libraries; in-person focus groups and online focus groups.

¹ Local Outcome Improvement Plan (2022), p.17.

3 Data Analysis

Duplicate records and unintelligible responses were removed when cleaning the data.

Coding was applied to sort the remaining data.

Prescriptive Analysis was used to identify recommendations, informed by respondents, to shape future library services for Children and Young People.

The consultation for children and young people was designed with specific questions for different client groups. This means some questions show a higher number of 'Unanswered' questions depending on which client group the question was aimed at. For example, Question 3² asks children and young people to select the age category they fall into. The 'Unanswered' data includes the 154 Parents/Carers and 30 Practitioners who were not required to answer this question.

4 Consultation

The Children & Young People's Consultation aimed to capture the opinions and thoughts of children and young people aged 0-18yrs, Parents/Carers and Practitioners working with young people.

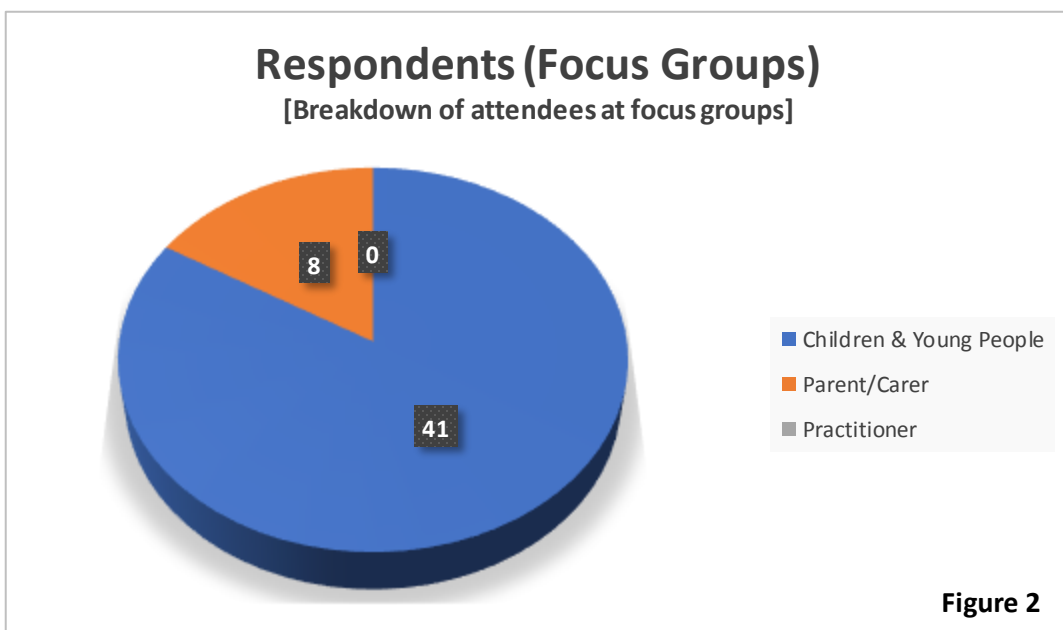
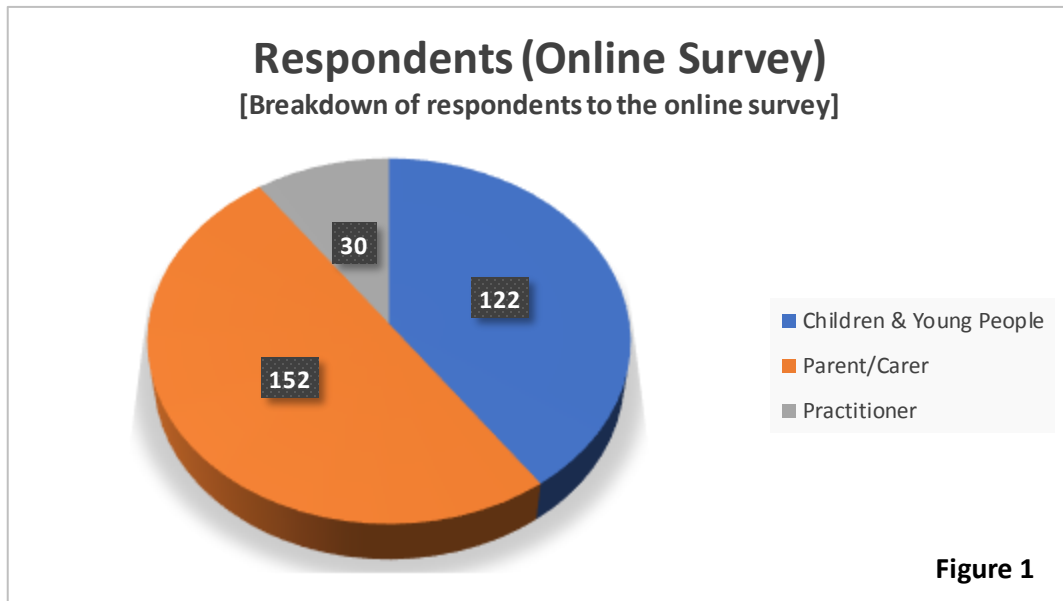
Four key themes had already been identified by the Children & Young People's Librarian (CYPL) and Early Years Librarian (EYL) in 2022/23 while working towards the development of co-design as standard practice. These themes provided the framework for the Children & Young People's Consultation around the 'Shape of Future Libraries'. The key purpose of the consultation was to provide a snapshot and baseline of library use, and to capture thoughts and ideas to help inform the future shape of library services for Children and Young People.

The Service was keen to find out from Children, Young People, Parents/Carers and Practitioners:

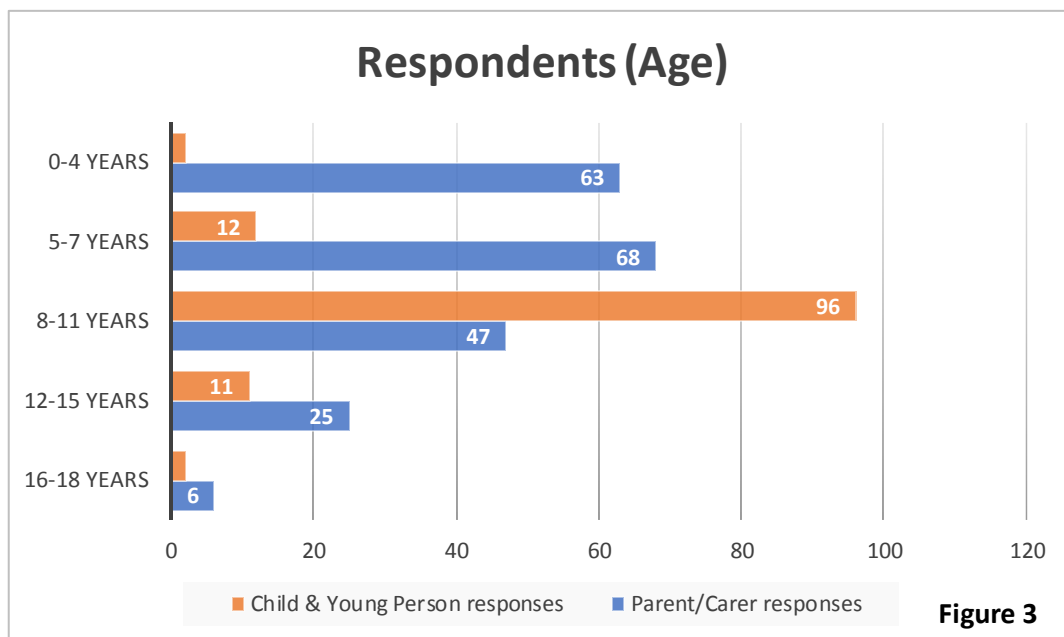
- how they use our public libraries;
- the services they currently use;
- any barriers to accessing our services,
- and the changes which, if implemented, would encourage more use of public libraries.

² Question for children and young people was 'How old are you?', p. 29.

There were 304 respondents (**Figure 1**) to the online survey, with a further 49 (**Figure 2**) people attending focus groups. In-person focus groups included discussions with pupils from Hazlehead Academy, Aberdeen Grammar and Riverbank School; a group of Home Educators and Parents/Carers. Practitioners did not take up the opportunity to attend the offered focus groups but did respond to the online survey.



Responses were recorded across five distinct age groupings³ - 0-4 years, 5-7 years, 8-11 years, 12-15 years and 16-18 years. The groupings reflect the age and stage of children and young people the Service works with i.e. Early Years, P1-P3, P4-P7, S1-S4 and Young Adult (**Figure 3**). The largest response was made by or on behalf of children aged 8-11 years



While we had comments about libraries saying, ‘They’re already perfect’ and ‘I love libraries’, we acknowledge that there are areas which need to be addressed by the Service to ensure we work more closely with Children and Young People to identify and meet their needs.

4.1 Library Use

Public libraries in Aberdeen supported 380 visits by 6589 children and young people, by schools, early years settings and partner organisations in the last 12 months. During the same period, libraries hosted 368 public activities for 3355 children and young people. Work to encourage library visits by schools, nurseries including partner providers continues.

Data from the Children & Young People and Parent/Carer responses shows that 140 young people (**Figure 4**) have used the library in the previous 30 days, with 13 young people having never used a public library. Survey responses show that children and young people have very definite opinions about libraries and we will build on this by providing opportunities for youngsters to co-design services e.g. participatory budgeting, reviewing library spaces.

³ Children and Young People were able to make individual responses; parents/carers responded on behalf of their child or young person but recorded the age of the youngster.

When did you last visit a public library in Aberdeen?

[Breakdown of last visit by Child, Young Person or with Parent/Carer]

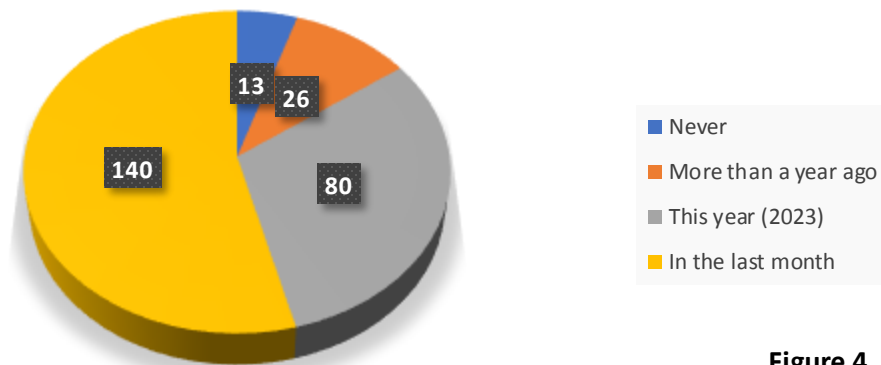


Figure 4

Library Systems data shows that there are 5951 children and young people – 27% of the total membership - who are active members⁴ of Aberdeen City Libraries. Children and young people who responded rely, in the main, on a Parent/Carer or other adult (**Figure 5**) to bring them to the library.

Do you visit the library with:

[Breakdown of responses from Children and Young People]

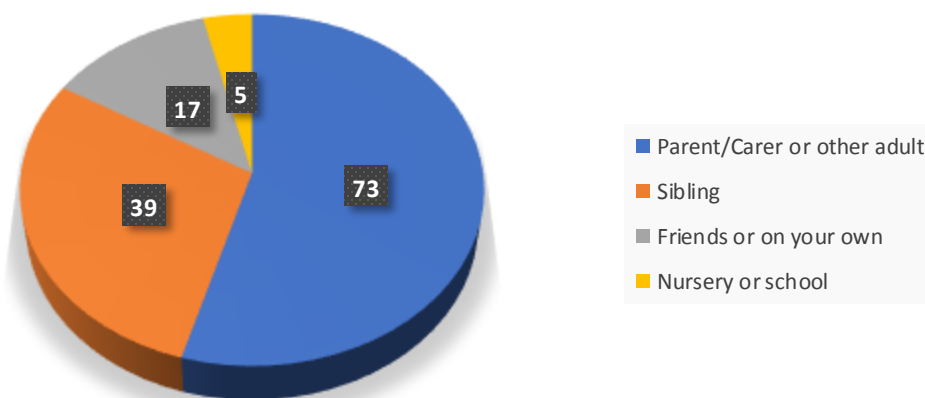


Figure 5

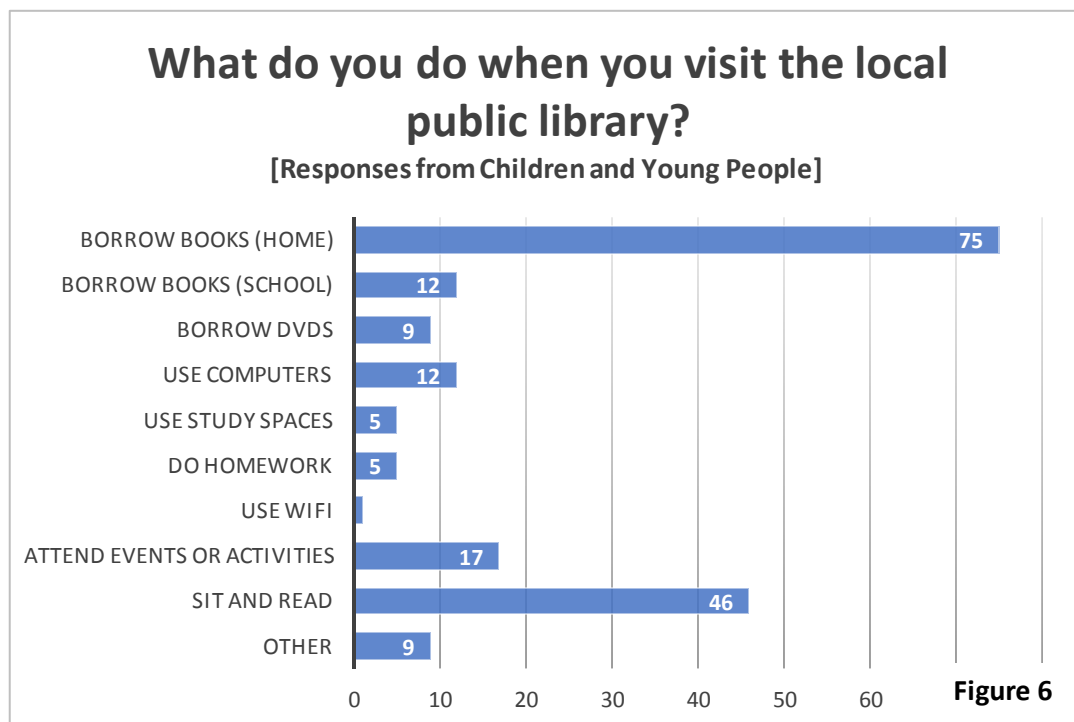
⁴ Active members refers to children and young people aged between 0-15yrs on the 30 September 2023 who have borrowed items in the last 12 months. Figures reported quarterly to the Scottish Government via the Scottish Library & Information Council (SLIC) as part of ECALM (Every Child a Library Member).

Recommendations

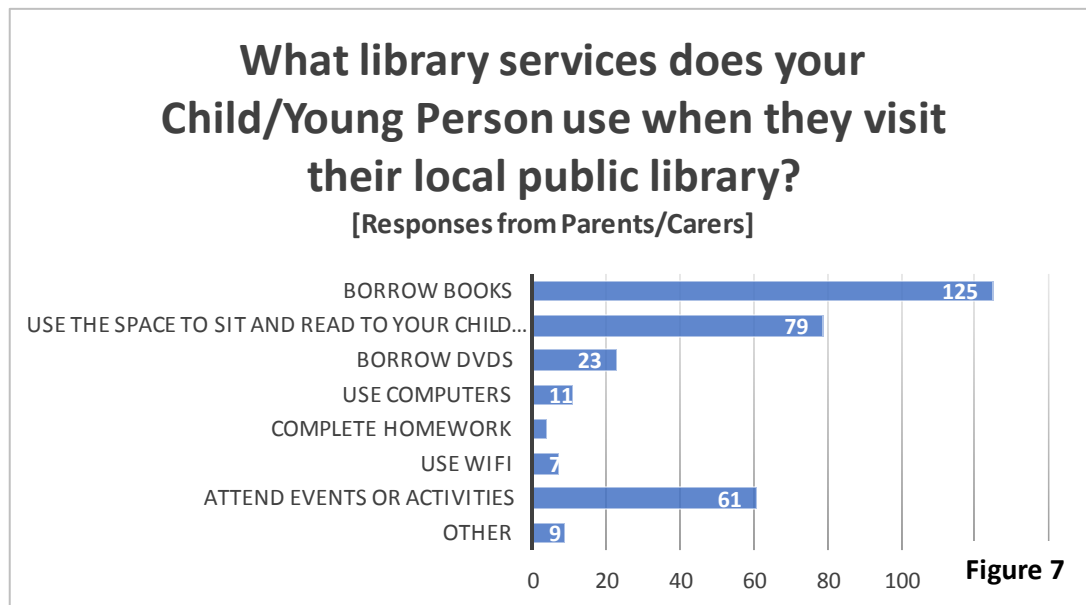
- Develop and embed mechanisms to actively involve children and young people in the co-design of services and service planning. This key recommendation reflects work already being undertaken by the Service and wider Child Rights Improvement Project.
- Build capacity within the Service to increase number of visits by early years settings, schools and other children/youth organisations.
- Review membership policy and procedures for children and young people to improve accessibility and reduce barriers to becoming library members.
- More focused promotion of services, including opening hours and locations of libraries, to identified partner organisations.

4.2 Library Services

The consultation data clearly shows that the primary use of public libraries by the children and young people who responded to the survey is for “borrowing books to take home” and to “sit and read” in public libraries (**Figure 6**).



Parents and carers of children and young people who responded to the consultation also identified “borrowing books” and using the space “to sit and read with your child” (**Figure 7**) as the primary services used when visiting the public libraries.



Feedback indicates a lack of satisfaction with the physical spaces in public libraries especially around the suitability/ age appropriateness of the décor and furnishing particularly for older children and young people. Children and young people also expressed that they thought libraries could be more welcoming.

Data from the consultation and focus groups highlighted a lack of awareness, among all categories of respondent, of the services, resources and activities offered by Aberdeen City Libraries. This was particularly the case regarding the digital offer for children and young people.

Aberdeen City Libraries has a collection of digital resources for children and young people which includes eBooks and eAudiobooks. Data collected via our digital platform (**Figure 8**) demonstrates that in the period 31st October 2022 to 31st October 2023, a total of 18841 Children and Young Adult eBooks/eAudiobooks were issued. It is not possible to ascertain precisely who borrowed these items and it is conceivable that adults borrowing these items were doing so on behalf of children and young people. Issues of eBooks and eAudiobooks have steadily risen since 2020.

However, the data from the consultation, including feedback from the focus groups, indicates that there is a preference for physical resources. This appears to be due to children being considered too young to use the online resources and a lack of awareness of the online resources available for children and young people.

Number of digital titles issued from the Children and Young Adult collections

[Borrowed between 31 Oct. 2022 - 31 Oct. 2023]

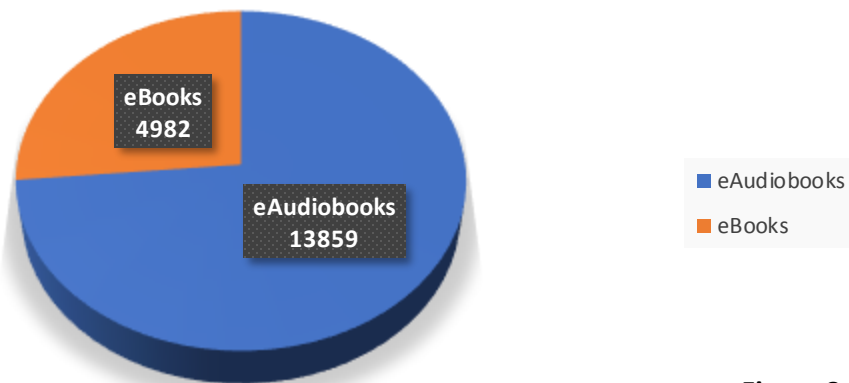


Figure 8

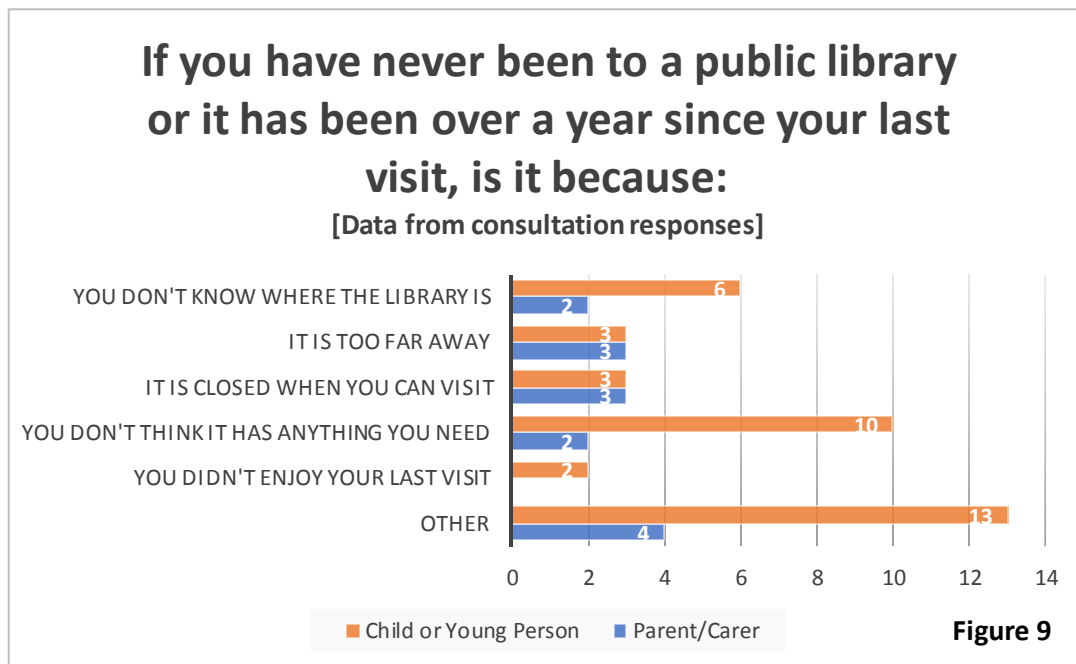
Recommendations

- Review the suitability of environment/library spaces, taking the opportunity to co-design solutions with children and young people.
- Target promotion of services and resources to stakeholder groups. This presents an opportunity to involve key stakeholders in the co-design of a focused communication strategy.
- Develop training for library teams to enhance skills, knowledge and expertise to improve marketing of services and resources in libraries and the wider community.
- Encourage participation in the Volunteering Programme by young people to increase library use, raise awareness of and challenge perceptions around library services.

4.3 Barriers to Accessing Libraries

Of the 304 responses to the consultation, 55 Children, Young People and Parent/Carers directly answered the question about barriers to using public libraries (**Figure 9**).

Respondents indicated that the main reasons for not using public libraries were because they don't think libraries have anything they need, and they don't know the location of their local library.



Responses to a further question 'What would encourage you to start using libraries, or use them more often?' (**Appendix D**) captured further data about challenges faced by individuals and communities when accessing library services. Increased opening hours, close proximity to a library and enhancing library spaces were frequently mentioned:

'Library needs to be convenient for daily life and not require a commute to another part of the city.'

'I feel the closure of the libraries has effected (sic) how often I take my children.'

'Better opening hours for remaining libraries'

'Tillydrone is too far for us to walk'

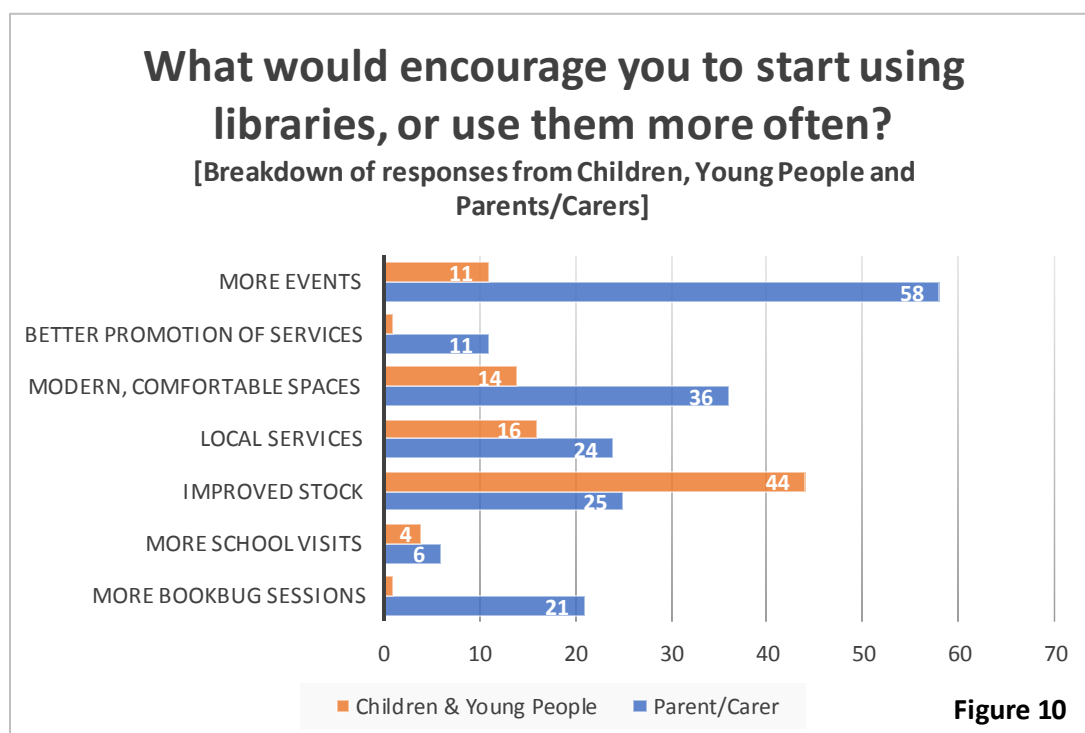
In terms of digital resources, Children and Young People responded that barriers to using online resources included the fact they preferred books (48), weren't aware of the online resources (29) or had no device (3) to support access to the resources.

Recommendations

- Continue to raise awareness of services by sharing through partners i.e. more direct and targeted promotion.
- Support staff to ensure consistency of approach when dealing with or supporting children and young people using our libraries i.e. every child or young person has the same positive experience when using a library.
- Provide opportunities for the Service to engage children and young people in promoting services e.g. social media takeover.
- Review the spread of activities across the network to ensure equitable provision for children and young people.

4.4 Encouraging Use

There were 303 responses to the question, 'What would encourage you to start using libraries, or use them more often?' (**Figure 10**). Respondents identified increased variety and number of activities (across all ages); improved range and quantity of stock available in libraries; modern and comfortable library spaces for all ages, and local services within walking distance of homes.



Focus groups with young people produced similar responses in terms of initiatives which would encourage more use of public libraries. More welcoming environments; areas more tailored to teenagers and young adults, more events and activities aimed at teenagers, and improved communication of service information to schools.

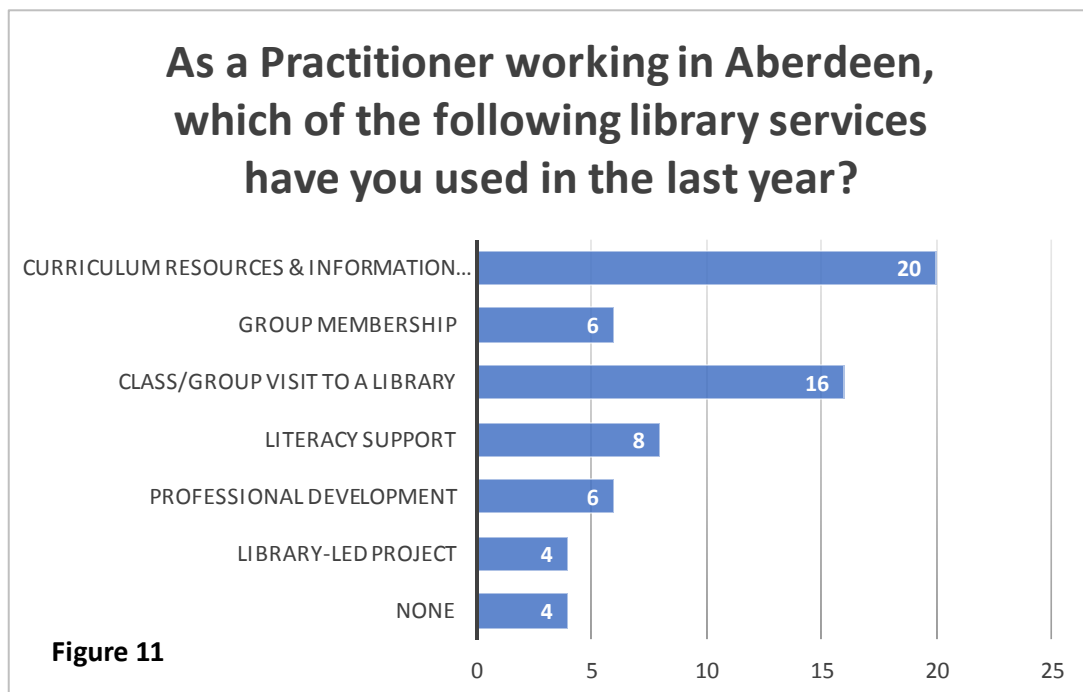
Recommendations

- Involve children and young people in reviewing and re-designing existing library spaces and in the co-design of new spaces within budget constraints.
- Review the spread of activities across the network to ensure equitable provision for children and young people.
- Develop mechanisms to support participatory budgeting opportunities with children and young people to address concerns raised about the quality and quantity of stock.
- Provide opportunities to involve children and young people in service planning.
- Continue to work with partner organisations in communities to support the promotion of services, resources and activities.

5 Practitioners

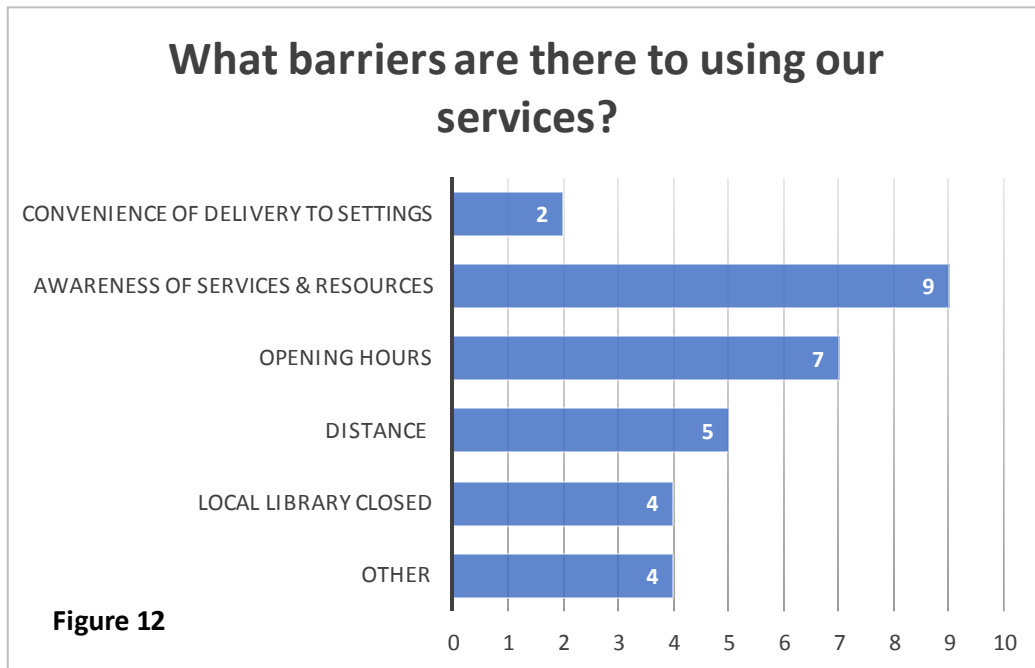
The consultation provided Practitioners⁵ with an opportunity to reflect on the support offered by Aberdeen City Libraries to learning and teaching. The data collected in the consultation will be considered alongside an earlier, end of 2022-23 academic year, survey delivered on behalf of the Curriculum Resources & Information Service (CRIS).

In the last 12 months, the services primarily used by Practitioners were the Curriculum Resources & Information Service; class/group visit to a library and literacy support from library teams (**Figure 11**).



⁵ Practitioners include individuals employed by Aberdeen City Council and working with Children and Young People in a variety of settings e.g. Teachers, Childminders, Educational Psychologists, PSAs.

Practitioners identified a number of barriers when considering using services to support their practice. (Figure 12)



Key changes which would encourage (**Figure 13**) more frequent use of services included raising awareness of available services and resources; provision of activities, workshops and author events in libraries for classes; extension of opening hours, and increasing the number of visits by schools and early years settings. The provision of a delivery service to schools/settings was also mentioned.

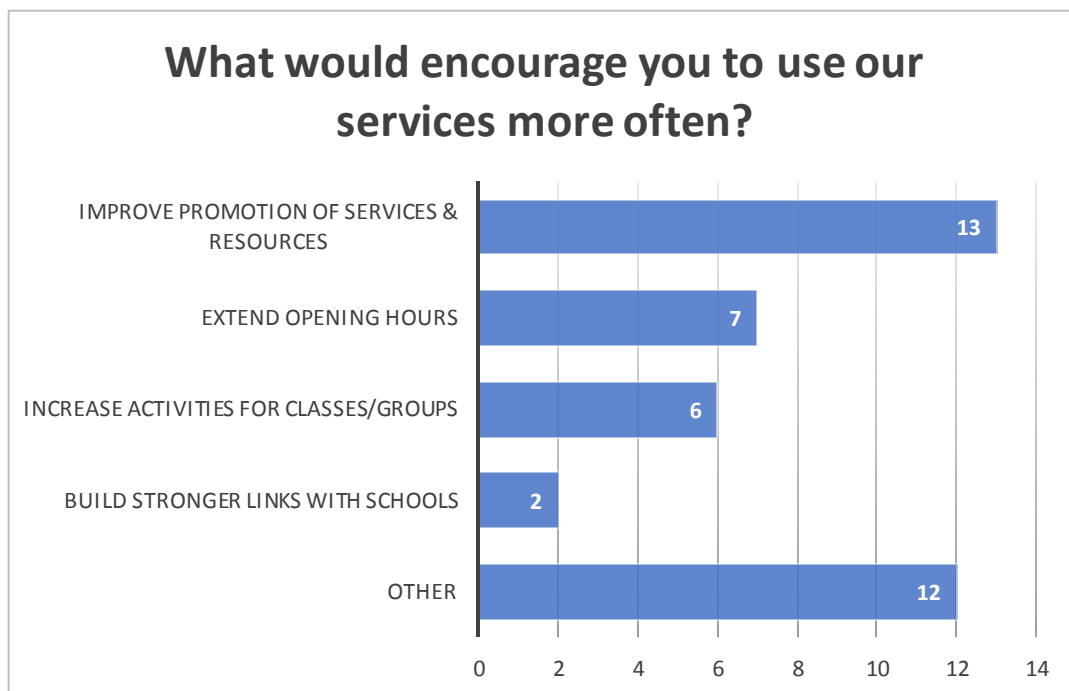
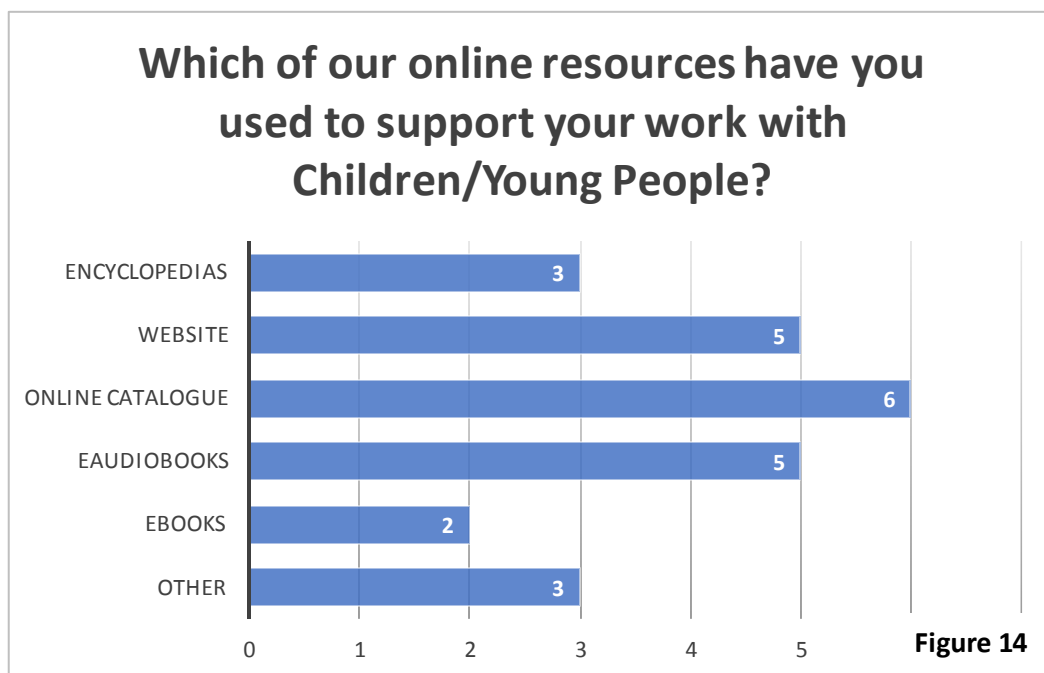


Figure 13

There was a mixed picture around the use of the Service’s digital resources by Practitioners. Resources primarily used (**Figure 14**) included the online catalogue, the website, eAudiobooks, Encyclopedias. Eighteen out of thirty respondents had never used our online resources, with nine Practitioners highlighting their lack of awareness about the availability of our digital content to support learning.



Recommendations

- Improve promotion of the support offered to Practitioners by Aberdeen City Libraries, particularly the Curriculum Resources & Information Service (CRIS).
- Continue to work with Practitioners in schools, early years settings including partner providers and other youth organisations to promote services, initiatives/events and library-led project opportunities.
- Raise awareness of the support offered to professional practice and development.
- Review operating hours of the Curriculum Resources & Information Service (CRIS) in line with the wider Service Plan to better meet the needs of Practitioners.
- Support library teams to further develop links with schools and early years settings, including partner providers, and other youth organisations to ensure consistency and equity of provision.
- Investigate mechanisms to support resource delivery to educational settings.



Our Commitment to Children and Young People

Aberdeen City Libraries is committed to the involvement of children and young people in decisions which impact them. We will continue to actively seek the views and opinions of children and young people, parents/carers and practitioners to inform the development and delivery of services.

This public report summarises the consultation and its outcomes in an accessible format to support children and young people's understanding of their potential to influence and inform change.

Impact on Mental Wellbeing of Visiting a Library

The LOIP⁶ documented that in Grampian alone there was a 280% increase in the number of children and young people referred for professional support with their mental health and wellbeing between 2019 and 2020. The consultation provided an opportunity for the Service to get a more holistic understanding of how public libraries impact on children and young people in Aberdeen. The Service asked Children and Young People, ‘How does visiting the library make you feel?’.



3.27 % Children and Young People said they felt ‘secure’ and ‘safe’ in the library.

How does visiting the library make you feel?



Happy	31%
Calm	20%
Good	8%
Excited	8%
Relaxed	8%

⁶ Local Outcome Improvement Plan (2022), p.5.

Children and Young People’s Consultation Responses

This report was created on Monday 18 December 2023 at 22:19.

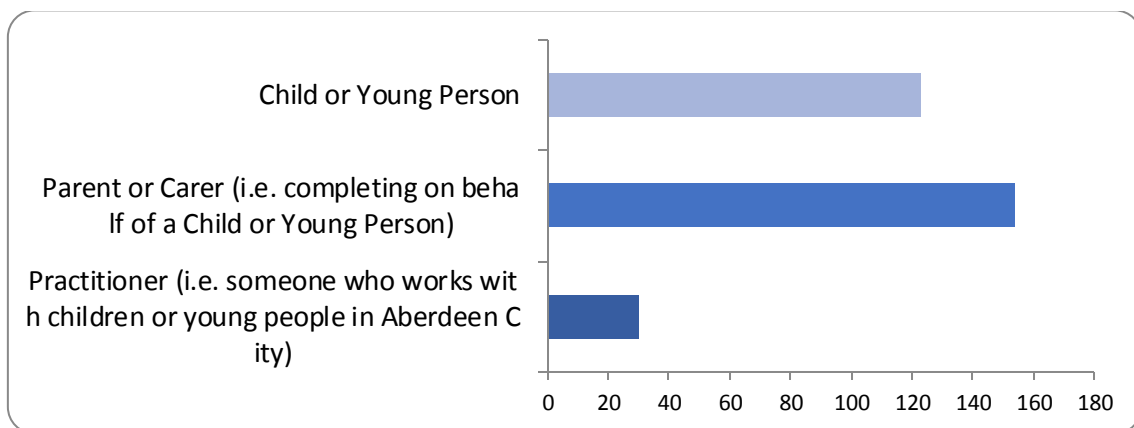
[The activity ran from 14/08/2023 to 31/10/2023]

Responses to this survey: **307**

1: Are you answering this survey as a:

Role

There were 307 responses to this part of the question.

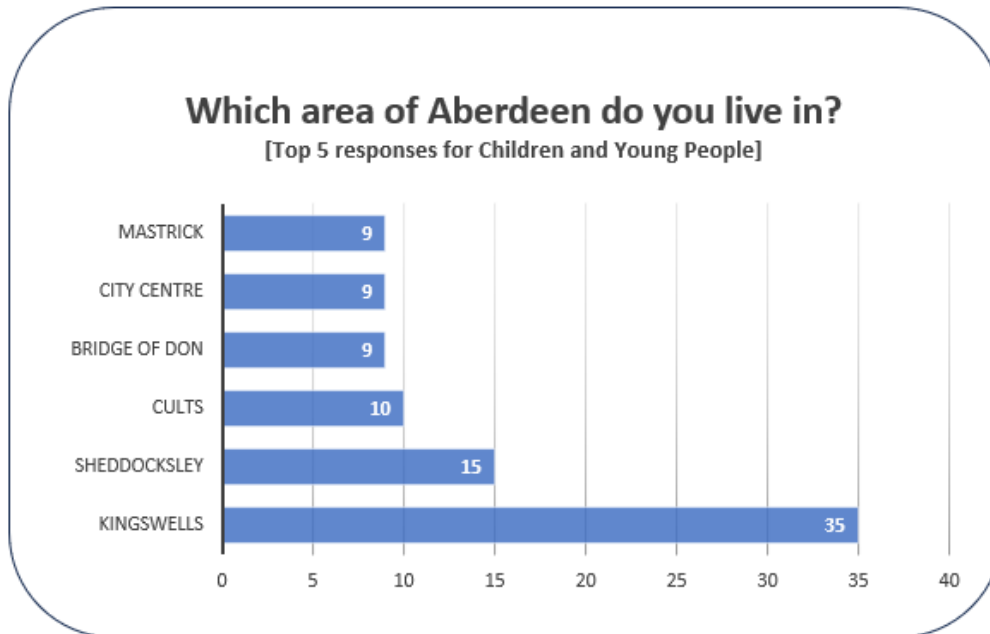


Option	Total	Percent
Child or Young Person	123	40.07%
Parent or Carer (i.e. completing on behalf of a Child or Young Person)	154	50.16%
Practitioner (i.e. someone who works with children or young people in Aberdeen City)	30	9.77%
Not Answered	0	0.00%

2: Tell us which area of Aberdeen you live in: (e.g. Kincorth, Bridge of Don)

CYP Location

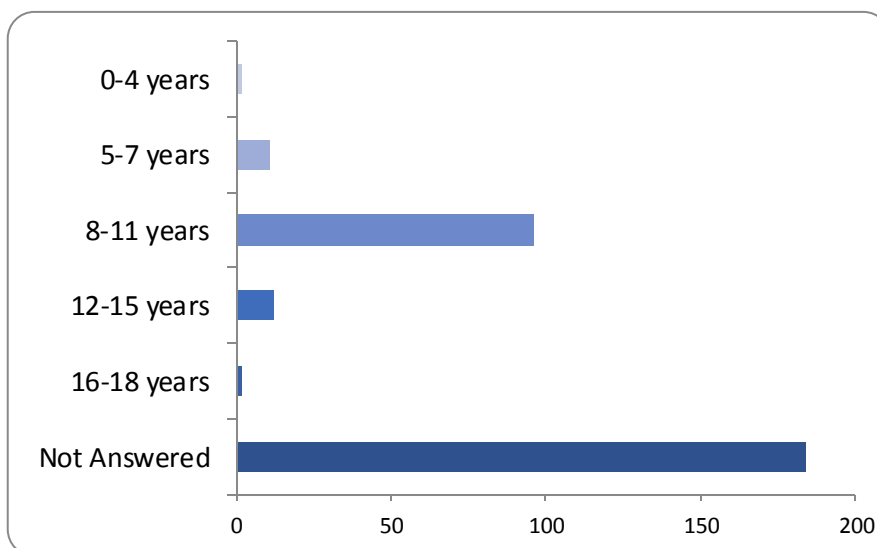
There were 123 responses to this part of the question. Top 6 answers below.



3: How old are you?

CYP Age

There were 123 responses to this part of the question.

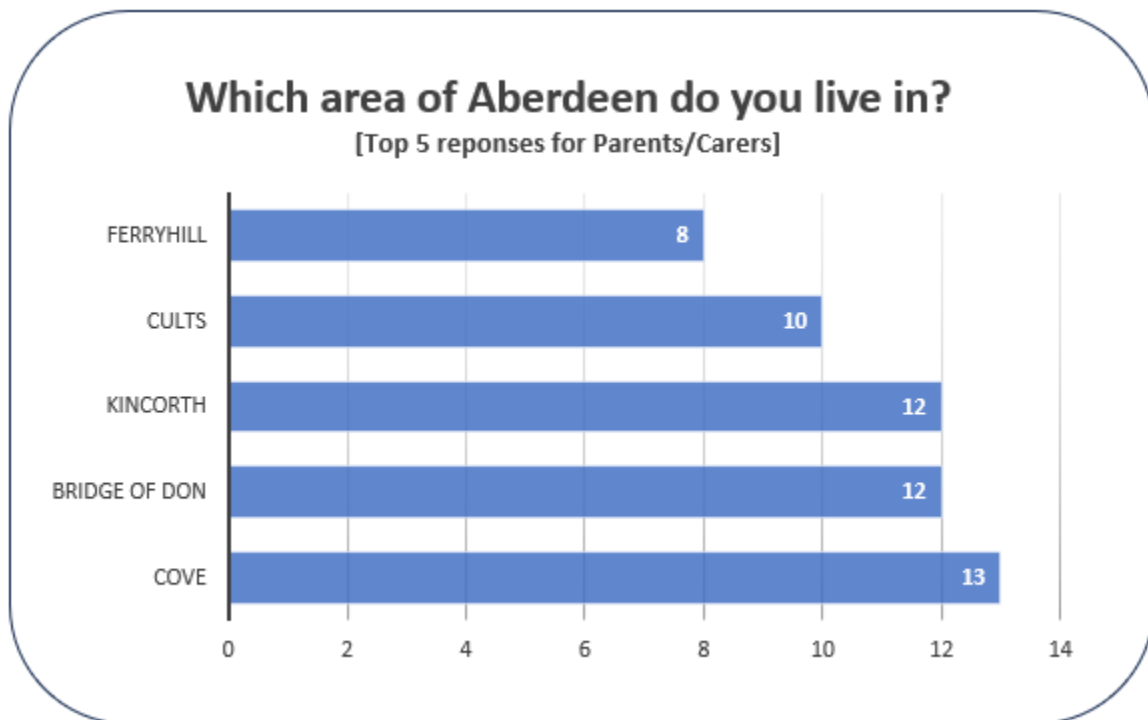


Option	Total	Percent
0-4 years	2	0.65%
5-7 years	11	3.58%
8-11 years	96	31.27%
12-15 years	12	3.91%
16-18 years	2	0.65%
Not Answered	184	59.93%

4: Which area of Aberdeen do you live in? (e.g. Kincorth, Bridge of Don)

PC Location

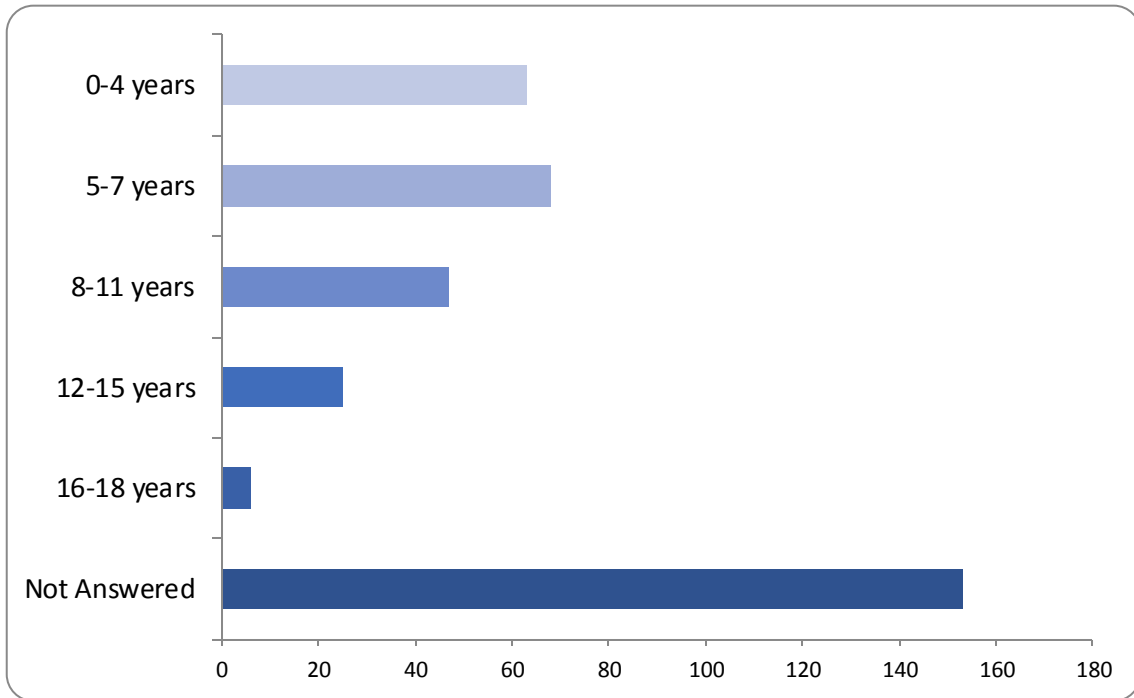
There were 154 responses to this part of the question. Top 5 responses below.



5: How old is your child/children and/or young person/young people?

PC Age Child

There were 154 responses to this part of the question.

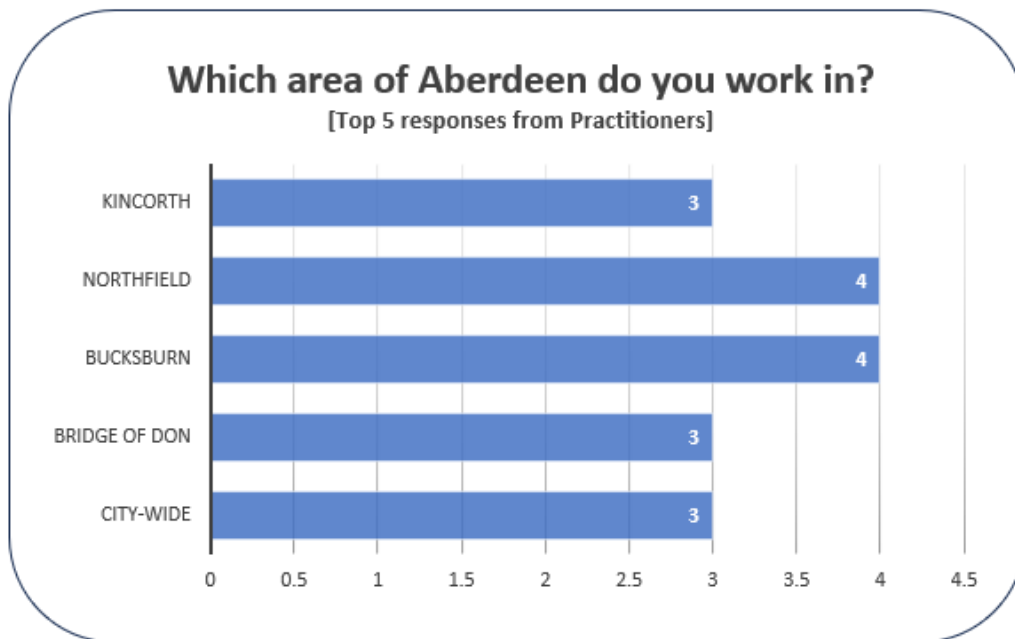


Option	Total	Percent
0-4 years	63	20.52%
5-7 years	68	22.15%
8-11 years	47	15.31%
12-15 years	25	8.14%
16-18 years	6	1.95%
Not Answered	153	49.84%

6: Which area of Aberdeen do you work in?

PR Location

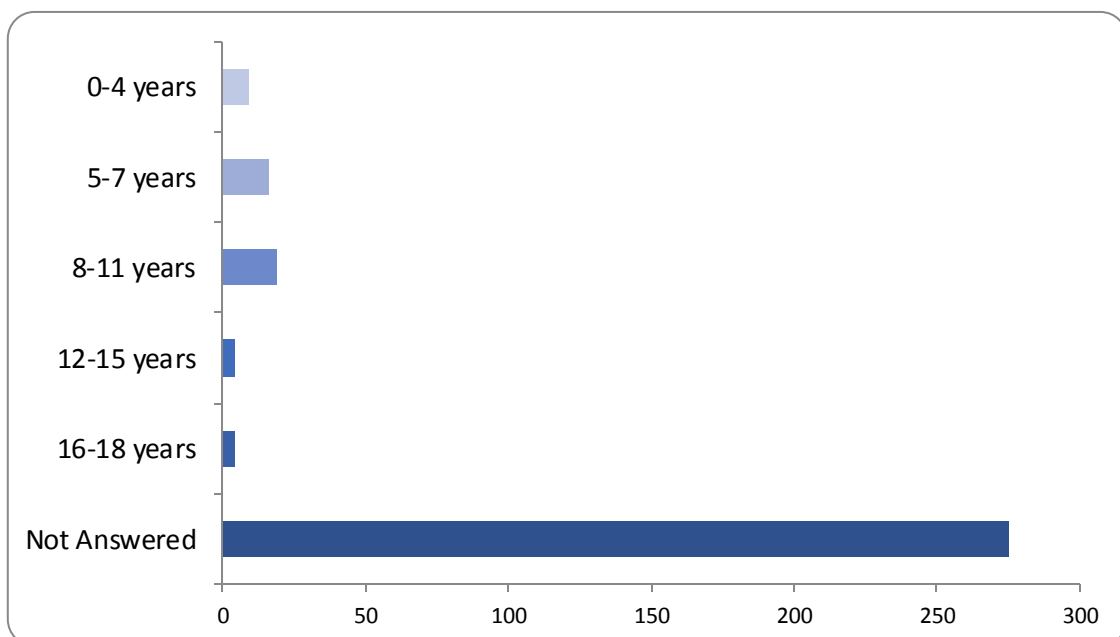
There were 32 responses to this part of the question. Top 5 responses below.



7: What best describes the age of the children or young people you work with?

PR Age

There were 32 responses to this part of the question.

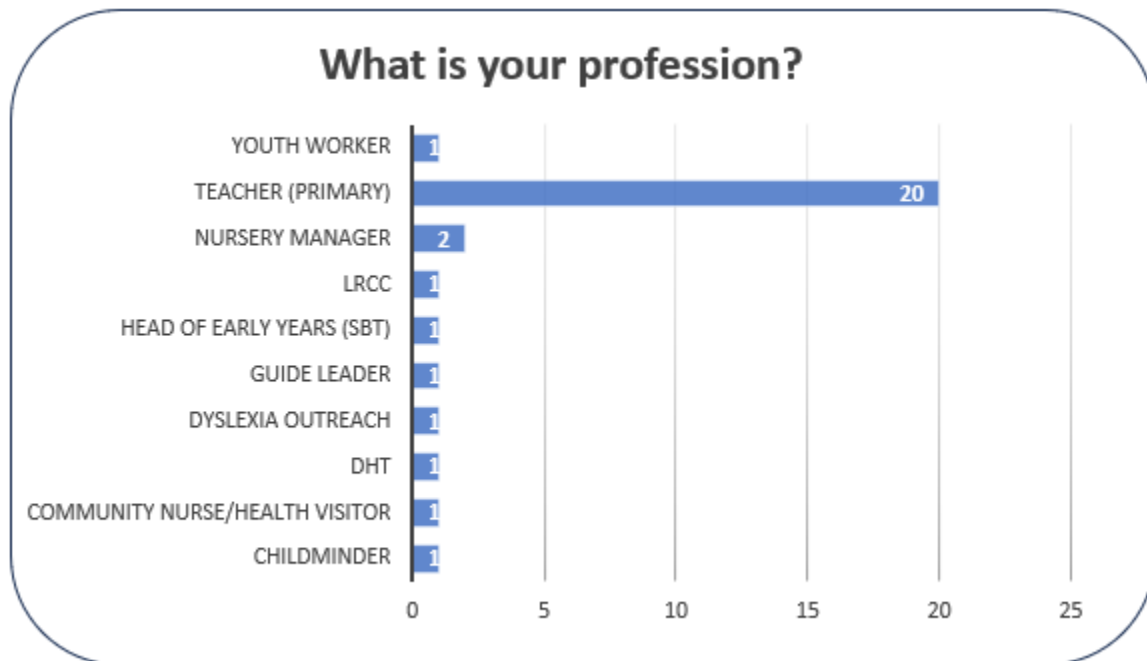


Option	Total	Percent
0-4 years	9	2.93%
5-7 years	16	5.21%
8-11 years	19	6.19%
12-15 years	4	1.30%
16-18 years	4	1.30%
Not Answered	275	89.58%

8: What is your profession? e.g. Teacher, PSA, Educational Psychologist.

PR Profession

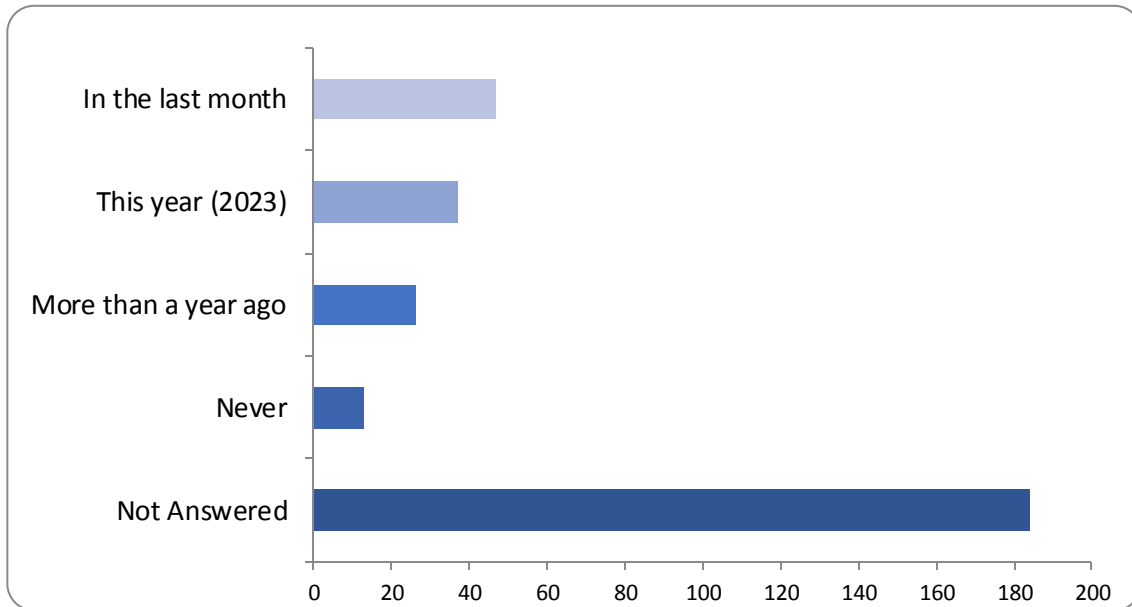
There were 32 responses to this part of the question.



9: When did you last visit a public library in Aberdeen?

CYP Last visit

There were 123 responses to this part of the question.

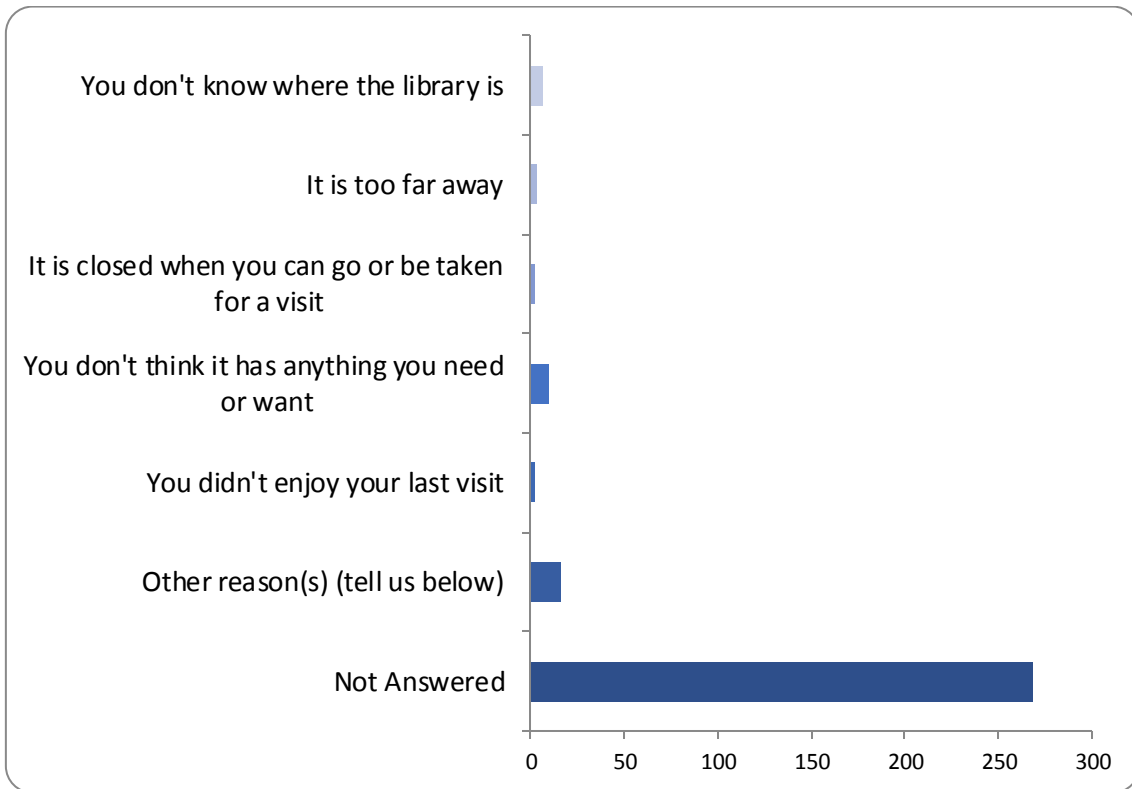


Option	Total	Percent
In the last month	47	15.31%
This year (2023)	37	12.05%
More than a year ago	26	8.47%
Never	13	4.23%
Not Answered	184	59.93%

10: If you have never been to a public library or it has been over a year since your last visit, is it because:

CYP Barriers

There were 39 responses to this part of the question.



Option	Total	Percent
You don't know where the library is	6	1.95%
It is too far away	3	0.98%
It is closed when you can go or be taken for a visit	2	0.65%
You don't think it has anything you need or want	10	3.26%
You didn't enjoy your last visit	2	0.65%
Other reason(s) (tell us below)	16	5.21%
Not Answered	268	87.30%

Other - please state answer

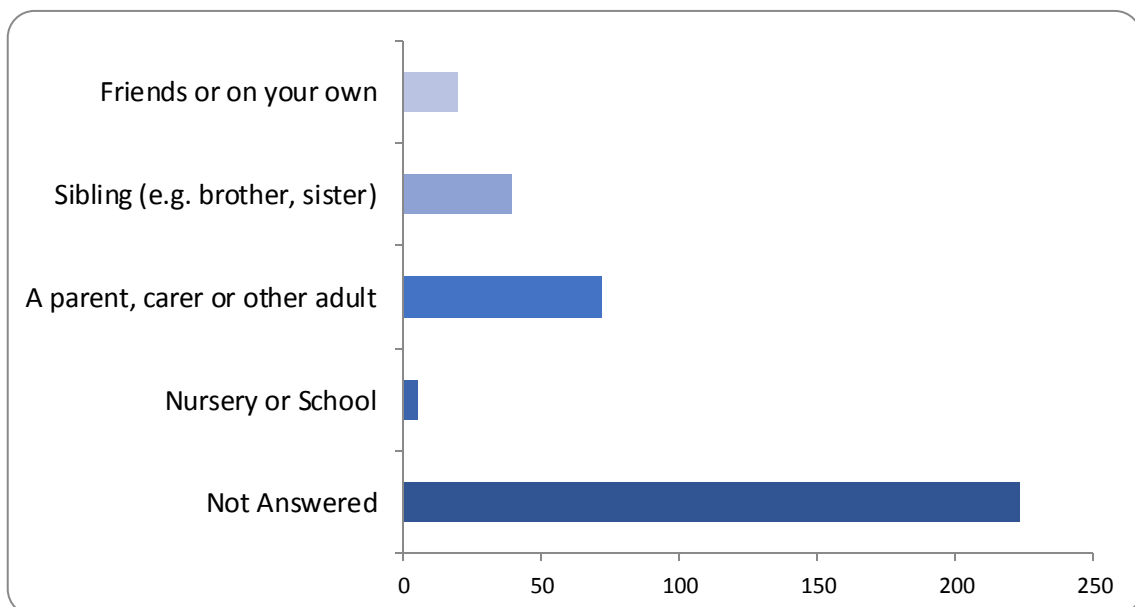
There were 18 responses to this part of the question. Responses included:

Response	Total
Me and my sister just have lots of books at home	2
We just joined	1
We just don't have space for new books and we don't have the time to go.	1
Opening hours don't work for us so well	1
We have lots of good books at home and at school so we don't need any more	3
Too busy at the weekends	1
I didn't live in Kingswells	1
I have no interest in libraries	1
My parents are always too busy	1
Because I don't have time	1
I'm not into reading	1
It is closed when you can go or be taken for a visit. It is closed altogether now.	1

11: Do you visit the library with:

CYP Accompanied

There were 84 responses to this part of the question.

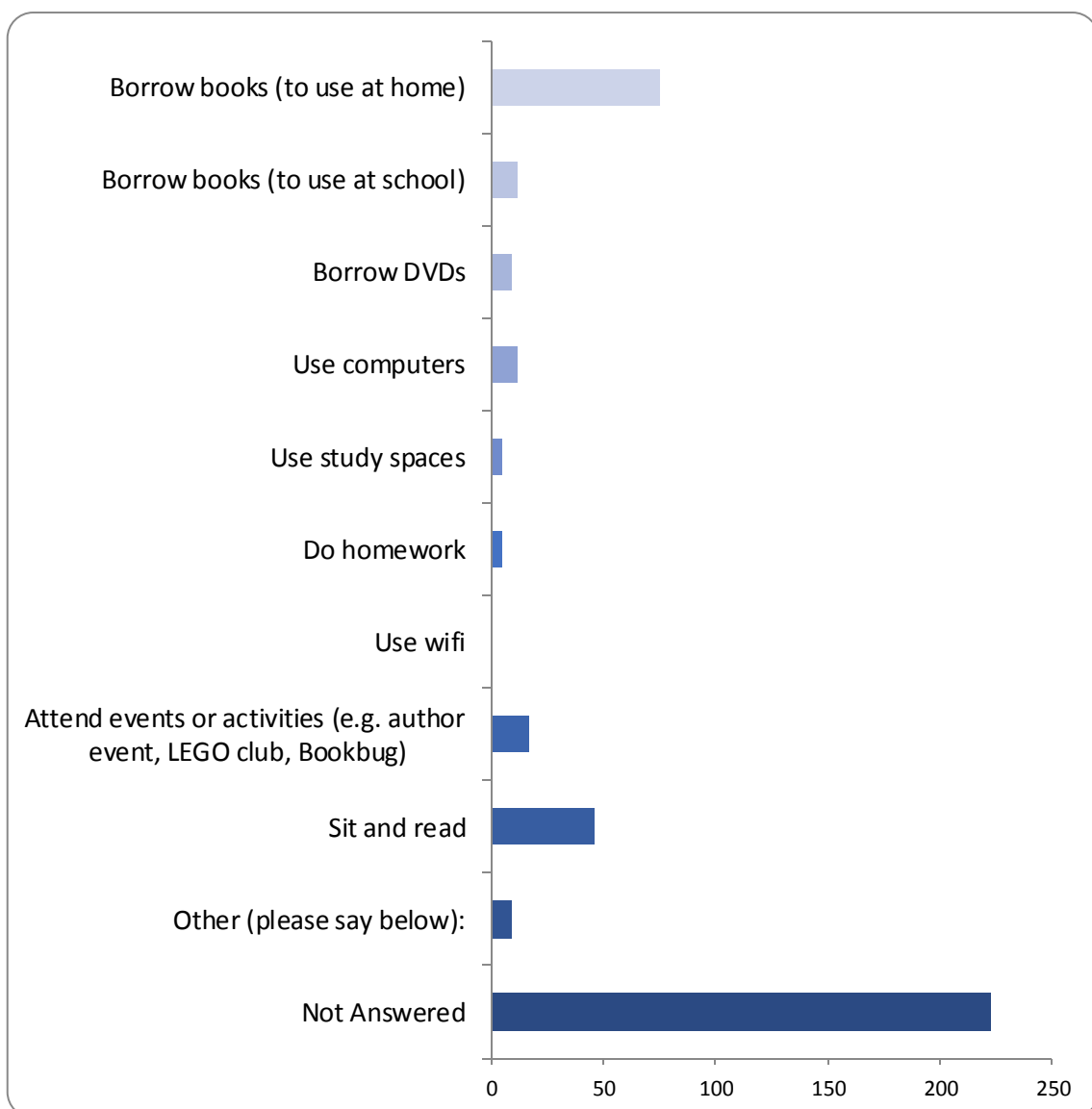


Option	Total	Percent
Friends or on your own	20	6.51%
Sibling (e.g. brother, sister)	39	12.70%
A parent, carer or other adult	72	23.45%
Nursery or School	5	1.63%
College	0	0.00%
Not Answered	223	72.64%

12: What do you do when you visit the local public library?

CYP Use Library

There were 84 responses to this part of the question.



Option	Total	Percent
Borrow books (to use at home)	75	24.43%
Borrow books (to use at school)	12	3.91%
Borrow DVDs	9	2.93%
Use computers	12	3.91%
Use study spaces	5	1.63%
Do homework	5	1.63%
Use wifi	1	0.33%
Attend events or activities (e.g. author event, LEGO club, Bookbug)	17	5.54%
Sit and read	46	14.98%
Other (please say below):	9	2.93%
Not Answered	223	72.64%

Other - please state answer

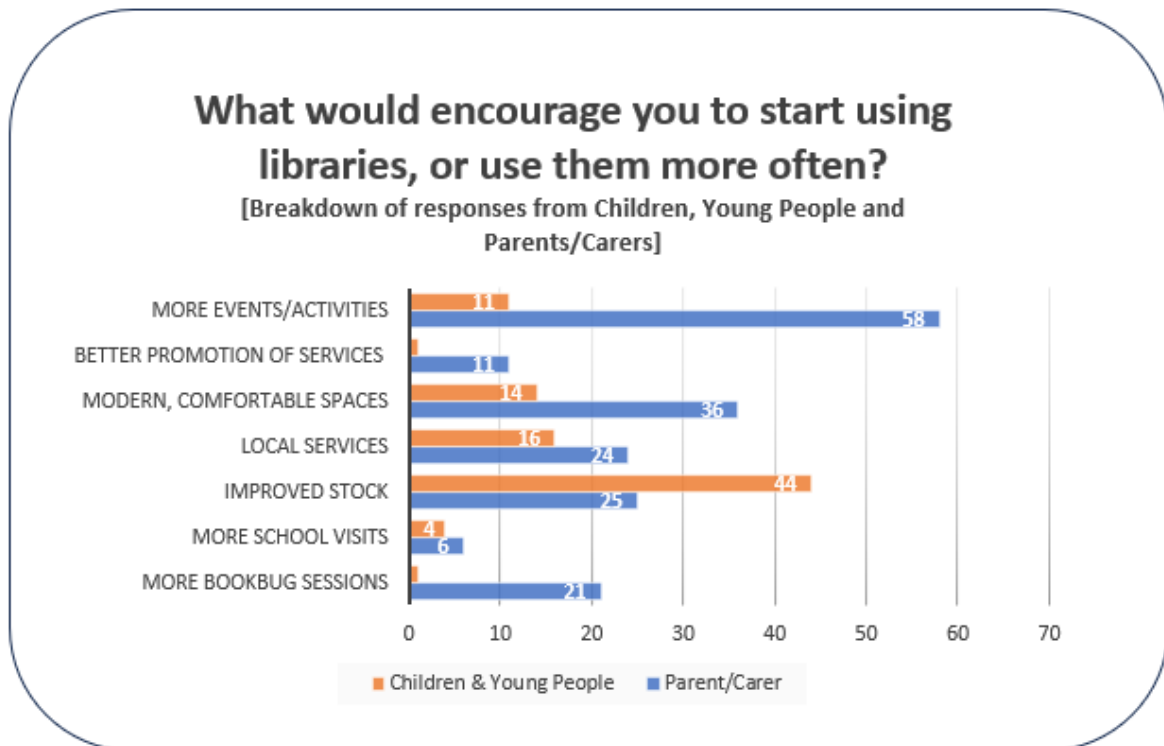
There were 11 responses to this part of the question.

Options	Total
Getting toothbrush/toothpaste	1
Picked up foodbags	1
Enjoy the colouring in or other activities set out	2
Register for a library card	1
Playaways/Audiobooks	3
Borrow toys	1
Look at books for next visit	1

13: What would encourage you to start using libraries, or use them more often?

CYP Increase visits

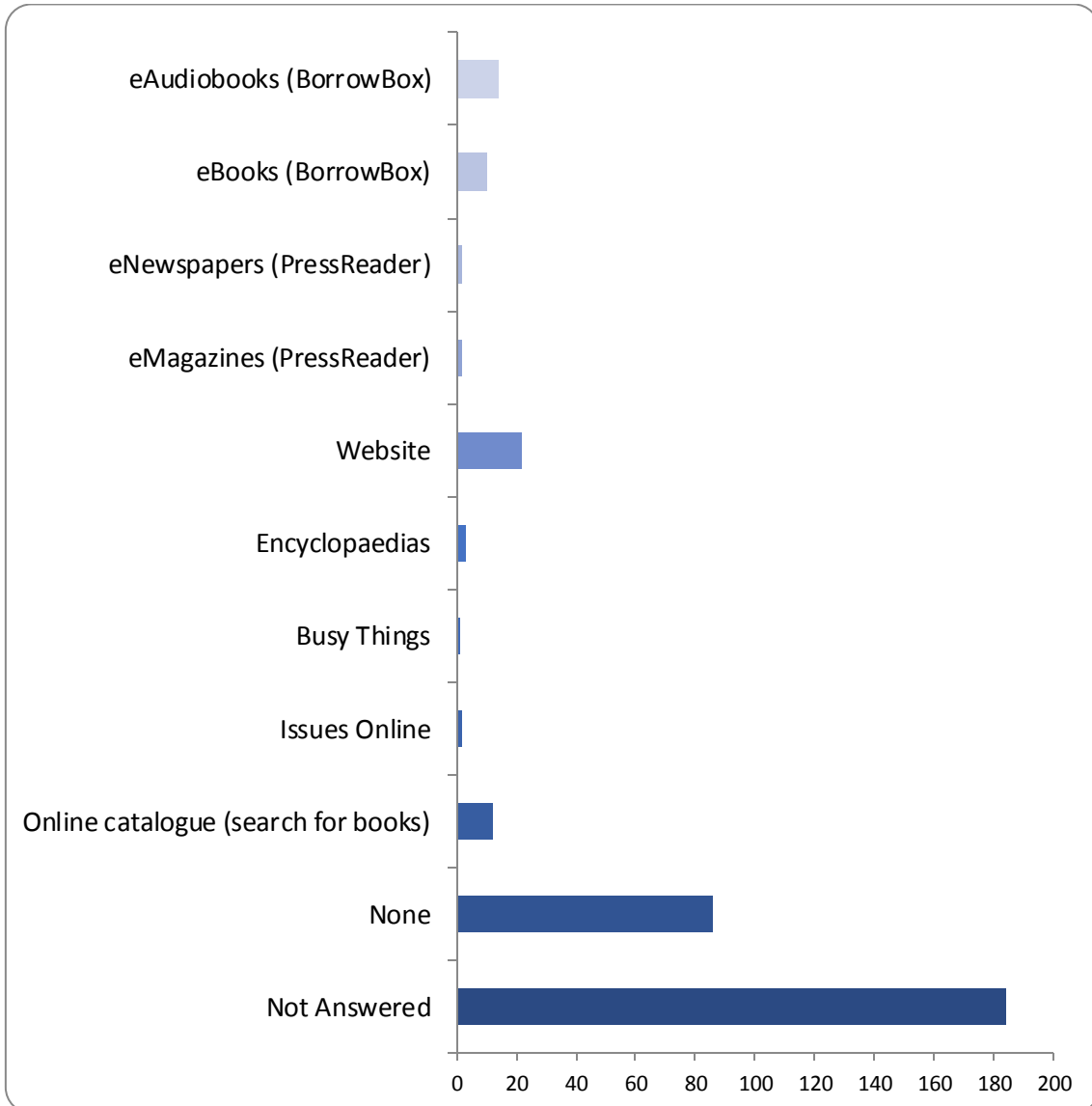
There were 123 responses to this part of the question. Top 7 responses detailed below.



14: Which of our online resources do you use?

CYP Online resources used

There were 123 responses to this part of the question.

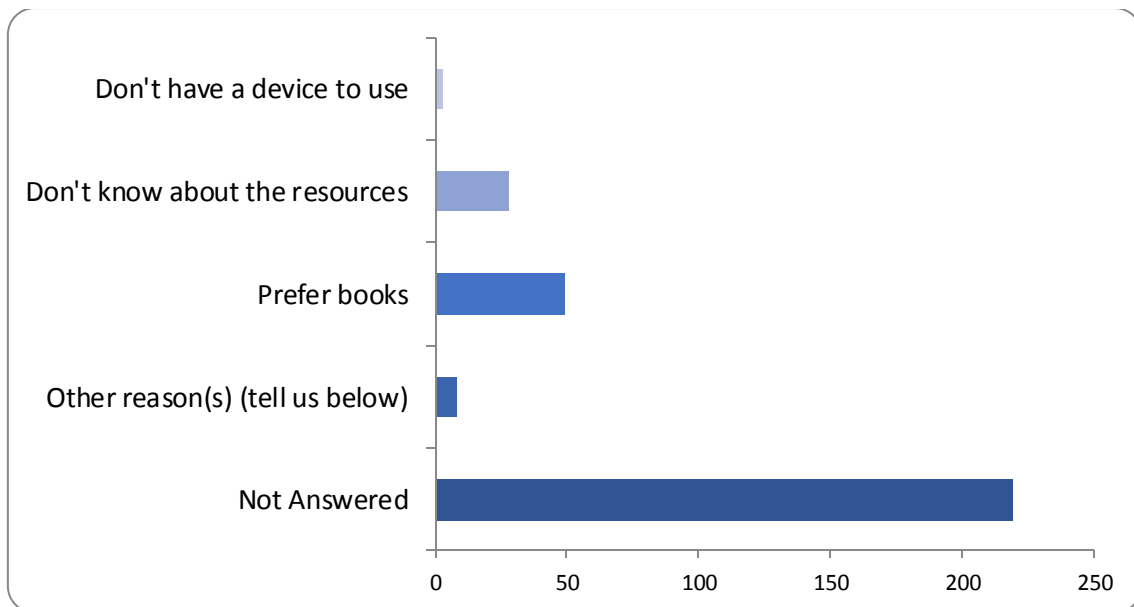


Option	Total	Percent
eAudiobooks (BorrowBox)	14	4.56%
eBooks (BorrowBox)	10	3.26%
eNewspapers (PressReader)	2	0.65%
eMagazines (PressReader)	2	0.65%
Website	22	7.17%
Encyclopaedias	3	0.98%
Busy Things	1	0.33%
Issues Online	2	0.65%
British Newspaper Archive	0	0.00%
Online catalogue (search for books)	12	3.91%
Theory Test Pro	0	0.00%
SCRAN	0	0.00%
None	86	28.01%
Not Answered	184	59.93%

15: If none, is it because you:

CYP Online barrier

There were 88 responses to this part of the question.



Option	Total	Percent
Don't have a device to use	3	0.98%
Don't know about the resources	28	9.12%
Prefer books	49	15.96%
Don't have Internet at home	0	0.00%
Other reason(s) (tell us below)	8	2.61%
Not Answered	219	71.34%

Other - please state answer

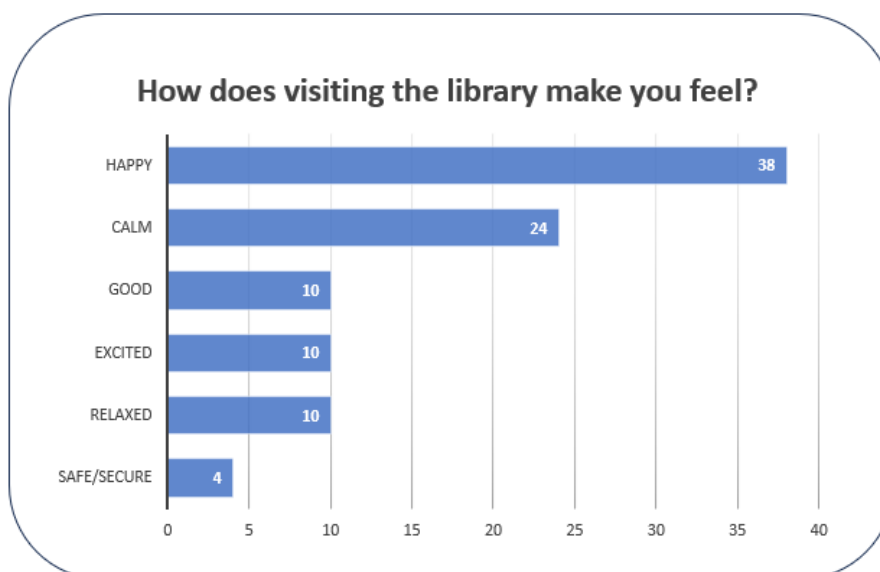
There were 11 responses to this part of the question.

Option	Total
We can't	1
We came to borrow books so we didn't have time (or even a card to register at that time) to use the devices	1
It didn't work when we tried to search for books.	1
We came to borrow books so we didn't have time (or even a card to register at that time) to use the devices	1
My parents don't spend money on it.	1
Haven't used library yet	1
I didn't know about the website	1
I use Sunday Times & Amazon	1
No reason given	3

16: How does visiting the library make you feel?

CYP Emotions

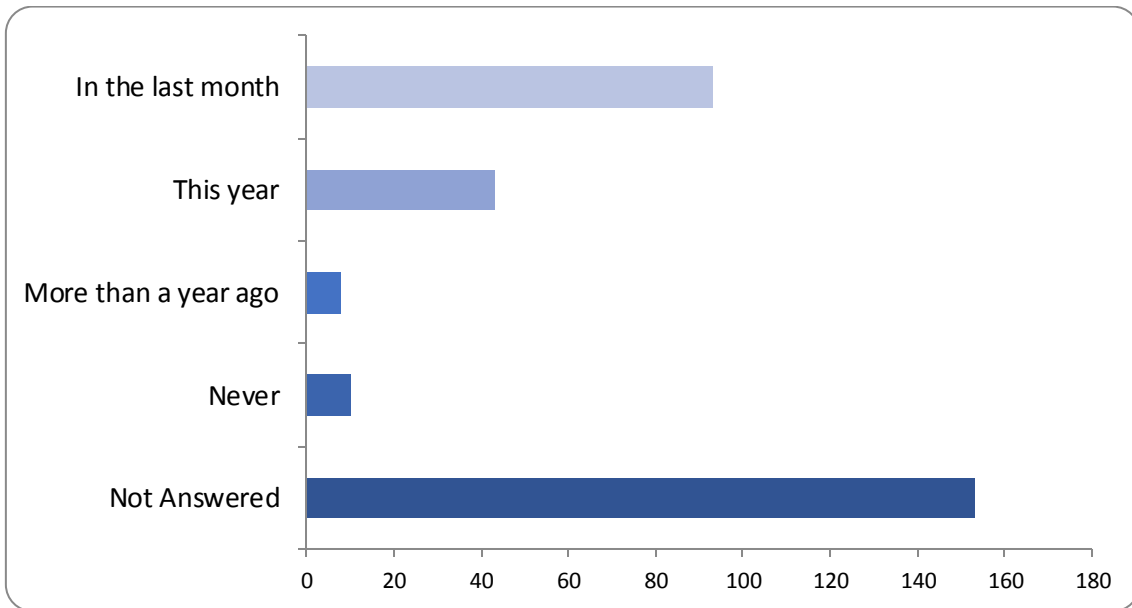
There were 123 responses to this part of the question. Top 6 responses detailed below.



17: When did your Child/Young Person last visit, with you or by themselves, a public library in Aberdeen?

PC Last visit

There were 154 responses to this part of the question.

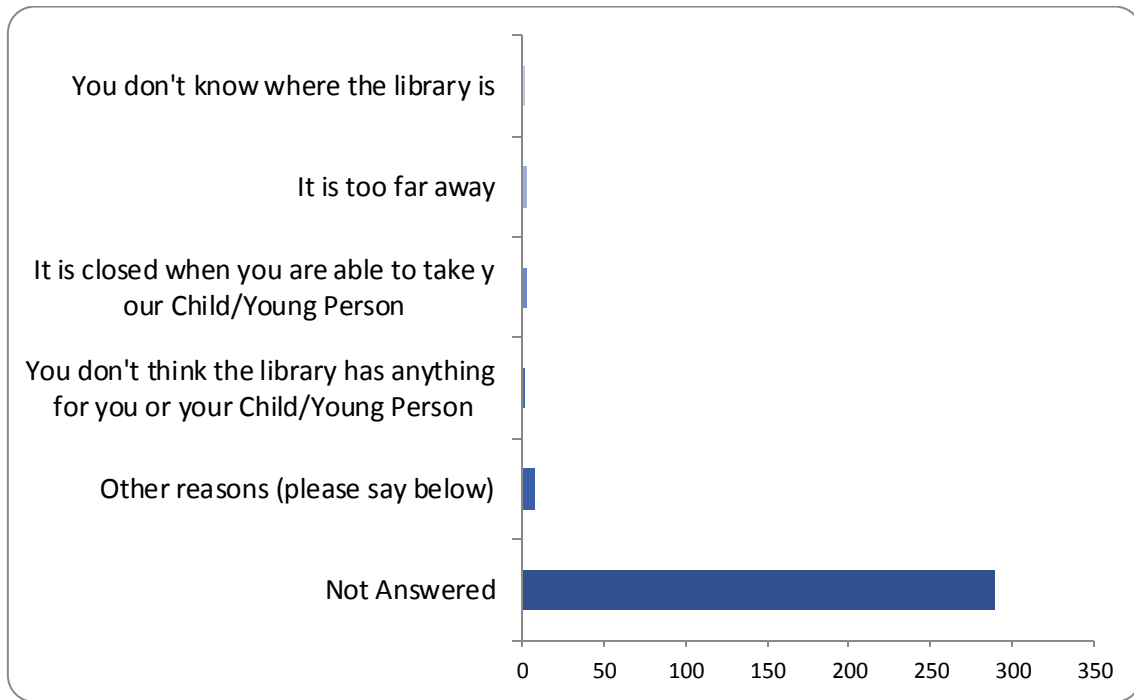


Option	Total	Percent
In the last month	93	30.29%
This year	43	14.01%
More than a year ago	8	2.61%
Never	10	3.26%
Not Answered	153	49.84%

18: If your Child/Young Person has never been to a public library or it has been over a year since their last visit, is it because:

PC Barrier visiting

There were 18 responses to this part of the question.



Option	Total	Percent
You don't know where the library is	2	0.65%
It is too far away	3	0.98%
Cost of travel is too expensive	0	0.00%
It is closed when you are able to take your Child/Young Person	3	0.98%
You don't think the library has anything for you or your Child/Young Person	2	0.65%
Your Child/Young Person didn't enjoy their previous visit	0	0.00%
Other reasons (please say below)	8	2.61%
Not Answered	289	94.14%

Other - please state answer

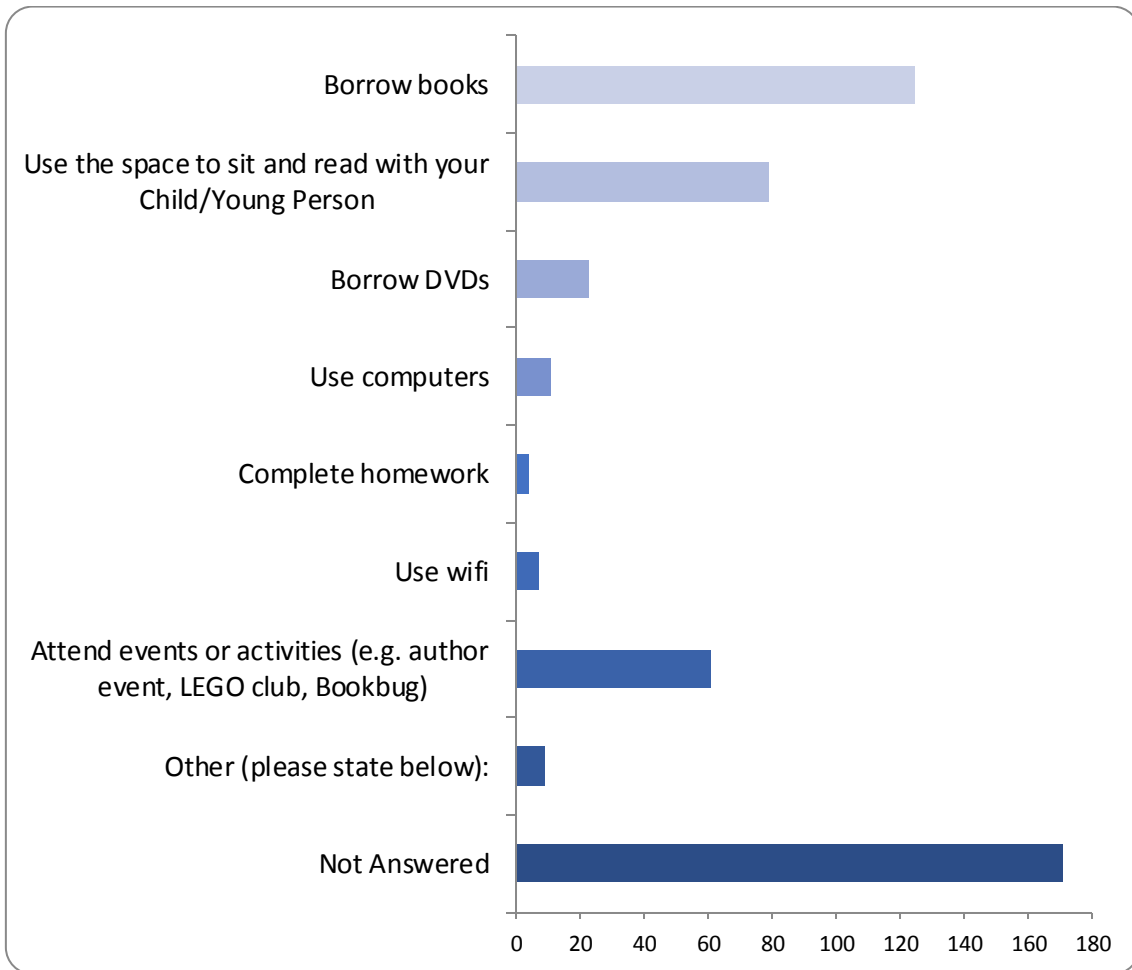
There were 8 responses to this part of the question.

Option	Total
Covid-19 stopped us from going and haven't been since	1
Child has only recently started to read and has access to books at home for her reading level.	1
It is too far away. We used to go on a monthly basis when the Ferryhill library was open. Now it is just too far away to make it part of our routine. Very sad that Ferryhill has closed as we went there a lot.	1
Cults Library had been closed for a long time	1
Applied for card never received	1
Just not been with covid etc. Busy at weekends with other things.	1
Language barrier	1
Moved away	1

19: What library services does your Child/Young Person use when they visit their local public library?

PC Use

There were 136 responses to this part of the question.



Option	Total	Percent
Borrow books	125	40.72%
Use the space to sit and read with your Child/Young Person	79	25.73%
Borrow DVDs	23	7.49%
Use computers	11	3.58%
Complete homework	4	1.30%
Use wifi	7	2.28%
Attend events or activities (e.g. author event, LEGO club, Bookbug)	61	19.87%
Other (please state below):	9	2.93%
Not Answered	171	55.70%

Other - please state answer

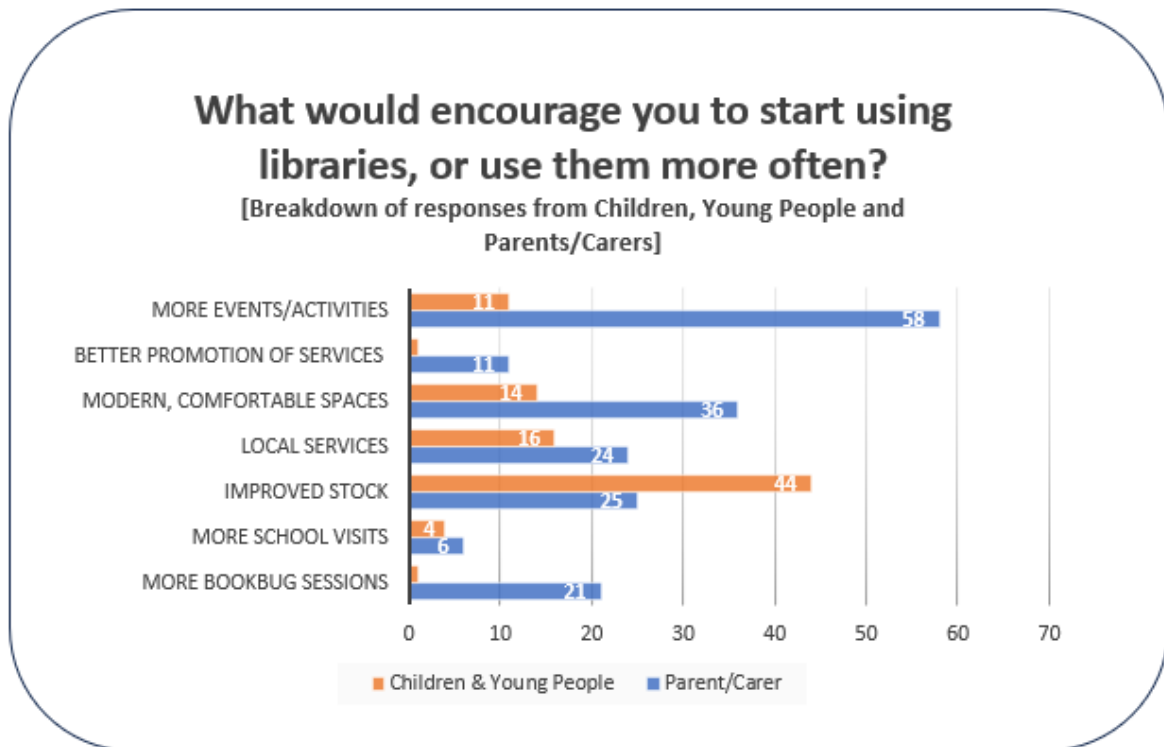
There were 12 responses to this part of the question.

Option	Total
Learning	1
Safe space to go for a short time to relaxed with kids. Saturday mornings were best, as I'm working, but my local library, Woodside, is now closed and can't walk to any near us.	1
We are yet to register with our library but will be as think it's fantastic to go access things for school especially as they get older.	1
collect waste recycling bags, view notices for local community groups & browse books on sale	3
Do activities on offer e.g. colouring in space pictures during the summer.	1
It's a lovely peaceful place to take my Autistic child to read & explore new books. We have been to a few events & have done some activities there too which were good as they were free to attend.	1
To return books. Since the closures it's very difficult to get to a library so I don't let him borrow anything as they'd just end up late.	1
Used as motivation to get us out the house, interact with others, exercise with the walk there and back. Passes an enjoyable few hours together	1
A safe space to meet up with me when in the city centre as they can pick books while they wait for me to finish work.	1
Discuss their reading with the librarian who recommends new books we might like to read	1

20: As the parent or carer of a Child or Young Person (aged 0-18yrs), how do we encourage you or your Child/Young Person to use libraries more often?

PC Increase visits

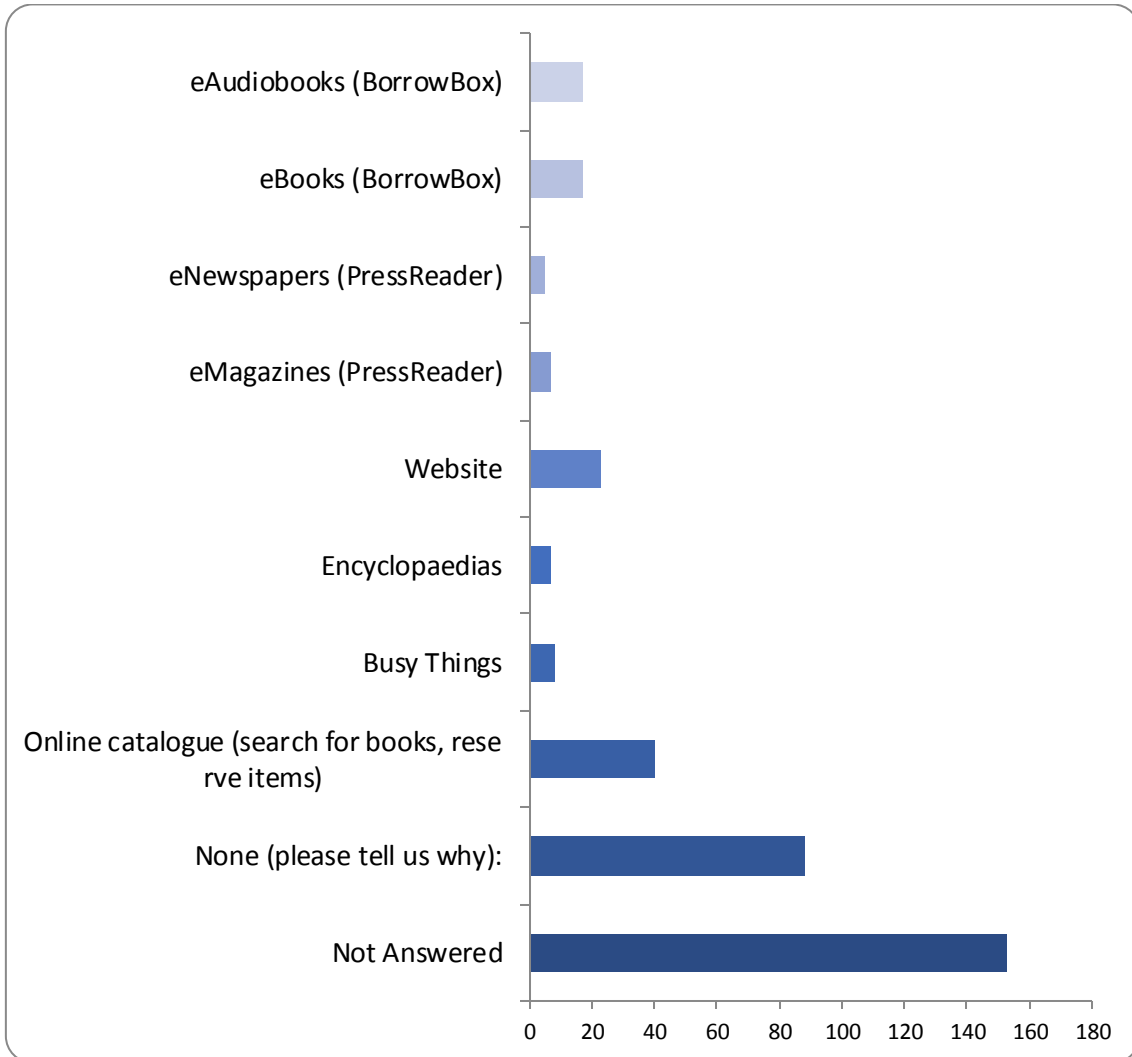
There were 154 responses to this part of the question. Top responses detailed below.



21: Which of our online services and/or resources does your Child/Young Person use?

PC Online resources used

There were 154 responses to this part of the question.



Option	Total	Percent
eAudiobooks (BorrowBox)	17	5.54%
eBooks (BorrowBox)	17	5.54%
eNewspapers (PressReader)	5	1.63%
eMagazines (PressReader)	7	2.28%
Website	23	7.49%
Encyclopaedias	7	2.28%
Busy Things	8	2.61%
Online catalogue (search for books, reserve items)	40	13.03%
None (please tell us why):	88	28.66%
Not Answered	153	49.84%

None - Please tell us why

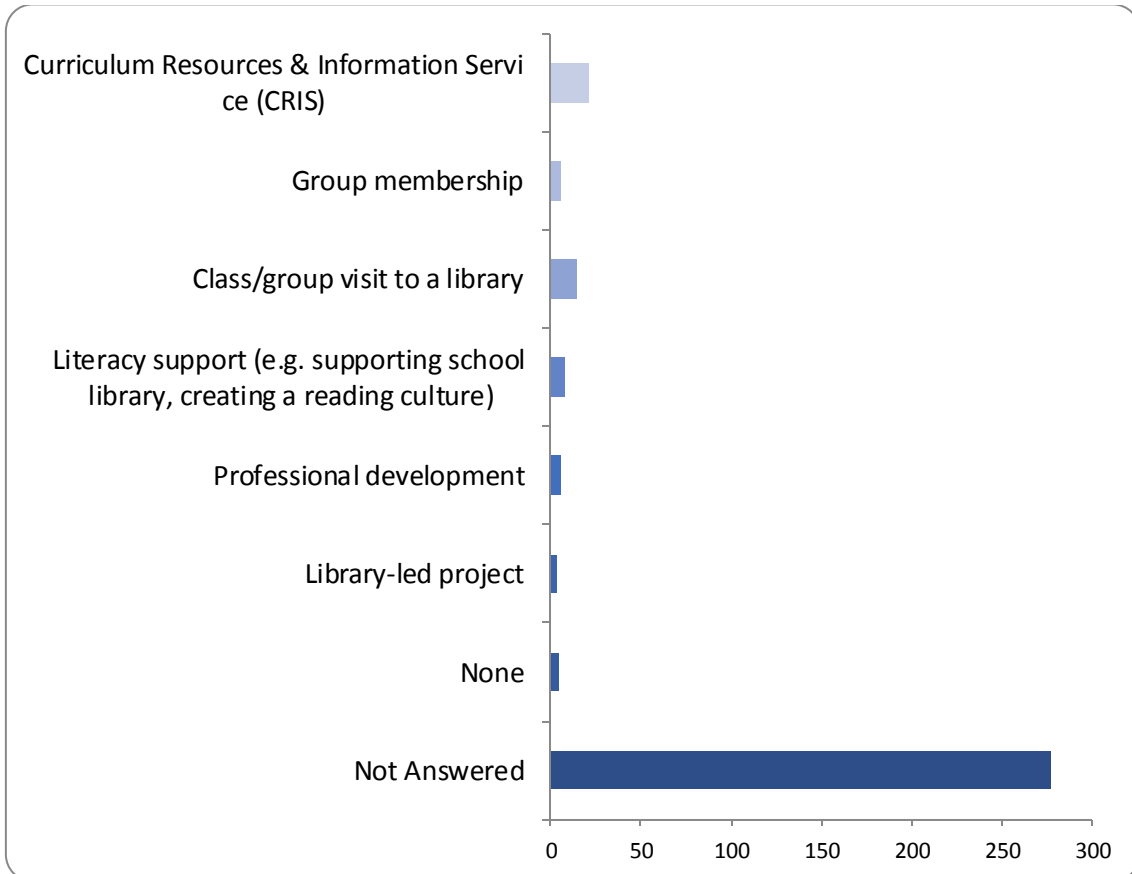
There were 76 responses – some with multiple answers - to this part of the question.

Option	Total
Children too young	24
Limit screen time	6
Prefer books	17
Unaware of resources	12
Prefer to visit library	8
Digital resources available at home/school	7
Never considered	2
No reason given	9
Not registered	1
Use Bookbug online	1
Have own resources	1

22: As a practitioner working in Aberdeen City, which of the following library services have you used in the last year?

PR Services

There were 30 responses to this part of the question.



Option	Total	Percent
Curriculum Resources & Information Service (CRIS)	21	6.84%
Group membership	6	1.95%
Class/group visit to a library	14	4.56%
Literacy support (e.g. supporting school library, creating a reading culture)	8	2.61%
Professional development	6	1.95%
Library-led project	3	0.98%
None	5	1.63%
Not Answered	277	90.23%

23: What barriers are there to using the above services?

PR Services barrier

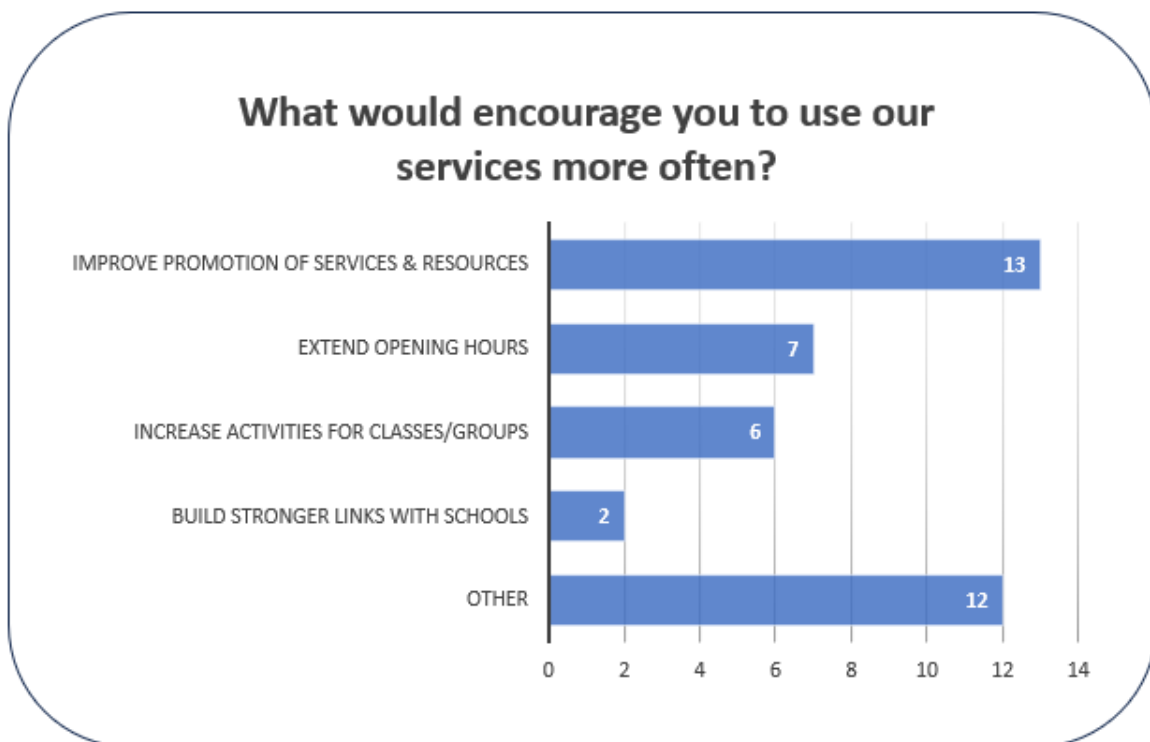
There were 30 responses – with multiple answers - to this part of the question.

Option	Total
Reduced/prohibitive opening hours	8
Location of facilities prohibitive e.g. CRIS, local library	6
Distance	3
Problem getting adult help to take classes to library	5
Lack of awareness of support/services	11
Lack of transport	1

24: What would encourage you to use our services more often?

PR Services increase use

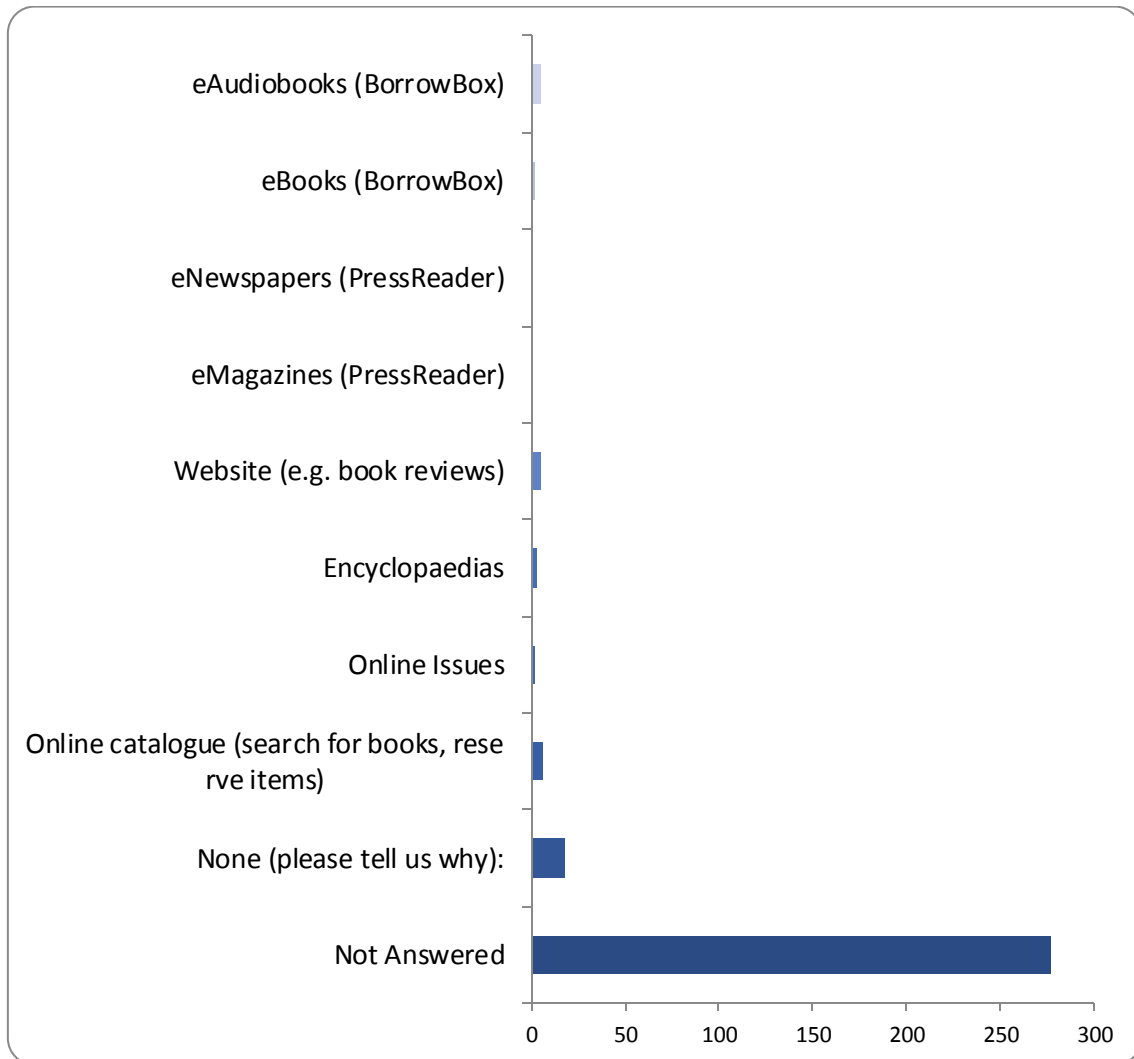
There were 30 responses – multiple answers - to this part of the question. Top 5 responses detailed below.



25: Which of our online resources have you used to support your work with Children/Young People?

PR Online resources use

There were 30 responses to this part of the question.



Option	Total	Percent
eAudiobooks (BorrowBox)	5	1.63%
eBooks (BorrowBox)	2	0.65%
eNewspapers (PressReader)	1	0.33%
eMagazines (PressReader)	1	0.33%
Website (e.g. book reviews)	5	1.63%
Encyclopaedias	3	0.98%
Busy Things	0	0.00%
Online Issues	2	0.65%
Online catalogue (search for books, reserve items)	6	1.95%
None (please tell us why):	18	5.86%
Not Answered	277	90.23%

None (please tell us why):

There were 20 responses to this part of the question.

Option	Total
Need access to IT equipment for groups	2
Not aware of some of the resources	8
Alternative resources available	1
Prefer books	1
No training	1
Unsure of suitability for younger children	1
No reason given/answer not answering question	6

26: If you would like to be part of a focus group to help design library services for the future in Aberdeen City, please provide your email address below.

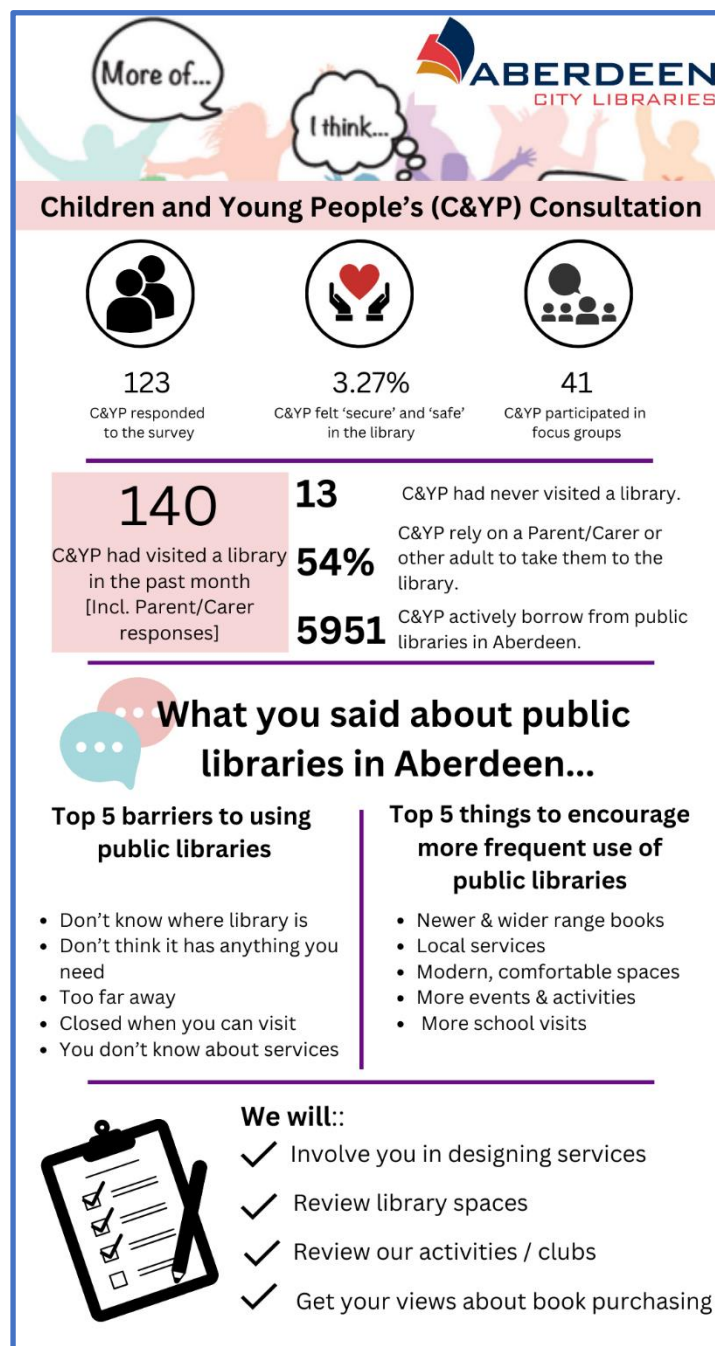
If you are Under 16 years, please ask a parent/carer for permission to take part in our focus groups.

Contact details

There were 71 responses to this part of the question.

Summary of Consultation (for Children and Young People)

Discussions with young people as part of the Child Rights Improvement Project highlighted that public documents need to be in a format and language easily accessible by children and young people. A summary of the responses from children and young people are captured below.



Comments from Children and Young People

Children and Young People were quite candid around their use and future shape of public libraries in Aberdeen. The comments below are a snapshot demonstrating the factors which Children and Young People say would contribute to them using public libraries more frequently.

'I think I would visit our library if it had more decorated rooms.'

'A quiet space and time for me to relax and actually assimilate whatever I'm reading.'

'If there was a more local library to where I live'

'More classes like the stop motion animation which was really good. More graphic novels and comics like Jamie Smart. My mum not having to order all the books – more on the shelves. More libraries around the city for all children. I am lucky Airyhall didn't get shut.'

'Newer books and more private reading areas. The one closest to me is very small and is open plan, with barely any sitting area - expect if you're a toddler or using those old fashioned computer's. The books are usually really old and well-worn so they break easily if you leave them in your bag- their also just little kiddie books or old timey grandma books.'

'Having activities /workshops at my local library - Bucksburn - for Home Educated children during school hours, such as LEGO club, arts and crafts, storytelling, writing club.'

'A larger collection of modern or recently written books.'

'If it looked more fun on the outside and if we went on school trips.'

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**ABERDEEN CITY COUNCIL
(LIBRARY AND INFORMATION
SERVICES)
MANAGEMENT RULES 2024**

Aberdeen City Council ("the Council") by virtue of the powers conferred upon them by Section 112 of the Civic Government (Scotland) Act 1982 ("the Act") have made the following Management Rules to regulate the use of, and the conduct of persons while in, the following premises:

- the Central Library, Rosemount Viaduct, Aberdeen;
- any other library in Aberdeen owned, occupied or managed by the Council; and
- any other premises in Aberdeen owned, occupied or managed by the Council in which library services are being provided by the Council.

The premises named or described above are collectively referred to in these Management Rules as "the Libraries" (with the term "Library" being construed accordingly).

1. CONDUCT

Persons visiting or otherwise using any of the Libraries must comply with all reasonable instructions and directions given by Council staff acting in the course of their duties.

The normal standards for good conduct in public places will apply in the Libraries and these standards are summarised in the Library & Information Services Customer Service Charter which is available from the Libraries and the Council's Library web pages.

Whilst visiting or otherwise using the Libraries, persons **MUST NOT**:

- (a) make excessive noise or create a disturbance;
- (b) bring in any animals, with the exception of assistance dogs;
- (c) smoke, vape or consume alcohol or drugs;
- (d) consume food or drink, except in areas designated by the Council for this purpose or on occasions when food or drink are supplied by or on behalf of the Council for consumption on the premises;

- (e) use a mobile phone or other device in such a way that it disturbs, interrupts or annoys any other person;
- (f) use foul or abusive language or act in an aggressive, disrespectful or inappropriate way towards others;
- (g) wilfully disturb, obstruct, interrupt or annoy library staff in the performance of their duties or any other person engaged in the proper use of the facilities;
- (h) use the facilities for any illegal purpose or any other purpose for which they are not intended;
- (i) undertake sound recording, photography or filming, including filming by the use of mobile phones with cameras, without the prior written consent of the Council;
- (j) leave or distribute leaflets, notices, promotional material or petitions, or undertake charitable collections, without the prior written consent of the Council;
- (k) damage property;
- (l) drop litter;
- (m) engage in or organise a public meeting or assembly without the prior written consent of the Council;
- (n) engage in any trade or business without the prior written consent of the Council;
- (o) enter the premises whilst under the influence of drugs or alcohol;
- (p) enter the premises whilst unhygienic or unclean in person or dress so as to cause offence to other persons
- (q) use the power supply to power personal electric or electronic equipment (which in itself may only be used at the owner's risk) except where dedicated power points are provided for such purposes, with any such use being time limited at the Council's discretion; or
- (r) enter an area designated for staff or private use.

2. LIBRARY MEMBERSHIP

Library membership is required to borrow items, access online resources remotely and to book time on Library computers. Membership entitlements shall be subject to such age limits and other restrictions as the Council may from time to time prescribe. A membership card will be issued on completion of the membership application process and the provision of any required proof of identity and residential address. Students studying in Aberdeen will require to give proof of their parental or main residential address. Persons working (but not residing) in Aberdeen will require to give proof of their residential address. Proof of age may be required.

The granting of borrowing rights may be delayed until details given have been confirmed. Online applicants will be issued with a temporary number and must visit a Library within 90 days to convert to full membership. By signing the membership card, users will be agreeing to be bound by these Management Rules and any other regulations as may be made by the Council relating to the use of the Libraries.

Registration as a borrower will lapse after a period of two years from last use of the service. Thereafter, re-registration will be required.

Age Restrictions

There is no lower age limit to obtain Library membership. At age 12, children are given teenage membership and adult membership is given to all at age 16.

Guarantors

A child or young person below the age of 16 shall not be entitled to Library membership unless a parent or guardian has agreed, by signing the membership card, to accept responsibility for the child or young person as a member. Parents or guardians, in giving such an undertaking, are liable for any items borrowed under the child's or young person's membership, including for loss or damage.

Membership Cards

Membership cards issued for borrowing items, accessing online resources remotely and booking time on library computers are not transferable and the membership card must be presented to borrow or renew items and to access computers. Members shall be personally responsible for the safe keeping of their cards and for items borrowed on their cards, whether on their authority or not. Members shall also be responsible for computer time booked on their card, whether on their authority or not. Members shall be required to immediately notify to the Council any change of address or the loss of a card. A charge will be made for the replacement of a lost card.

Open+

Members wishing to access Library services during Open+ hours will be required to sign their agreement to the Open+Service Terms & Conditions of Use and to

undertake an induction before being granted access during Open+ Hours. Any breach of such Terms & Conditions will be dealt with in terms of Rule 10 below.

3. LOANS

Issue of items

Items cannot be taken from Libraries unless issued against a borrower's card. The prior written consent of the Director of Customer or other Council officer designated or authorised by them for the relevant purpose ("the Director") is required in order to borrow reference material, any such consent being subject to separate loan arrangements.

Reference in these Management Rules to the Director of Customer includes reference to the nearest equivalent Council officer post as may exist from time to time.

Number of items

The Director shall determine the maximum number of items which a member may have on loan at any one time and may vary such maximum numbers at their discretion.

Loan Periods

The Director shall have the power (a) to determine the maximum period for which a member may have a particular item on loan; and (b) to vary all or any such maximum loan periods at their discretion.

In particular, the Director may, at their discretion, reduce the maximum loan period for any particular item if it is in heavy demand or for any other appropriate reason.

Renewals

Items may be renewed in person, online, by telephone or by post, unless requested by another member. When a member has renewed an item twice they will not be permitted to borrow the same item again until a normal loan period has elapsed.

Reservations

Lending material may be reserved at a charge determined from time to time by the Council. Children and teenagers do not pay reservation charges on children's items.

4. CHILDREN AND YOUNG PEOPLE

Aberdeen City Libraries welcomes all children and young people. To ensure their safety, parents and carers are responsible for the supervising of children during their Library visits. Children under the age of 8 must be accompanied by a parent or carer at all times. Children aged between 8 and 12 must not be left unaccompanied for long periods of time.

- (a) Members under the age of 16 are not fined for the late return of children's items.
- (b) Members aged 12-15 will be liable to pay the cost of any fines or charges incurred in borrowing books or other items from adult collections.

5. IT FACILITIES AND WI-FI

All members can access IT facilities in the Libraries. The Wi-Fi service is open to adult members only. Members under the age of 16 may only access computers set up for child use unless accompanied by a parent or guardian. All members may only access the IT facilities and Wi-Fi services in accordance with the conditions set out in the Acceptable Use Policy. The Acceptable Use Policy is available from all Libraries, the Library web pages and on all public access computers.

Visitors may be granted access to computers as guest members, including for printing/scanning.

6. MATERIAL OF VALUE

Material which has a particular value and/or is particularly liable to damage may only be issued on loan or made available for reference purposes or copied subject to such conditions, including the provision of insurance or surety, as the Director deems necessary to ensure its safety.

7. LIABILITY

The Council will have no liability in respect of the loss or theft of, or damage to, any item belonging to a Library user.

The Council will have no liability for damage caused to any audio, video or reproduction equipment due to defects in, or the condition of, loan items played on them.

The Council will have no liability for any loss, theft or misuse of personal data arising from use of Council computer equipment.

8. SERVICE USERS' RESPONSIBILITIES

Defective Items

It shall be the responsibility of a user of the Library Services to check that any items borrowed and any items or materials used for reference purposes are in good physical condition and to report any defects, prior to use or borrowing, to a member of the Library staff who will record these comments. Failure to do so may result in incurring liability for damage as set out below.

Loss or Damage

Users of the Library Services shall be responsible for any loss of, or damage to, reference material which is caused by them. Members shall be responsible for any loss of, or damage to, material that has been borrowed or used in their name, whether or not such damage or loss is attributable to them personally, and shall be liable to make payment for such damage or loss together with the administration expenses involved. The amount of such payment shall be determined by the Director.

Contravention of Legislation

For the avoidance of any doubt, nothing in these Management Rules nor in the provision of the Library Services shall authorise the contravention of any legislation (including the Copyright, Designs and Patents Act 1988 as amended).

Room/Library Space Bookings

Appropriate areas of Library premises may be hired, for a fee, for community, cultural, educational or social purposes. The amount of such payment shall be determined by the Council. Bookings are covered by separate “Library Meeting Rooms – Conditions of Hire”.

9. OVERDUE ITEMS

Members who retain items beyond the maximum permitted loan period shall be charged for such items at such a rate or rates as shall be determined from time to time by the Council. Such rate or rates shall be prominently displayed at all points of issue in the Libraries.

Members who incur fines or charges above the maximum level determined by the Council (the current maximum level of fine or charge is £10.00) will not be permitted to access Library services until all fines and charges are paid.

10. EXPULSION AND EXCLUSION

An authorised officer of the Council may:

- (a) if they have reasonable grounds for believing that a person has contravened, is contravening or is about to contravene any of these Management Rules, expel that person from the premises to which the Management Rule applies;
- (b) if they have reasonable grounds for believing that a person is about to contravene any of these Management Rules, exclude that person from the premises to which the Management Rule applies.

A person who has, in respect of particular premises, persistently contravened or attempted to contravene these Management Rules and is, in the opinion of the Council, likely to contravene them again, may be made subject to an Exclusion Order by the Council under section 117 of the Act for a period not exceeding one year.

Any person who fails to comply with expulsion, exclusion or an Exclusion Order as set out above shall be guilty of an offence and shall be liable, on summary conviction, to a fine not exceeding level 1 on the standard scale.

11. CITATION, COMMENCEMENT AND INTERPRETATION

These Management Rules shall be cited as the Aberdeen City Council (Library and Information Services) Management Rules 2024.

These Management Rules shall come into force on the date of their execution and shall, unless revoked, continue in force for a period of 10 years from that date.

The Interpretation Act 1978 shall apply to the interpretation of these Management Rules as it applies to the interpretation of an Act of Parliament.

Sealed with the Common Seal of Aberdeen City Council and signed for the Council and on its behalf by [name and designation], a proper officer of the Council, on [date].

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